

Communication and user support in a challenging migration

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- LibreOffice Conference 2013

Your speaker

- Long time member OpenOffice.org and LibreOffice community
- Active in marketing, QA, ..
- Membership Committee member
- Owner Nou&Off: consultancy, migrations, support LibreOffice
- The Netherlands



Perception of our target public

- Free, gratis, software? So apparently me and my work are not important enough to pay some money?
 - => marketing challenge
- Change: most people do not like to change

User attitudes

- Enthusiastic
- Accepting
- Resistant

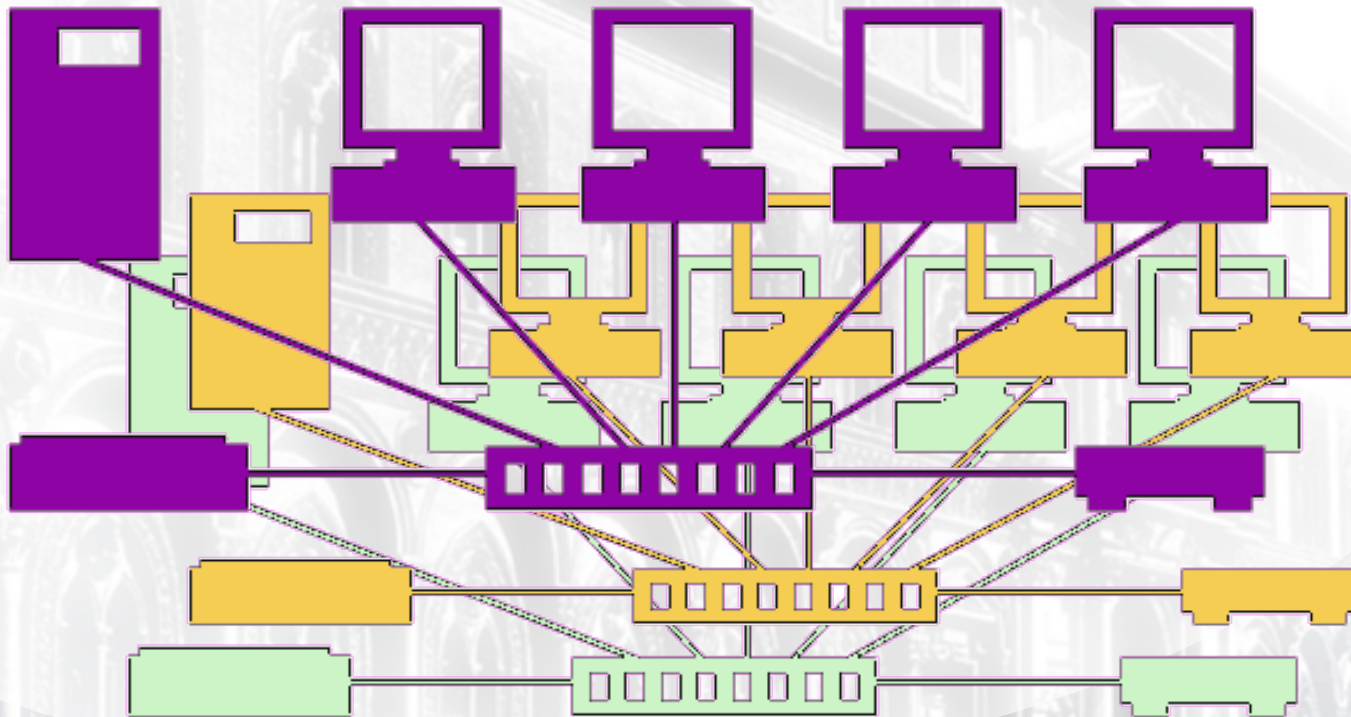


Situation

- Not for profit organization
- Terminal based with MoMachine
 - started with old Windows boxes
 - later on neat thin clients
- CentOS Based
- KDE, Zimbra,
- Older OpenOffice version
 - to be replaced by LibreOffice

Growth of number of users

- Started with one region in 2006



- Grew to more, and more

IT staff running all this

- Network/hardware tech guys : 5
- Helpdesk : 3
- Application support / advise : 3
- Some additional hands for local support
- Managing 1500-2000 users

Advantages > Motivation

- Cost advantage
 - licenses
 - staff for maintenance / support
- Improved internal communication
 - with regional groups already using the system

Challenges in type of work

- More external communication
 - PR staff
 - more technical reports
- More heavy use



Process

- Explanation reason
- Explanation process and steps to be taken
- Then do what you told
 - and explain necessary changes
- Take users serious
 - get them involved
 - ask their input, needs, concerns, tips
 - handle input and show how

Help users getting convinced

- "Of course it's understandable that you may not be fully happy: the change means some extra effort"
- "My experience shows, that when people learn to use LibreOffice well, they can do their work, but also can do it better and more efficient"
- "So pls show me what your questions and problems are, so that I can help you"
- (and then in the end confirm that the help was OK and that the user indeed can do the necessary work)

Communication topics/steps

- General introduction
- Announcement first introduction meeting
- Message explaining steps in the process
 - user input
 - pilot
 - trainings/aftercare
- Ask specific user input
- Announce trainings & details

Specific user input

- Try your documents in OpenOffice
- What important/special documents do you expect trouble with
- What type of documents do you use in external communication
- Do you have macro's
- Do you have any needs/wishes already now
- ...

Training

- Basic training for all users
 - whole system + webmail + office
- Various offerings OpenOffice/LibreOffice
 - more advanced OpenOffice/LibreOffice general
 - advanced Writer
 - basic Calc

Special situation and needs

- Not only the new office software
 - from Microsoft OS to Linux thin clients
- One/two PC's available for e.g. Excel specials
 - macro documents from the EC ...
- Heavy use of pictures/video
 - performance problem on network > separate device

Renewed recognition of a huge advantage of free software

- NSA / PRISM
- Microsoft 1st one to sell (...) their customers work to FBI



State of the project

- Extra Interviews to track needs & still existing problems
- Personal support
- Extra training
- Organising technically
 - standardizing
 - tooling

Lessons learned

- Faster check up of remaining wishes/problems
- You can never over-estimate importance of serious and detailed support
- only now more in depth-trainings and more standardizing

Deliverables

- Handling existing documents
 - three layers
- Handling external communications
 - three layers too
- Simple editing / styling explanation
- Migration whitepaper
 - <http://documentfoundation.files.wordpress.com/2013/03/tdf-migrationwhitepaper1.pdf>

***Still to
be finished ...
but pls
stay tuned!***



Thank you ...

- ... for listening!
- ... for supporting LibreOffice!
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Questions



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