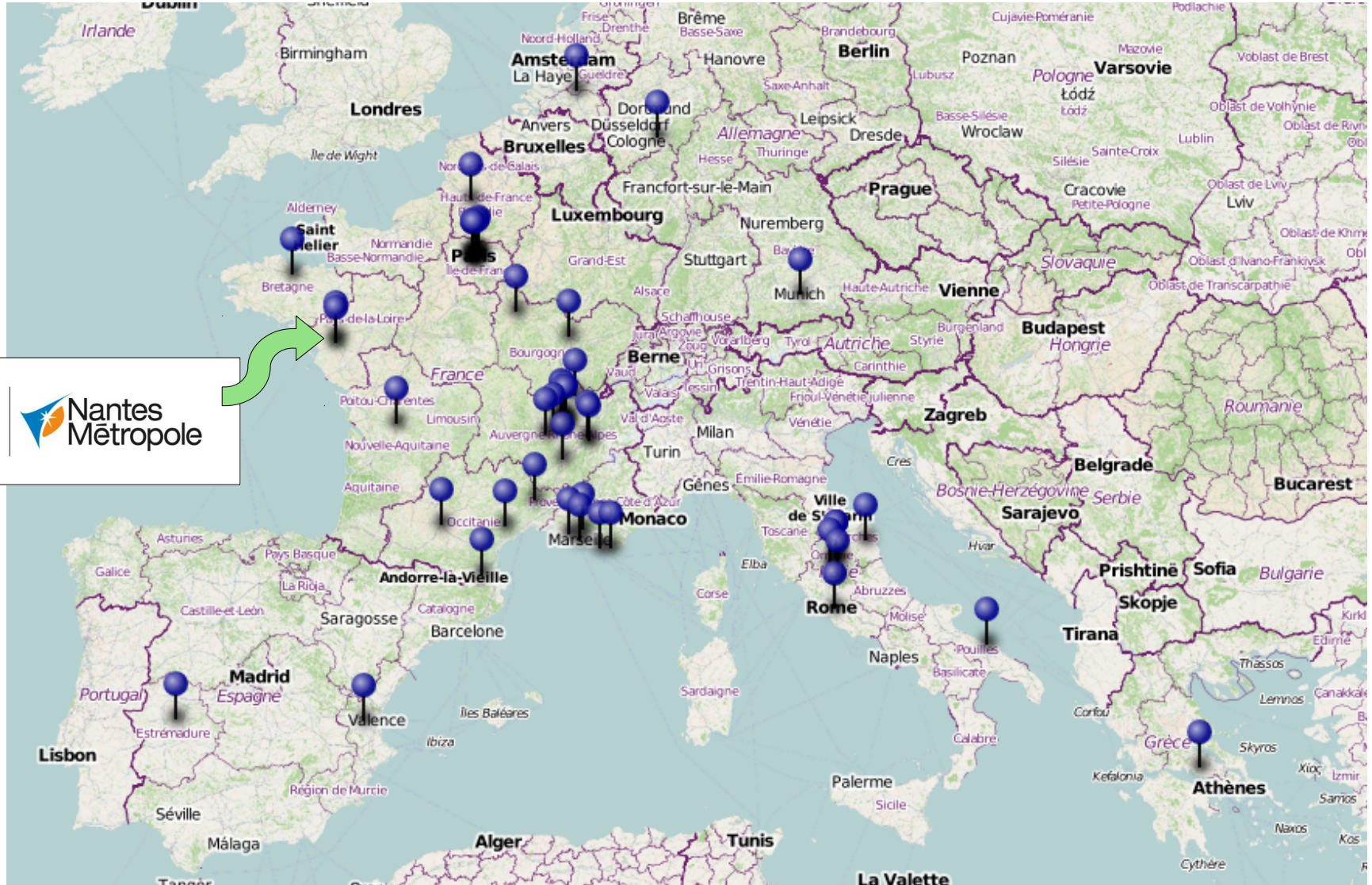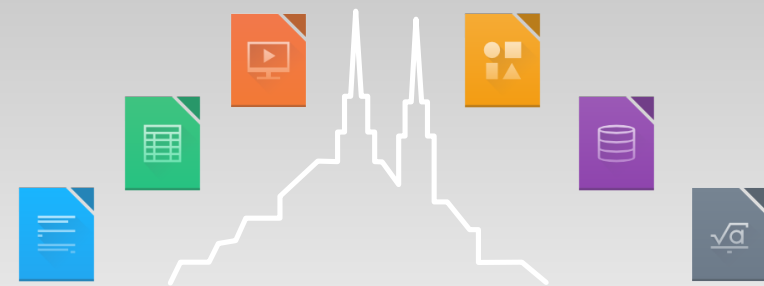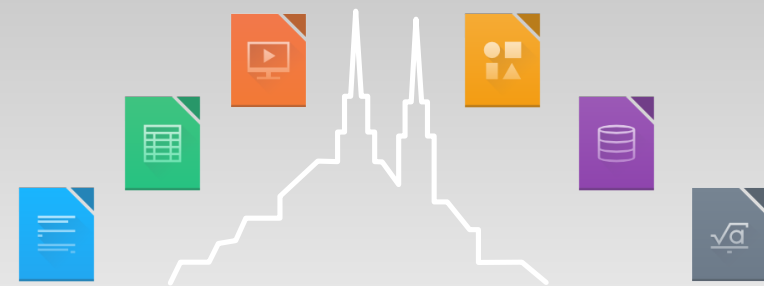# Return on experience – Migration of Nantes Métropole

- Eric Ficheux
  - Project manager for Nantes Métropole, France

About Nantes and the context
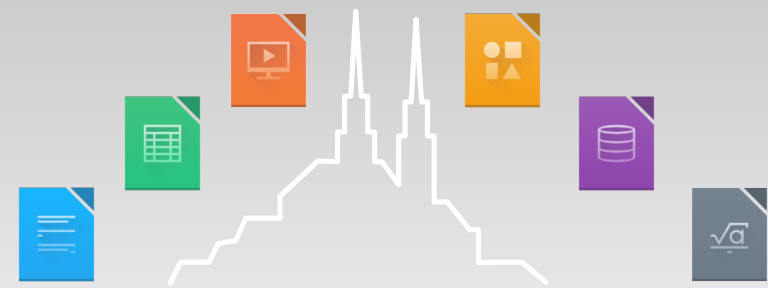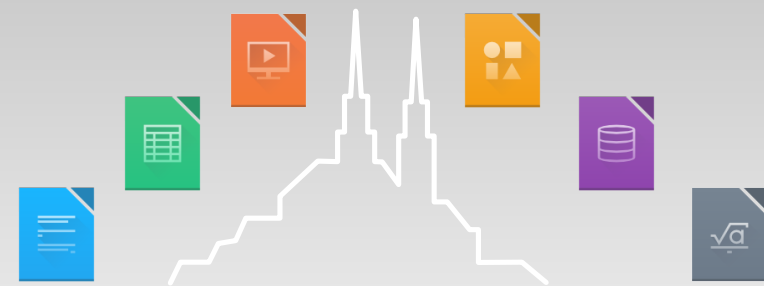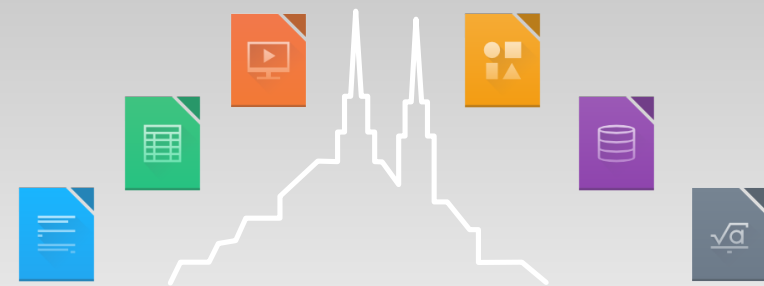
LibreOffice migration

=

Change Management

- Change = resistance, people don't like change

- Users make the change happen, project team can only help

- It's necessary to push hard enough so that change happens
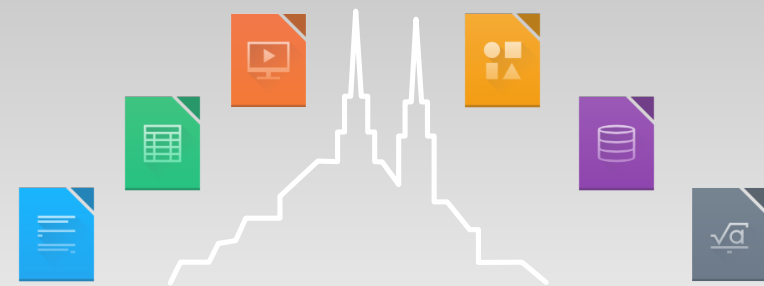
Change management project phases

- **Determine need for change**
- Prepare and plan
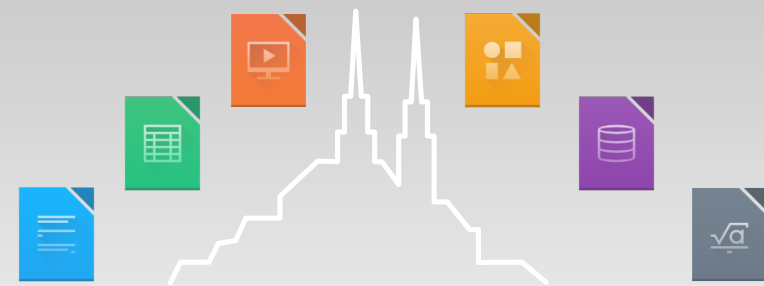- Implement
- Sustain

So, why did Nantes choose LibreOffice?

- Savings
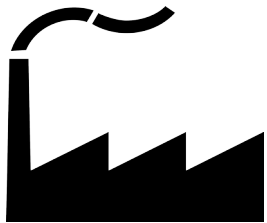
- Vendor independance

- Not more difficult than other options

Change management project phases

- Determine need for change
- **Prepare and plan**
- Implement
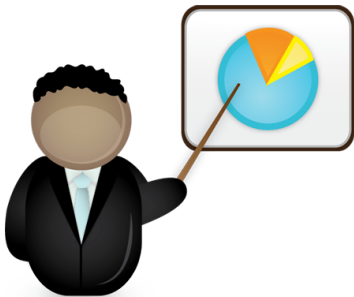- Sustain

Industrialize / Standardize / Automate

Automate answers to common issues
Standardize migration process
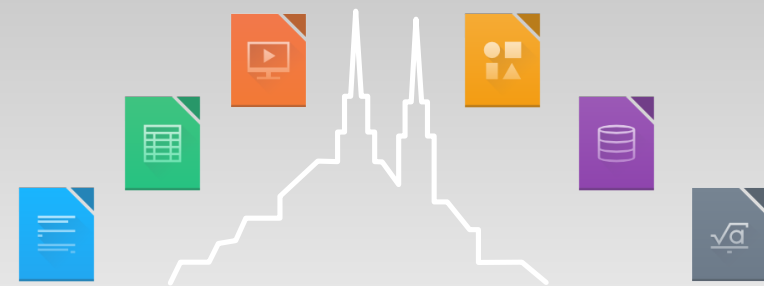Reduce cost, time, effort and stress

Organize support

All remaining issues will arrive here.
The less, the better

Prepare communication

Communication is vital.
It helps reassure and defuse many situations.
Explain why, what's going to happen and how
Get ready to answer questions

Risk/Opportunities Brainstorm

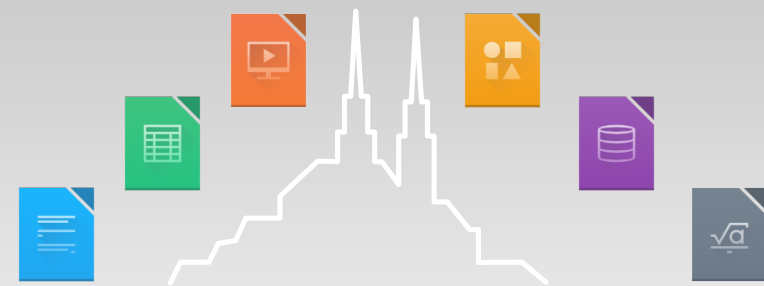We listed every actor impacted or taking part in the project

Identify and evaluate

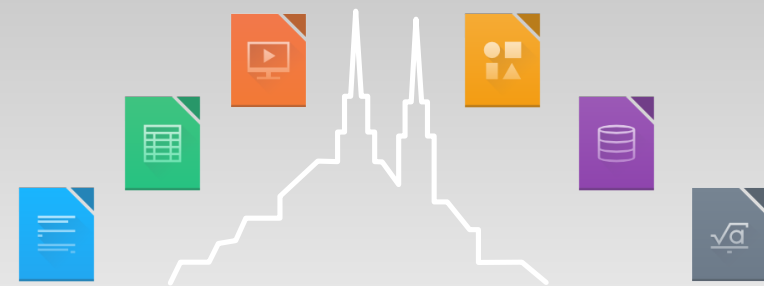Risks for the project and negative impacts for the actor

Identify and evaluate

Opportunities for the project and positive impacts for the actor
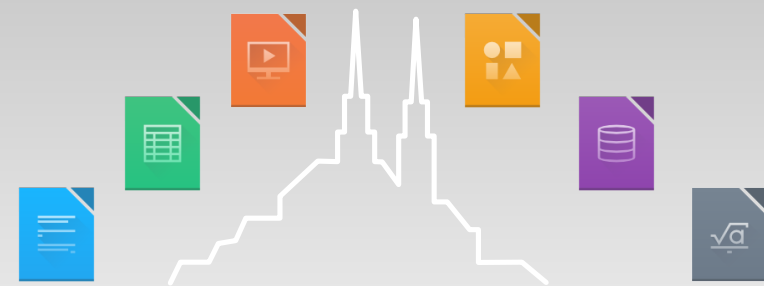
We completed brainstorm results with

User survey
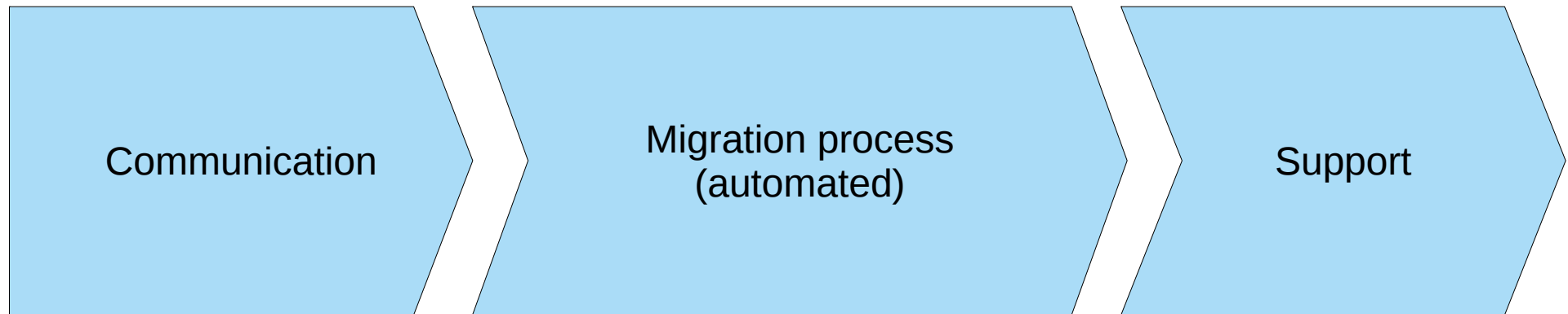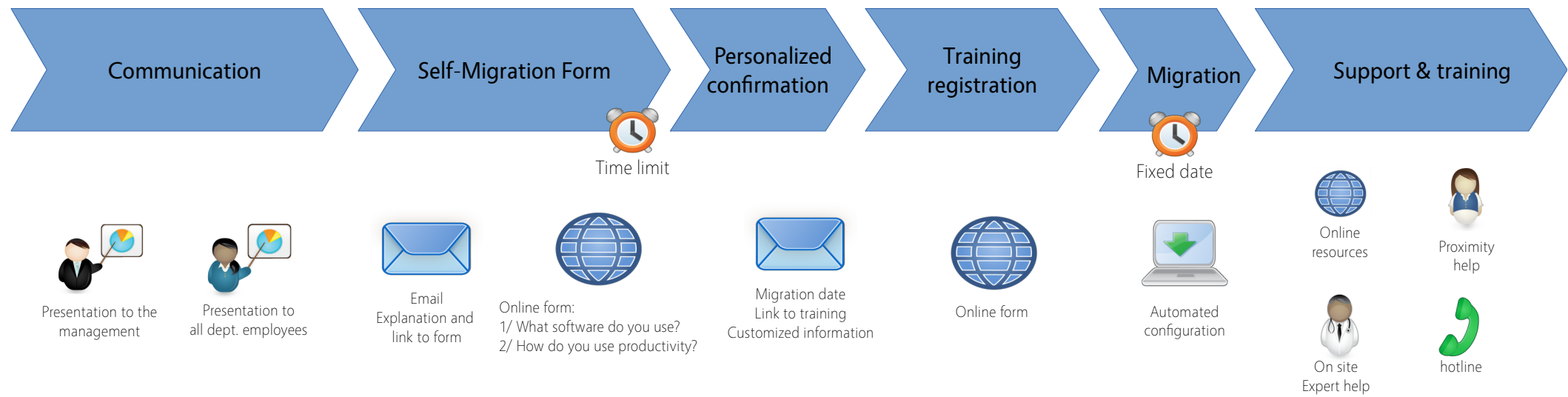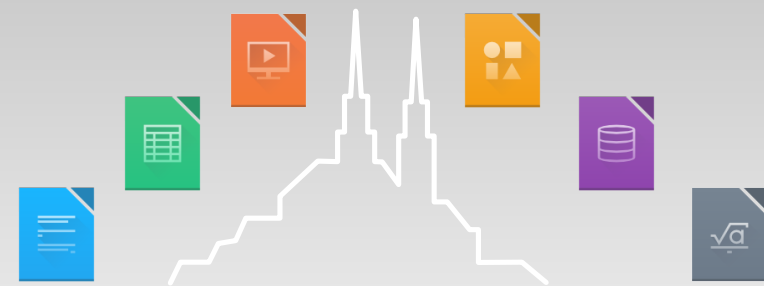
Experimentation

Change management project phases

- Determine need for change
- Prepare and plan
- **Implement**
- Sustain

Standard process
Migration department by department
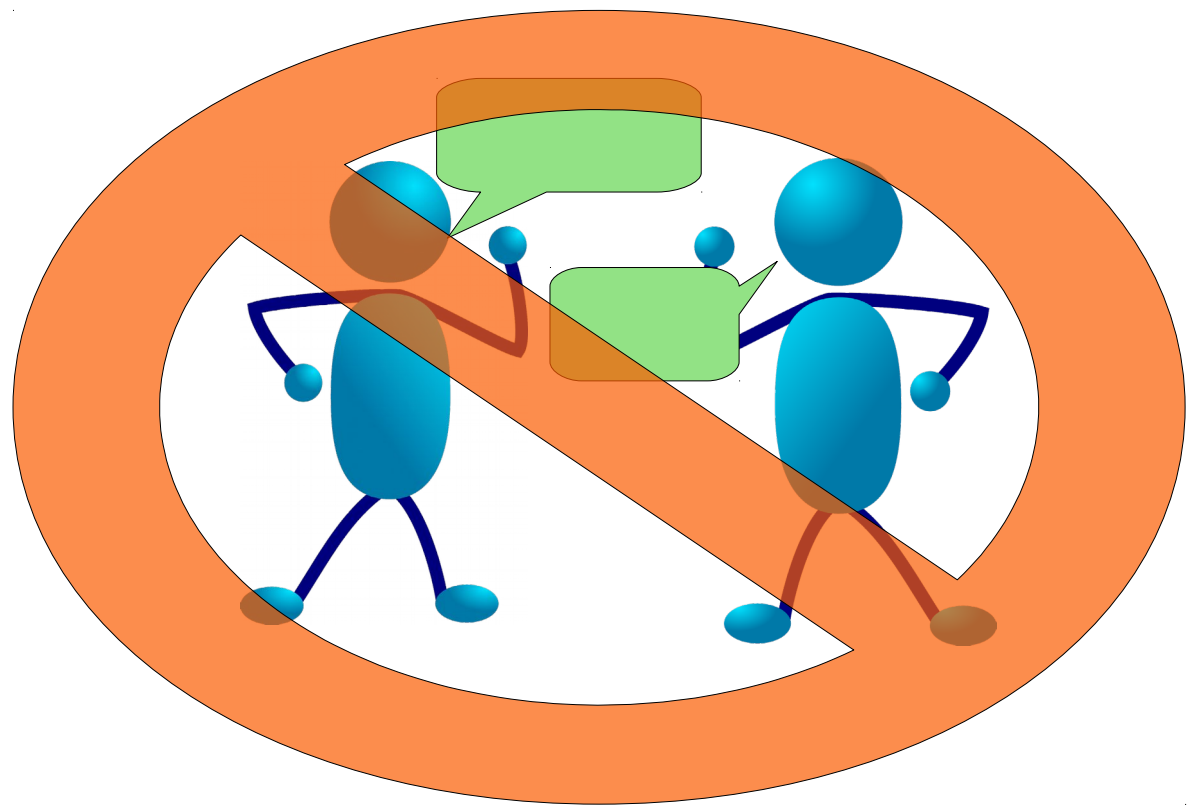
| Communication | Migration process (automated) | Support |

Communication | Self-Migration Form | Personalized confirmation | Training registration | Migration | Support & training

Time limit

Fixed date

Presentation to the management

Presentation to all dept. employees

Email
Explanation and link to form

Online form:
1/ What software do you use?
2/ How do you use productivity?

Migration date
Link to training
Customized information

Online form

Automated configuration

Online resources
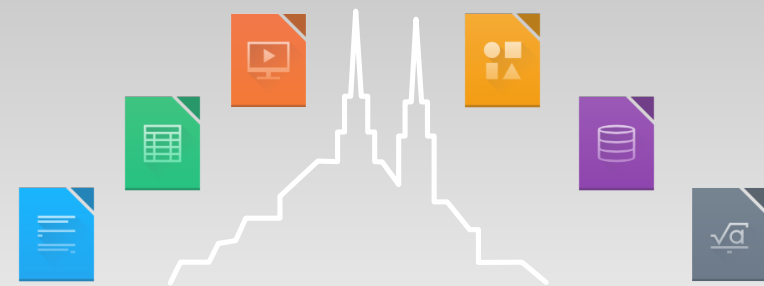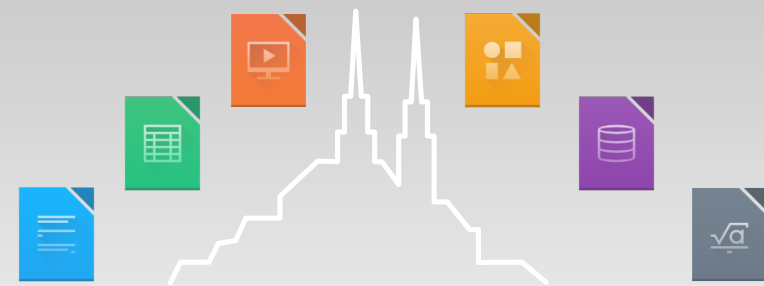
Proximity help

On site
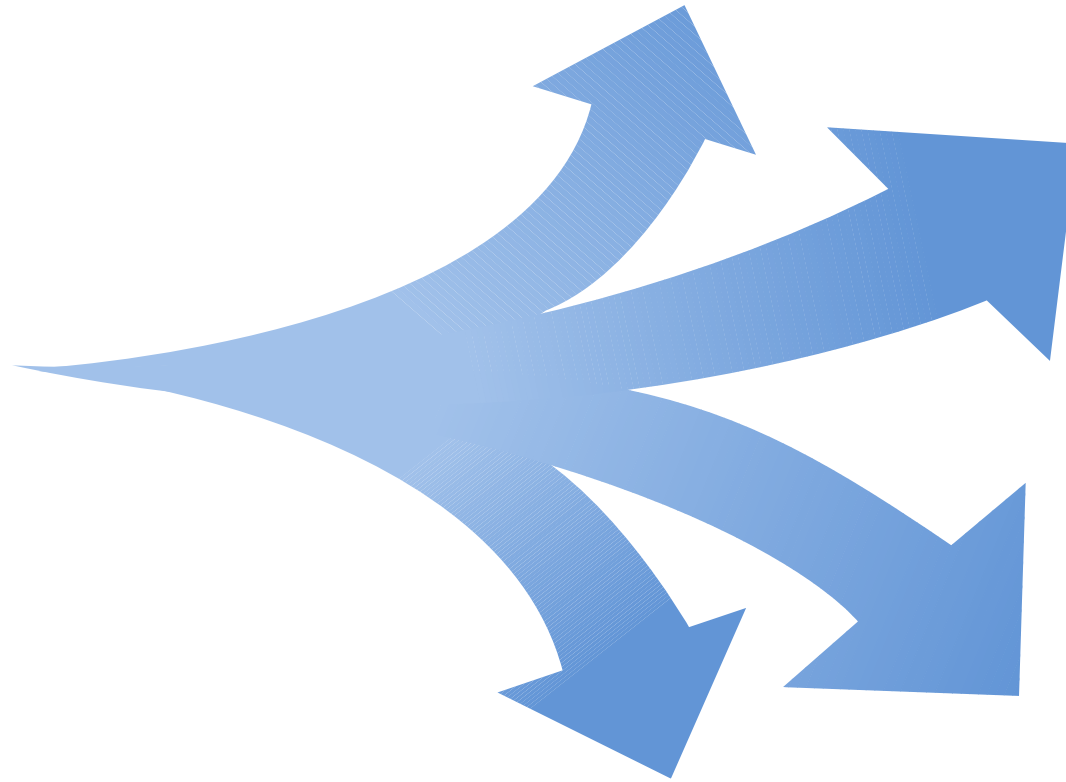Expert help
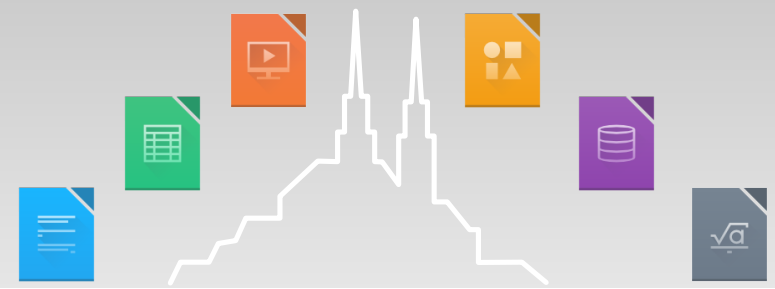
hotline

Migrate everyone!

Choosing LibreOffice =
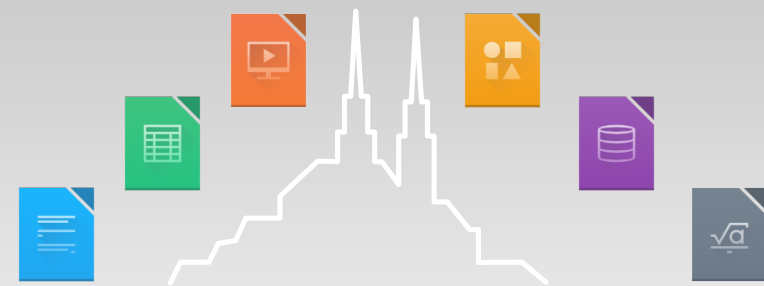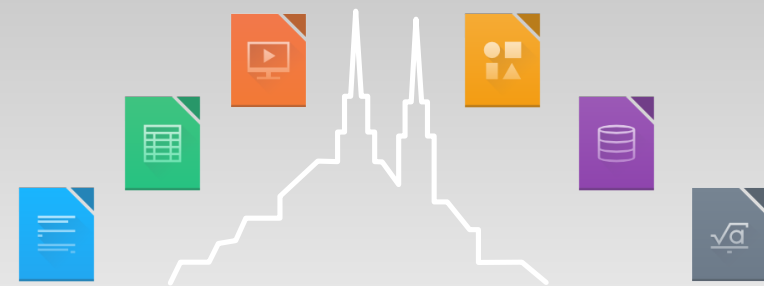# Remove old productivity software

Choose ODF format

Get (lots of) feedback

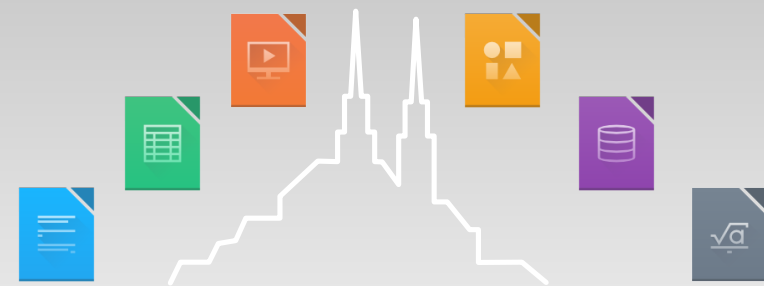Protect your project! Get positive feedback

Communicate throughout the project

- Do it as often as possible and use various formats.

- Explaining why, what and how along with answering questions is efficient to reassure and defuse potential or fictitious problems

- Communication and change management begin with the announcement of the project !

Change management project phases

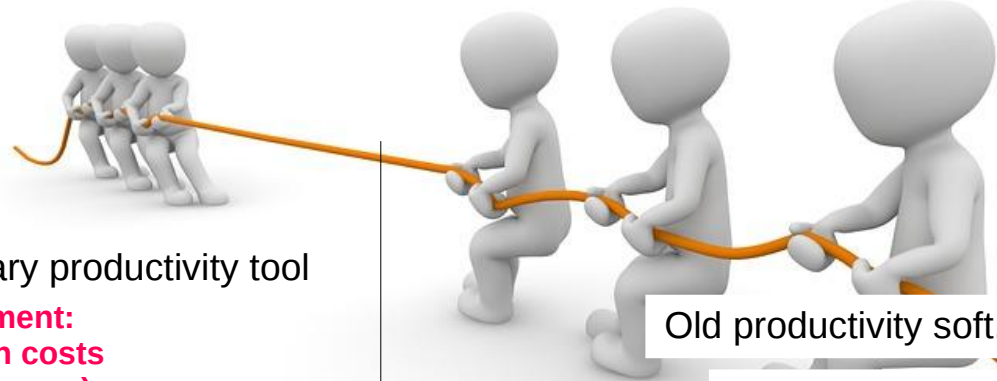- Determine need for change
- Prepare and plan
- Implement
- **Sustain**

Afterwards situation

Weakening — **Savings: 260K€ / yr** — **Reinforcement**

Business Software ties to proprietary productivity tool

**Limit through procurement:
ask for complete solution costs
(product + all side purchases)
+ technical penalty for non compliance**

External documents in proprietary formats

**Limit as much as possible
Migrate subsidized orgs.
Instruct users to send and ask for ODF**

Presence of non migrated macros

**Migrate, train users
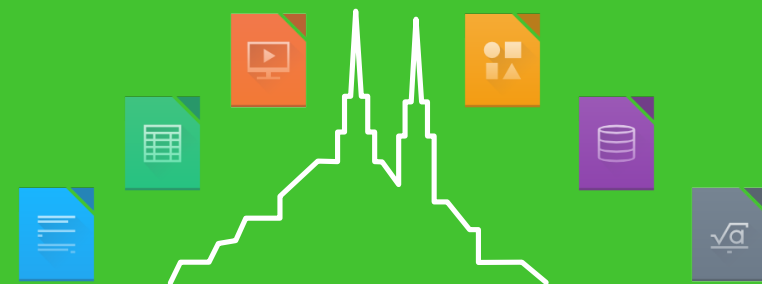Or replace with "real" software**

Old productivity soft. uninstalled

ODF compliant software

Internal & Ext. documents in ODF

Continuous improvement of LibreOffice

Continuous User training & support

Thank you!

Do you have any questions?

Special thanks to all the colleagues at Nantes Métropole who inspired me and helped me prepare!

Thanks to the community for your great work!

Thanks to the organization in Brno.