

OSCC OpenOffice.org Migration Strategy



***Seminar Open Source Software (OSS)
Accelerated Adoption
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Why Migrate?

- Cost of deploying MS Office in Malaysia (Source: 2006 ITU Report)
 - 4.9 Million PCs in Malaysia
 - Total cost to enable office productivity applications costed Malaysia **RM4.4 Billion** just in licensing fees alone
- Moving to MS Office 2007 will require similar or worse migration efforts
 - New document format (DOCX, XLSX, PPTX) is not compatible with older MS Office versions



Why Migrate?

OpenOffice.org (OOo) is a viable alternative

- **Best value**

- No license fees to pay
- Free to distribute

- **Data is safe**

- Compatible with older MS Office
- Preserve government data
- Uses matured ISO approved file formats supported by a wide number of applications

- **Open for all**

- Source is open for inspection



OpenOffice.org

Implementations

- Currently, there are 63 known agencies using OpenOffice.org
 - MOHR
 - 3000 new PCs with OpenOffice.org deployed over 3 years (2007 - 2009)
 - MOE
 - Advanced stage of deploying OpenOffice.org to 300,000 PCs in schools nationwide
 - MAMPU
 - 350 users using OpenOffice.org



OpenOffice.org Implementations

- Currently, there are 63 known agencies using OpenOffice.org – for example



Agency	OpenOffice.org Users
Badan Pencegah Rasuah Malaysia	775
Kementerian Perusahaan Perladangan dan Komoditi	125
Kementerian Kewangan Malaysia	100
SUK Kedah	1000
SUK Pahang	500
SUK Terengganu	416
Majlis Bandaraya Melaka Bersejarah	300
Majlis Perbandaran Kemaman	300
Kementerian Pertahanan Malaysia	6000 (Planning)
Kementerian Kesihatan Malaysia	(Planning)
Suruhanjaya Perkhidmatan Pelajaran	250 (Planning)



OpenOffice.org Migration Issues

Support issues

- Lack of OpenOffice.org skills in agency
- Existing dependency on applications
 - Microsoft (MS) Office 2007 contains MS Publisher and MS Project
 - Custom applications depend on MS Office
- MS Office document issues
 - Nested tables
 - MS Office macros and Visual Basic for Applications (VBA)
 - Ghost characters



OpenOffice.org Migration Issues

End user issues

- Resistance to change
 - Users continue to avoid using OOo
- Sharing files with non-OOo users
 - Receiving/sending of non-OOo files
 - Receiving/sending of OOo files
- Existing documents contain formats incompatible with OOo



Migration Life Cycle

Change Management

Training

Implementation Support

Hardware Upgrade

Maintenance

Deployment & System Testing

Document Conversion



Change Management Plan

- A plan to address transitional challenges
 - Ensures migration takes place smoothly with least disruption
- Approach
 1. High level buy-in from management
 2. Create OOO migration policy in consultation with OSCC
 - Document distribution (internal and external)
 - OOO version standardisation
 - Key migration milestone dates
 3. Identify OOO Champions



Technical Support Plan

- **Level 1: OOo Champions**
 - Includes non technical, peer-to-peer and morale support
- **Level 2: Agency Helpdesk**
 - Technical issues
- **Level 3: OSCC Helpdesk**
 - Complex issues
- **Migration Team**
 - Technical members from agency
 - Ease user transition to OOo (create templates, training)
 - Assist Level 2 helpdesk on technical issues



Training Plan

- Train-the-Trainer session
- Draw up a schedule to ensure staff at all levels receive the basic OOO training
 - ICT/helpdesk staff to have knowledge in OOO
 - OOO Champions
 - OOO end users
- Identify further OOO trainings for the future
 - Advanced users
 - Migration training to address common issues
 - Usage of templates and OOO extensions



Deployment Plan

- Describe how and when OOo will be installed on PC
 - Pre-installed on new PC
 - Existing PC installation done by BTM and champions
- Make available an OOo reference installation CD
 - For mobile users and those working at home
- Ensure existing PC meets the minimum installation requirements for OOo
- Identify existing applications that have dependency on existing office suite, such as MS Office
 - Establish decision on the future of the applications



Implementation Plan

– Phase I

There are 3 phases in the Implementation Plan

- **Phase I: Pre-Implementation**
 - Brief senior and middle management
 - Establish a clear OOo migration policy
 - Appoint OpenOffice.org Champions
 - Finalise and communicate plans
 - Technical Support Plan
 - Training Plan
 - Deployment Plan



Implementation Plan

– Phase II

- **Phase II: Implementation**
 - Communicate early to users on policy
 - Provide users ample time for changes to take place
 - Deploy OOo to agency
 - Enforce & monitor policy
 - OpenOffice.org training for users
 - Champions, helpdesk and migration teams to address implementation issues with strong support from senior management



Implementation Plan

– Phase III

- **Phase III: Post-Implementation**
 - Technical support
 - OOO Champions will continue to be identified
 - Helpdesk and Migration team will need to keep updated with latest OOO development
 - Maintenance
 - Upgrading OOO and adding functionalities
 - Further OOO trainings
 - Based on the needs of users



OSCC OpenOffice.org Training

- OSCC OpenOffice.org user migration trainings
 - 1 day: Rapid path to ensure the most number of users get access to training
 - 2 days: More hands-on exposure
- OSCC Train-the-Trainer session
 - 2 days: Hands-on and more technical



OSCC OpenOffice.org Portal

- OpenOffice.org Portal
 - <http://openoffice.oscc.org.my>
- Quick Guides
 - Quick references on common OpenOffice.org usage
- Frequently Asked Questions (FAQ)
 - Compilation of common questions from government agencies
- Tutorials
 - Tutorials on basic OpenOffice.org usage



THANK YOU

Visit

<http://opensource.mampu.gov.my>

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THANK YOU

- **OSCC Portal**
 - <http://opensource.mampu.gov.my>
- **OSCC Mailing Lists (oscc-discuss)**
 - <http://lists.oscc.org.my>
- **Contact numbers**
 - 603 83191200 (General line)
 - 603 38191201 (Helpdesk)

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