

Jump in, the water is perfect.

Enabling large migrations.



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A small step for you, a big for your organization



Assure quick victories by addressing the areas where adoption can be faster.

Find allies on critical areas of the organization where productivity in office documents is a priority. By taking the best practices into their current work.

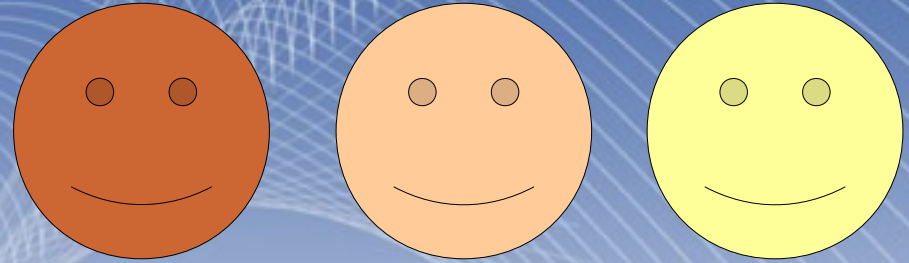
Open Desktop Initiative

ODI is a project that was used by Novell to drive into open source implementation. The mission was:

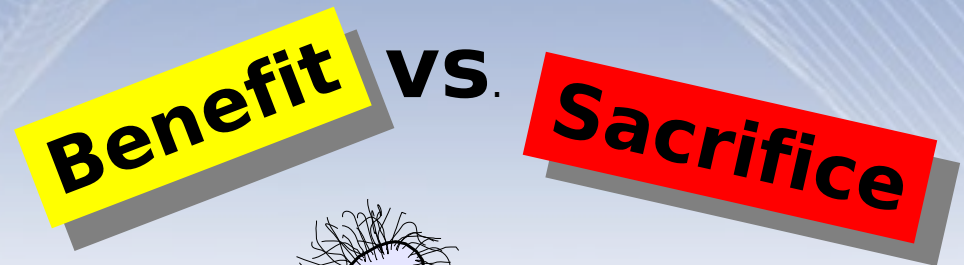
- Develop the first phase of the project without alternating the every day activities of the company**
- Analyze the scope of the licenses used in the company to have a clear picture of the impact of ODI**
- Early adopters were supported by a 4 hour training program to increase the adoption process**

Understanding the End-User

Profiling:



Prioritizing:



Customization:

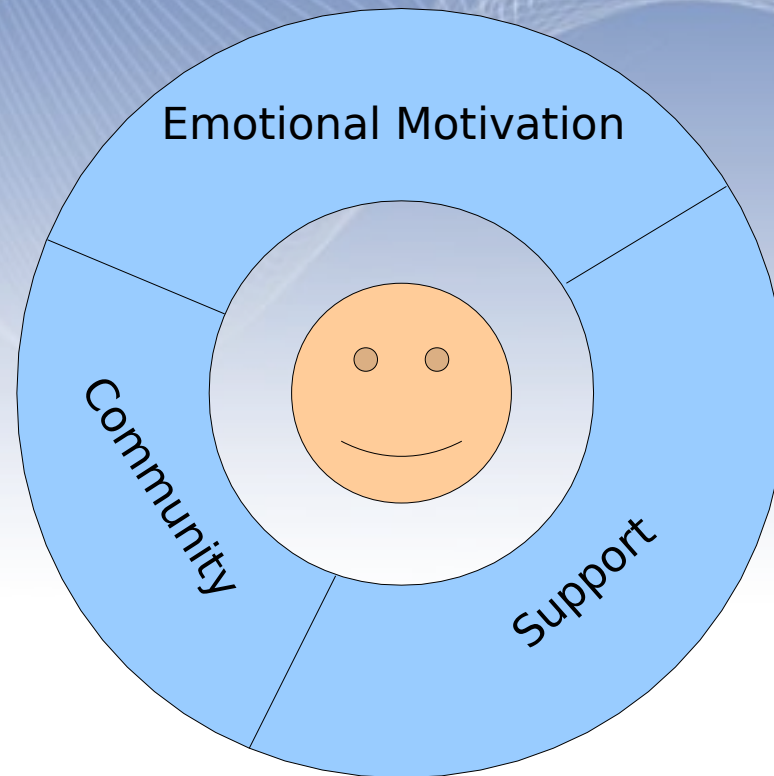


User Communication



- **The main client of a migration is the end-user, without it any implementation could fail regardless of the software.**
- **Novell make a priority to report back to the users the success, failure and milestones reports within the project.**
- **Novell extend the communication scope to outside open source community and even was open for input.**

Enhancing the Experience



Support Support and more support

Support is the central part of your migration. Why? Because users should know that things are possible with OpenOffice.org here are useful tools:

- Intranet support site
- Live On-Site support
- FAQ
- Documentation
- Expert Buddies (IM, VNC, VOIP)

The Open Zone

OpenZone was Novell response to the support needed for the project it included.

- A 24/7 call center dedicated to respond the issues by VoIP, IM, E-Mail
- Auto-Information, documents
- Research, Web Services
- On line Knowledge Base



Learning from the Experience



Make templates a priority



**Avoid
Repetitive
Conversions**

**Create Policies
for working with
OOo**



Improving your Company

- 1. How much does the company improve using this tool.**
- 2. OpenOffice.org is a powerful application which hasn't been exploited to the most.**
- 3. Integration of OpenOffice.org into your enterprise applications connecting the data to the right location might make the company truly accelerate their adoption.**
- 4. With OpenOffice.org 2.0 the migration is your call.**

Happy Migration

