

The Municipality of Trieste Apache OpenOffice Migration

Davide Dozza
ddozza@gmail.com



- ▶ Opportunities
- ▶ The migration process
- ▶ The activities
- ▶ Numbers
- ▶ Conclusions



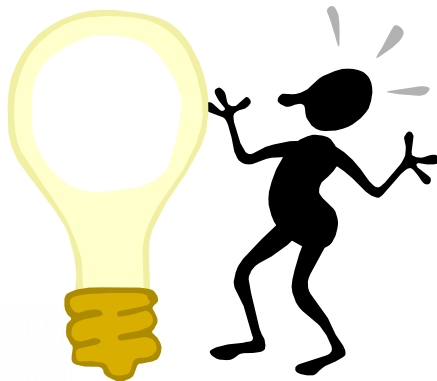
Opportunities



Always the same: budget problems?



= €€€



= 0 !!!

... now other drivers are on the table! **APACHECON**
EUROPE



April 2014: end of support



... now other drivers are on the table!



Agenzia per l'Italia Digitale
Presidenza del Consiglio dei Ministri

“CODICE DELL'AMMINISTRAZIONE DIGITALE Art.68”

When a PA acquires a software they have to:

- ▶ compare what is available on the market and, when possible, privilege re-usable and FLOSS solutions
- ▶ ensure they'll use at least one open format (public, documented and neutral)



The migration process

Changing is the issue

The office automation suite is an user production tool:

- ▶ daily use → **every day**
- ▶ trusted → **users rely on it**
- ▶ core business → **documents and data production**

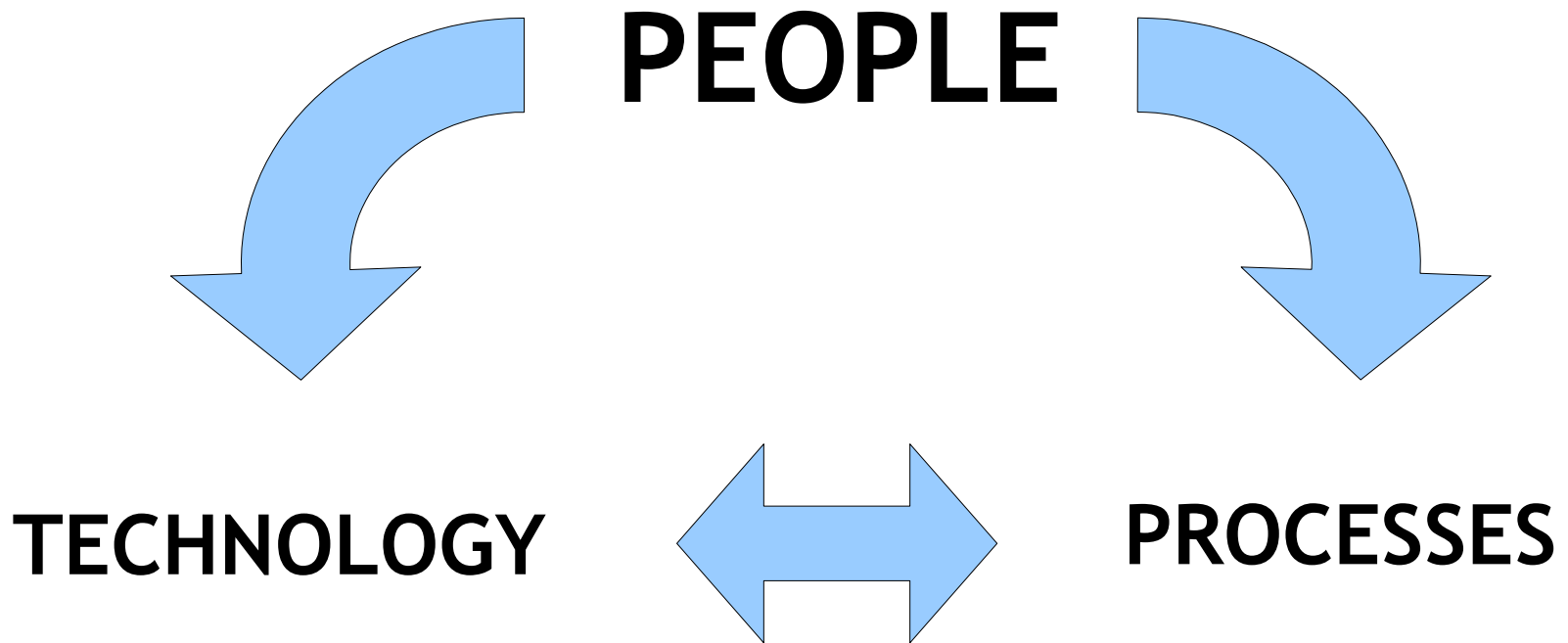


Technicians aren't enough!



Changing cannot be only a technical activity!!!







Strong emotional impact



Resistance to change



Changing the way to work



Planning, developing, communicating,
involving, implementing, supporting.



PEOPLE



Lowering the barriers

- ▶ Communication → **Understanding the reasons**
- ▶ Motivation → **Acceptance of the effort**
- ▶ Involving → **Participation to the project**
- ▶ Qualifying → **Training**
- ▶ Supporting → **Don't feeling alone**



PROCESSES



- ▶ Cope with the change.
 - ▶ Involving the parts → **all, none excluded**
 - ▶ Implementing the migration → **plan the steps**
 - ▶ Risk management → **mitigation activities**
 - ▶ Marketing → **promote the adoption**
- ▶ Seize the opportunities
 - ▶ Training → **improve the skills**
 - ▶ Innovating → **enhance the way to work**



TECHNOLOGY



- ▶ New format management
- ▶ Document conversion
- ▶ Document exchange and interoperability
- ▶ Automation
- ▶ Personal applications
- ▶ Third party software
- ▶ Hardware



The AOO migration at Municipality of Trieste



Four steps approach



- ▶ Analysis → **how are we?**
- ▶ Pilot → **is it feasible?**
- ▶ Activities plan → **which activities?**
- ▶ Migration → **ODF adoption**



- ▶ Technical situation
- ▶ How documents are produced
- ▶ Users, organization and skills
- ▶ How documents are shared and exchanged
- ▶ Applications compatibility
- ▶ Macros complexity

March - May 2013

- ▶ Trial on a representative user group
- ▶ Issues identification and solutions
- ▶ Risk assessment
- ▶ Requirements definition
- ▶ Scenarios and economical evaluation

June - July 2013

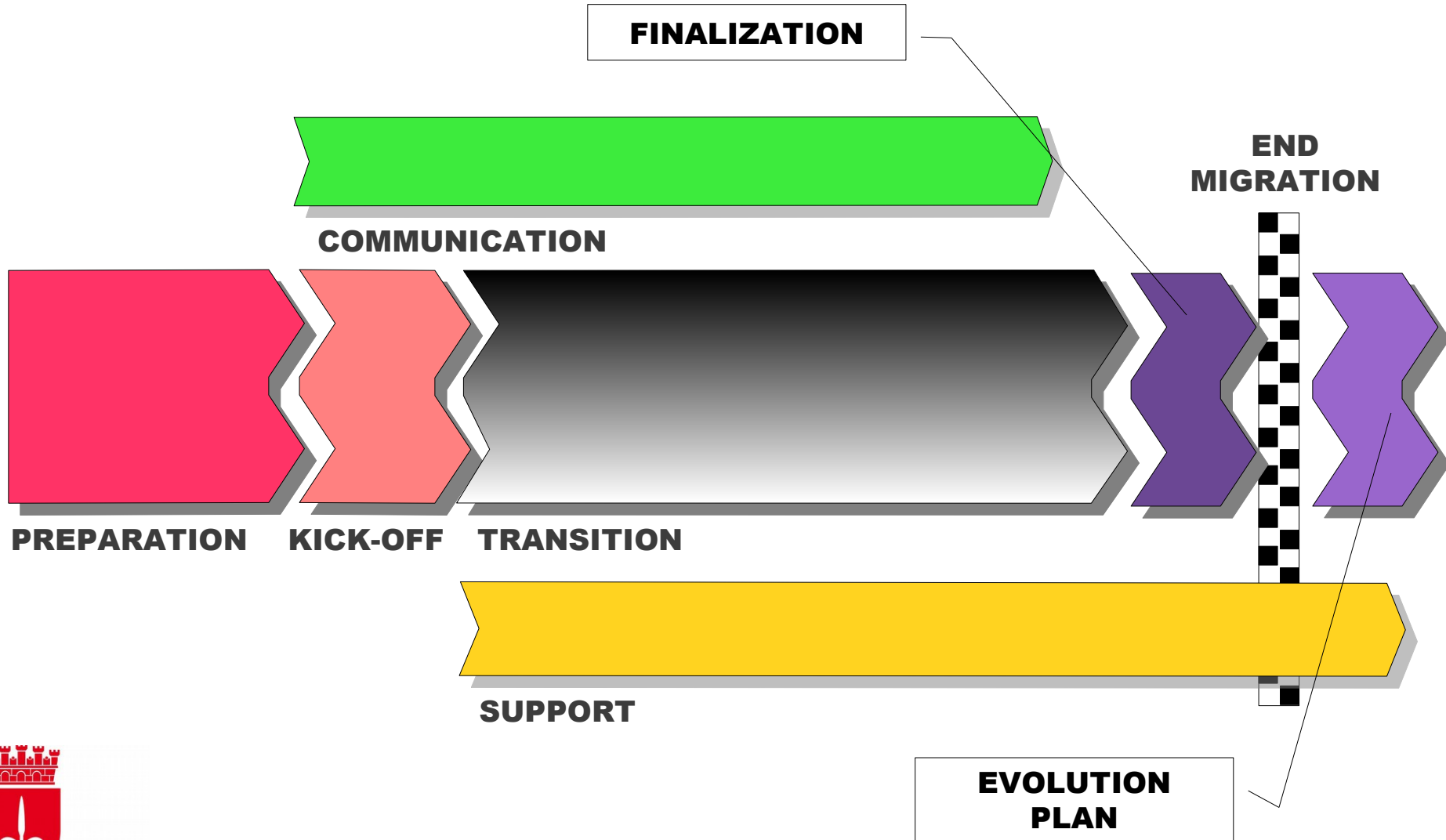


- ▶ Approach definition
- ▶ Planning
 - ▶ Training
 - ▶ Communication
 - ▶ AOO installation and file association
 - ▶ Support

August 2013



The migration process



AOO Transition

- ▶ 100 users groups, one per week
- ▶ Before training, then migrating
- ▶ AOO document association
- ▶ Users coaching
- ▶ On-the-fly issue solving
- ▶ Document conversion support

September 2013 - April 2014



- ▶ Advanced user training
- ▶ Specialized support for critical processes
- ▶ MS Access lock-ins removal
- ▶ MS Access application analysis for new technology porting



Numbers



Starting situation

- ▶ Approx. 1800 users
- ▶ MS Office 2000 - 2003
- ▶ WinXP
- ▶ No Outlook, Sharepoint, Exchange
- ▶ Large use of MS Access



Dilemma: AOO vs LibO

- ▶ Why Apache Open Office
 - ▶ better stability
 - ▶ relaxed release plan

- ▶ Where Libreoffice
 - ▶ on workstations where advanced filters are useful



- ▶ Advanced training for expert users in order to preserve the productivity
- ▶ Training for internal teachers to support life-long learning
- ▶ ODF as default format for the entire administration
- ▶ Software legacy only where necessary



- ▶ Key users identification for proximity support
- ▶ Progressive MS Office removal with natural PC turn over
- ▶ At the end, 5% of guarantee workstations with MS Office



Used also for core business applications.

- ▶ Removed only where not used at all
- ▶ Runtime adoption
- ▶ Data and application separation for smooth applications migration
- ▶ Database training and support on data manipulation and analysis



Conclusions



- ▶ Users understood and accepted ODF as the document standard
- ▶ Just few people opposed the migration claiming the MS Office superiority
- ▶ Less than 10% of users require MS Office for docs and apps compatibility reason
- ▶ About 20% of users require MS Access
- ▶ Training allowed to introduce advanced use of AOO (i.e. pivot tables, datasources instead of spreadsheets, mail merge)



- ▶ MS Office old versions helped the migration process
- ▶ The lack of Sharepoint and Exchange was a great advantage
- ▶ Large use of MS Access and macros is an hard issue to solve



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- Massimo Carnevali: Open Office Project at Comune di Bologna
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Any questions?

Thanks!

ddozza@gmail.com