

Case Studies of migration to LibreOffice in Japan

Shinji Enoki (shinji.enoki@gmail.com)
LibreOffice Japanese Team



This work is licensed under a Creative Commons
Attribution-ShareAlike 3.0 Unported License.



Agenda

- ▼ Who am I
- ▼ Japanese Major LibreOffice Users
- ▼ Case Study 1: Aizu-Wakamatsu City
- ▼ Case Study 2: JA Fukuoka City
- ▼ Another Case Studies
- ▼ Keys of Success of Migration
- ▼ Conclusion



Who am I

- ▼ A member of LibreOffice Japanese Team
- ▼ Events in Japan,
 - ▼ Speaker & booth : Open Souce Events
 - ▼ Kansai LibreOffice study meeting (2008-)
- ▼ Freelane (LibreOffice Support)
- ▼ Other Community Works:
 - ▼ A board member of Japan UNIX Society
 - ▼ A member of Wikimedians in Kansai
 - ▼ A staff of KANSAI OPEN SOURCE

Major LibreOffice Users in Japan

▼ Local Governments

- ▼ Aizu-Wakamatsu City (Fukushima Pref.)
- ▼ Koka City (Shiga Pref.)
- ▼ Kuki City (Saitama Pref.)
- ▼ Kosai City (Shizuoka Pref.)
- ▼ Tokushima Pref.

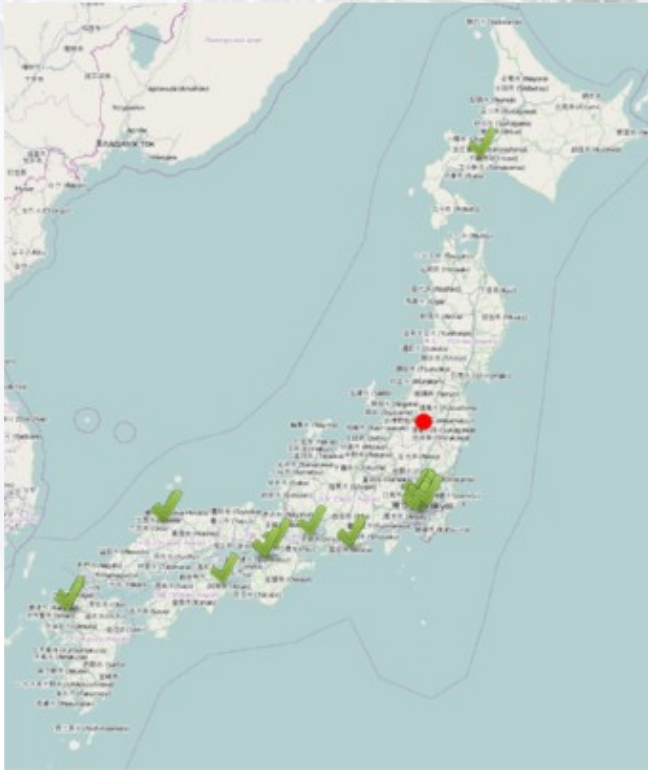
▼ Companies / Group

- ▼ NTT Comware Corp. (system integrator)
 - ▼ Sumitomo Electric Industries Ltd.
(electric equipments manufacturer & sales)
 - ▼ Japan Agricultural co-operative (JA) Fukuoka City
(Fukuoka city's regional organization for farmers)
-

Case Study 1: Aizu-Wakamatsu City

Outline of the users

- ▼ Western area of Fukushima pref.
- ▼ Population: 123,000



Case Study 1: Aizu-Wakamatsu City

Quick look of their migration

- ▼ 2012/1: OpenOffice.org to LibreOffice
 - ▼ 2008: MS Office to OpenOffice.org
 - ▼ Covered whole a city government works
 - ▼ 850 clients
 - ▼ 15% of MS Office licences still remain
 - ▼ Objectives
 - ▼ reduce TCO(Total Cost of Ownership)
 - ▼ Service for citizens : not enforcing buy proprietary
 - ▼ ODF as a standard document format in the city
 - ▼ encourage their local industries using FLOSS
-



Case Study 1: Aizu-Wakamatsu City

Remarkable Points

▼ Did It Themselves

- ▼ all of works about OOo installation; planning, testing and user support are done by two people team (training by many members)

- ▼ Mr. Motojima and Mr. Meguro

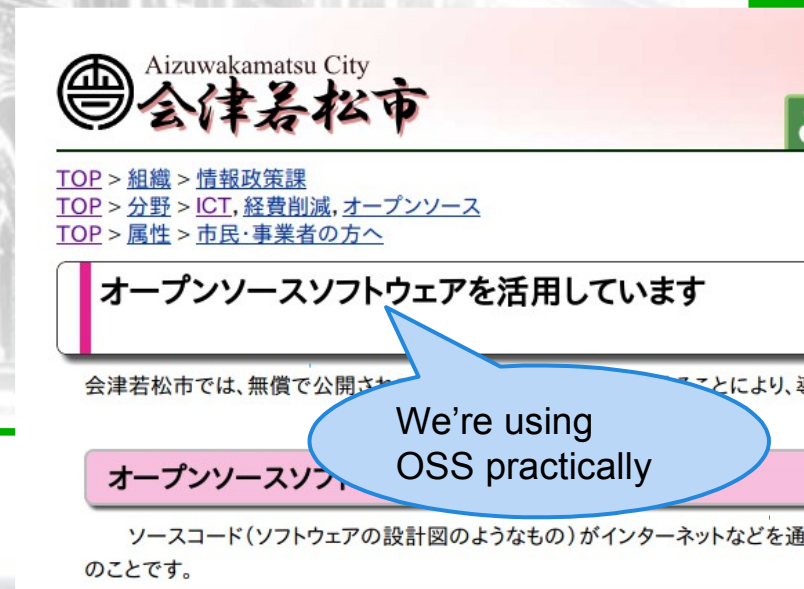
▼ By Collaboration with Japanese community

- ▼ Mr. Meguro had joined OOo Project (in japanese) , then he became a member of LibO Japanese Team
- ▼ migration to LibO had done smoothly though Mr. Meguro had moved another team (not problem and keep join community)



Case Study 1: Aizu-Wakamatsu City Remarkable Points (cont'd)

- ▼ Being the Role model of all LibreOffice users
 - ▼ as a community member, Mr. Meguro has worked well e.g. reporting bugs, having lectures how to migrate from MS Office to LibreOffice, etc
 - ▼ creating their own logo to promote ODF
 - ▼ promotion on Web
 - ▼ publishing a migration guide
- ▼ Carefully initial support
 - ▼ quick Q&A inside
- ▼ Long-term soft landing



Aizuwakamatsu City
会津若松市

[TOP > 組織 > 情報政策課](#)
[TOP > 分野 > ICT, 経費削減, オープンソース](#)
[TOP > 属性 > 市民・事業者の方へ](#)

オープンソースソフトウェアを活用しています

会津若松市では、無償で公開されたソフトウェアにより、

オープンソースソフト

ソースコード(ソフトウェアの設計図のようなもの)がインターネットなどを通
のことで。

We're using
OSS practically

Case Study 1: Aizu-Wakamatsu City

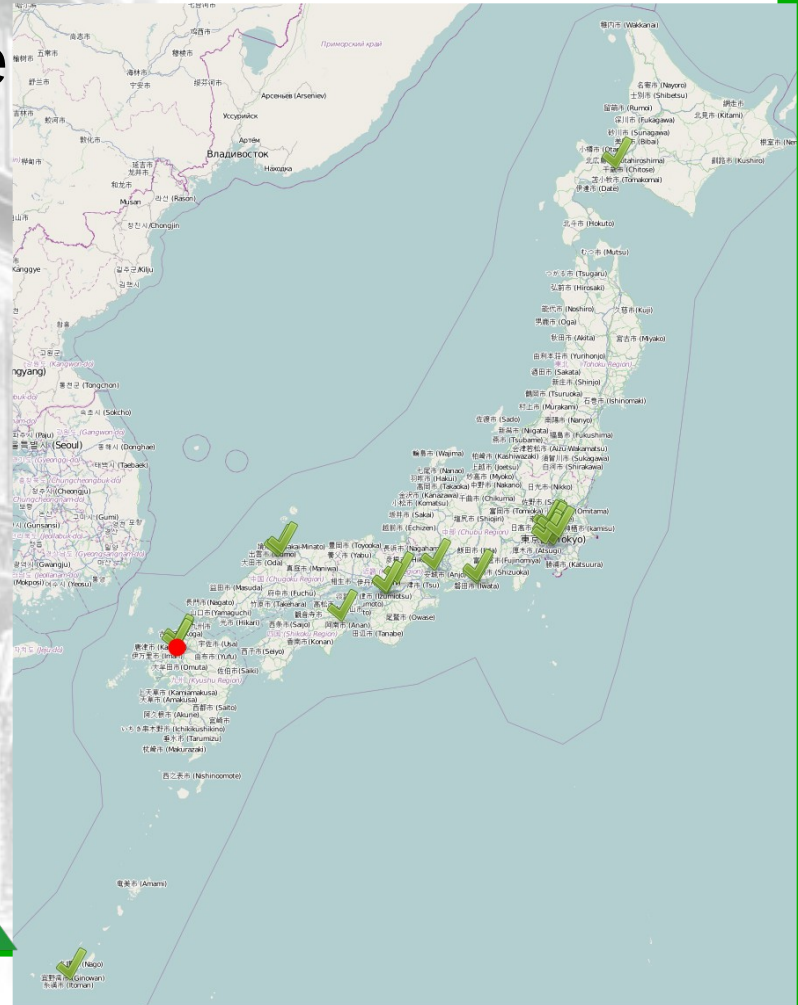
Why they have done well?

- ▼ High level management support
 - ▼ currently “openness” has become strength of Aizu-Wakamatsu city
 - ▼ they also commit open governance and open data movement right now
- ▼ Controlled risks and concerns well
 - ▼ well preparation before beginning migration
 - ▼ respond quickly when problem occurred
- ▼ ODF as a standard format in the city
- ▼ Deep relationship with Japanese community

Case Study 2: JA Fukuoka-city

Outline of the users

- ▶ Japan Agricultural co-operative
- ▶ Whole Japan cooperation
- ▶ JA Fukuoka-city
 - ▶ Fukuoka city's regional branch of JA
 - ▶ Fukuoka-city is a capital of Fukuoka pref.



Case Study 2: JA Fukuoka-city

Quick look of their migration

- ▼ Installed LibreOffice to all clients
 - ▼ almost 400
 - ▼ employees often use different machine in several office
 - ▼ 30% of MS Office licences still remain

Case Study 2: JA Fukuoka-city

Quick look of their migration(cont'd)

- ▼ Objectives
 - ▼ let lifetime of their documents longer
 - ▼ ODF first!
 - ▼ reduce TCO
 - ▼ unify all clients environments
 - ▼ install presentation / drawing to all clients
 - ▼ PowerPoint and Visio are too expensive

Case Study 2: JA Fukuoka-city Remarkable Points

▼ Did It Themselves

- ▼ all of works about LibO installation; planning, testing and user support are done by two people team
- ▼ Mr.Watanabe and Mr.Morifuji (now, Mr. Watanabe and Ms. Kumagai)
- ▼ no training now (manuals only)



Case Study 2: JA Fukuoka-city Remarkable Points (cont'd)

- ▼ Draw training course is now planning
 - ▼ making poster is usual work of them and Draw is suitable software, but few people knows
- ▼ Great handmade manuals
 - ▼ users guide, VBA to Calc Basic migration guide
- ▼ Found excellent people
 - ▼ convert documents from MSO to ODF
 - ▼ Limited to the necessary document
 - ▼ They work in empty time (not overtime)
 - ▼ They support the team member (answer question)

Case Study 2: JA Fukuoka-city Remarkable Points (cont'd)

- ▼ Open everything how they did
 - ▼ publish manuals under CC-BY-SA 2.1 JA
 - ▼ “migration how-to” document is also available
 - ▼ having lectures in several community events
- ▼ Why LibreOffice beat Apache OpenOffice?
 - ▼ AOO had been considered also
 - ▼ Our strength are:
 - ▼ good functionality
 - ▼ interoperability with MS Office
 - ▼ community activity !!!

Case Study 2: JA Fukuoka-city

Why they have done well?

- ▼ Follow the role model
 - ▼ studied well Aizu-Wakamatsu city's case
- ▼ Deep observation usual work flow of the organization
- ▼ Circulation of testing, risk analyzing and risk management
 - ▼ divide acceptable risks and unacceptable risks

Another good cases

- ▼ NTT Comware Inc.
 - ▼ >5,000 employees
 - ▼ very OSS friendly (not only LibreOffice)
 - ▼ Mr. Ohmori, in their IT management team, is a member of LibreOffice Japanese Team
 - ▼ Sumitomo Electric Industries, Inc.
 - ▼ group has >20,000 employees
 - ▼ SEI suggest LibreOffice as a standard office suite
 - ▼ not inhibit to use MS Office
 - ▼ community centric
-
- ▼ providing their office space for community events



What type of organizations will succeed?

- ▼ Top manager commits to migrate
- ▼ All members of migration team have strong passion
 - ▼ or have great supporters
 - ▼ migration work is sometimes really stressful :(
- ▼ Less technical problem
 - ▼ e.g. no macro
- ▼ MS Office have concerns in their business
 - ▼ unify environments
 - ▼ vendor lock-in
 - ▼ can't control Microsoft's product plan

What types organization will hard to success, or fail?

- ▼ Have big technical risks
 - ▼ Using a lot of macros
 - ▼ their proprietary infrastructure assume using MS Office
- ▼ Employees feels “we are victim”
 - ▼ “why we use poorman’s Office to reduce little cost?”
 - ▼ “I won’t use REAL MS Office, not imitation.”
 - ▼ sometimes they need just a “Microsoft” brand, not a functionality, performance, ...
 - ▼ this problem is mentioned in TDF migration guide

What are important to success?

- ▼ Increase deposits in the TRUST BASKET
 - ▼ high level managers sometimes CAN NOT understand WHY they should migrate to LibreOffice,
 - ▼ but they CAN understand WHO can trust when technical judgement is needed
- ▼ Risk management
 - ▼ to reduce possibility to happen problems
 - ▼ to prepare when problem happens
 - ▼ in early stage, faster recovery is really important!
- ▼ Join Community!

Join community!

- ▼ LibO allows users change LibO itself as they like
 - ▼ Proprietary software DON'T allow
- ▼ e.g.1: Reporting bug
 - ▼ Users can't identify their problem is unique or not
 - ▼ If they report it directly, they can understand their problem exactly, and make opportunity to solve it
- ▼ e.g.2: Sharing each know-how
 - ▼ Publish migration case study as a manual, or lecture
 - ▼ Then they get feedback from another users or contributors, and the feedback improve them again

Conclusion

- ▼ In Japan, several organizations had chosen LibreOffice
- ▼ Well done organizations has good relationship with community
- ▼ The key of success is “JOINING THE COMMUNITY”

Special Thanks

- ▼ Review and helping translation of the slide
 - ▼ Naruhiko Ogasawara

T-shirt present!

- ▼ Japanese Team T-Shirts
- ▼ For 2 person
- ▼ Size M or L



Thank you!

