

# Debriefing the OpenOffice migration of the French Customs



> The Open Office

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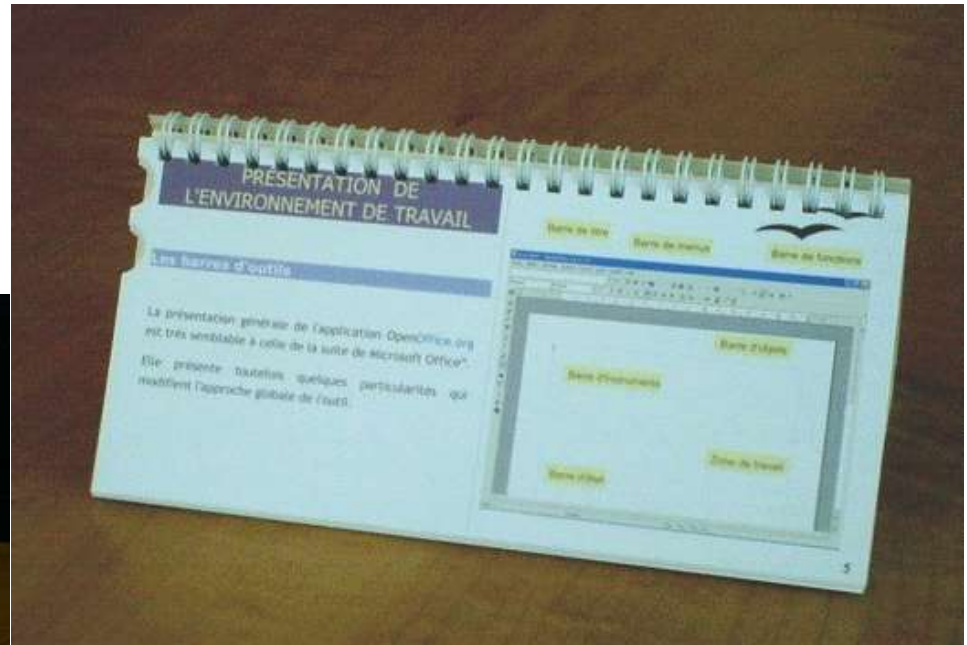
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- ⊛ 16000 workstations
  - ⊛ 40 regional boards
  - ⊛ 1000 locations all over France
- ▶ Rough cost of a migration towards MSOffice XP too expansive

- ⊛ 2003: The National Executives' academy trains 600 newly hired students to OpenOffice.org
- ⊛ August-December 2003 : Test phase, 200 IT professionals from the 40 regional boards test OpenOffice.org
  - Coordination meetings on a national scale
  - Coaching and managing a very active forum about OOo
- ⊛ March 2004 : Satisfactory status report and broadcasting of the migration plan (signed by the general director)
  - Phase 1 : OOo install on the 16000 workstations besides MSOffice 97 > the MS formats are used by default
  - Phase 2 : Starting from January 2005, mandatory use of Ooo and its file format.

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- ⊛ Informative meeting in every regional board
- ⊛ Training of 100 IT professionals in order for them to organize training sessions on Writer/Calc
- ⊛ Tools development
  - CD-Rom OpenOffice.org for every agent/employee
  - Beginners' guide for every employee
  - Self-training tutorial available on the intranet
- ⊛ Quarterly employee's satisfaction's polling
- ⊛ One person in charge of the plan inside the customers' IT dept (support, training, templates' migration, etc...)



The screenshot shows a Macromedia Flash Player 7 window titled "Macromedia Flash Player 7". Inside the player, there is a presentation window titled "Exemple de fax.sxw - OpenOffice.org 1.1.1". The presentation window displays a form for a fax example. The form has a header "Monsieur" and a "Fait le" field. The form is divided into two columns. The left column contains fields for "Entreprise :", "Adresse :", and "Objet :". The right column contains fields for "Tél :", "Fax :", and "Mail :". Below the form, there is a section for "Destinataire : Monsieur" with fields for "Nom :", "Prénom :", "Fax :", and "Objet :". The presentation window also shows a menu bar with "Fichier", "Édition", "Affichage", "Insertion", "Format", "Outils", "Fenêtre", and "Aide". The sidebar of the presentation window contains navigation buttons for "Sommaire", "Présentation", and "Avoir de l'aide". The "Présentation" section includes links for "Démarrer OpenOffice.org", "Découvrir l'interface utilisateur de Writer", "Découvrir les menus", and "Découvrir les barres d'outils". The "Avoir de l'aide" section includes a link for "Changer de mode d'affichage". The bottom of the screenshot shows the Windows taskbar with various icons and the system clock showing 19:30.