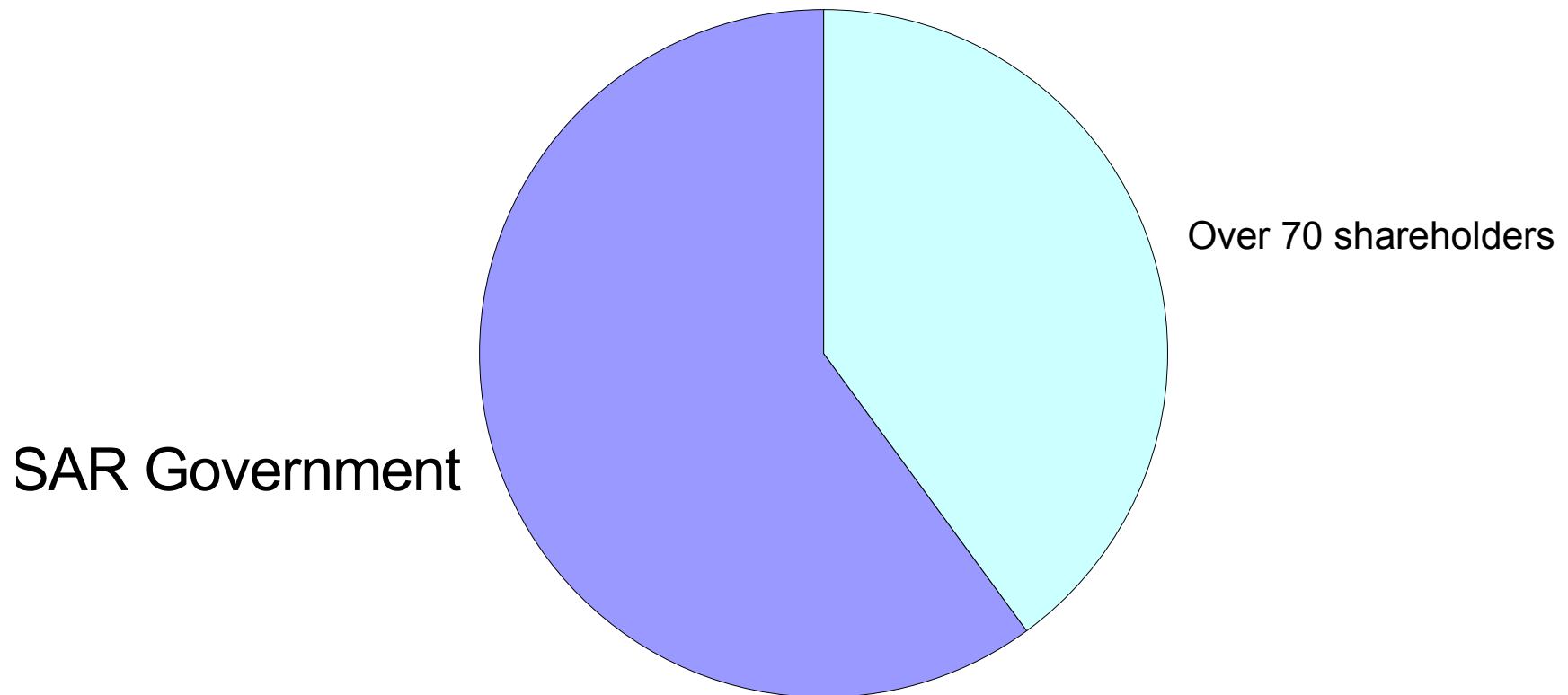


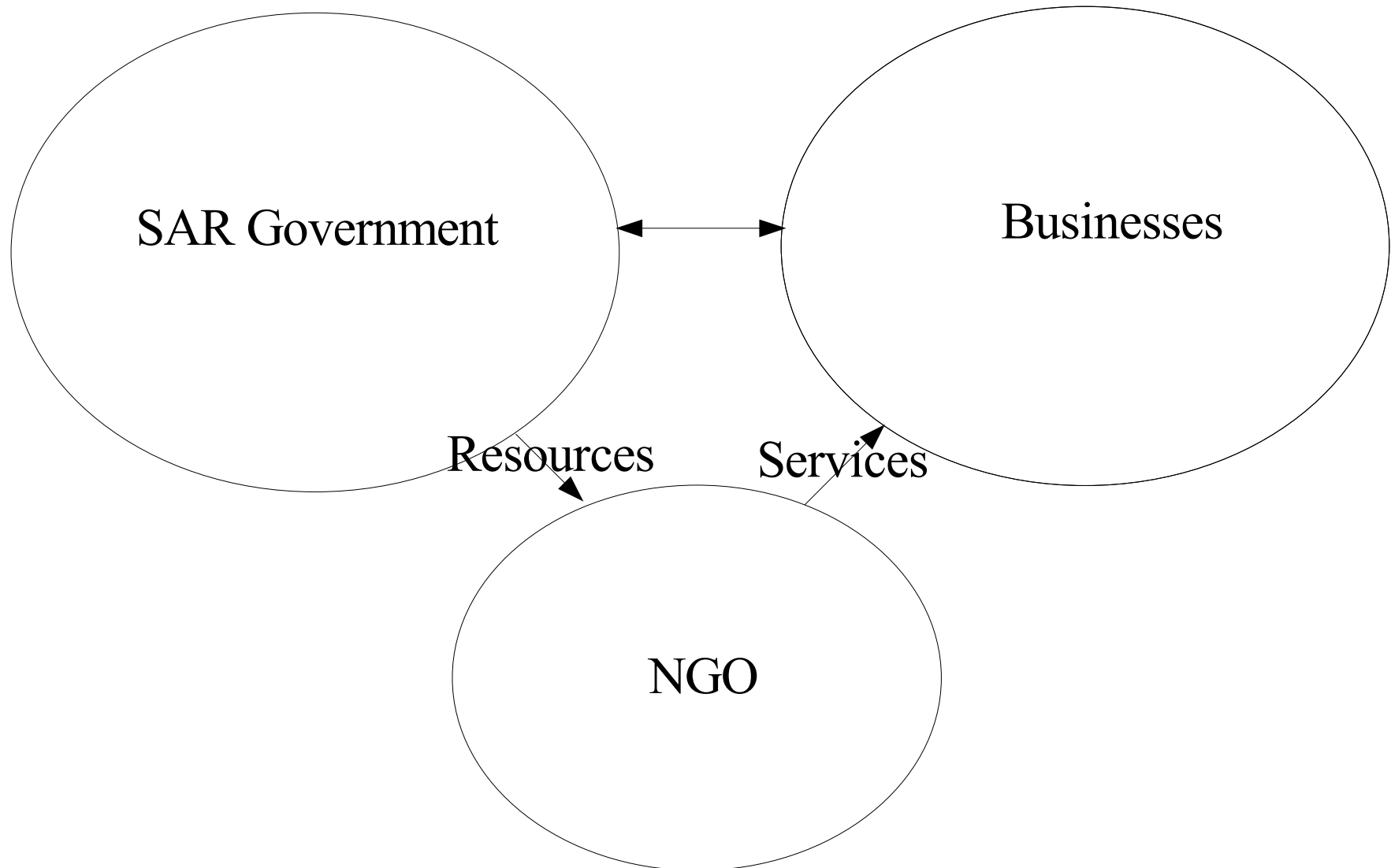
How CPTTM saves money with OpenOffice

Kent Tong
Manager of CPTTM Cyber-Lab

NGO with government support



NGO with government support



Major services of CPTTM

New concepts

Knowledge &
skills

Bridge

Locations of CPTTM

Head Office



Cyber-Lab



HAT



Cyber-Lab

CyberLab staff and Instructors - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://hoadms001/cyberlab/staff/index.html.en









[Cyberlab's Staff](#) | [Course's Instructor](#) |

Cyberlab's Staff

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Vincent Tong Manager	Cintia Hoi Assistant Manager	Simon Tam Senior Engineer	Alan Au Engineer	Angelina Chong Project Coordinator	Angie Che Administrative Assistant	Teresa Lei Project Coordinator	Sio-long Kou Office Support
<ul style="list-style-type: none"> • MCSE2000 • SCJP • CCSA • Delphi Product Certification • Redflag 	<ul style="list-style-type: none"> • Prometric Exam Center Administrator 	<ul style="list-style-type: none"> • CCNA • Cisco Certified Academy Instructor(CCAI) • Expert of Web Design Trade of WorldSkills 	<ul style="list-style-type: none"> • MCSE2003 • MCT(Microsoft Certified Trainer) • CCNA 	<ul style="list-style-type: none"> • Prometric Exam Center Administrator 	<ul style="list-style-type: none"> • Prometric Exam Center Administrator 		<ul style="list-style-type: none"> • Chinese input Certified

Done

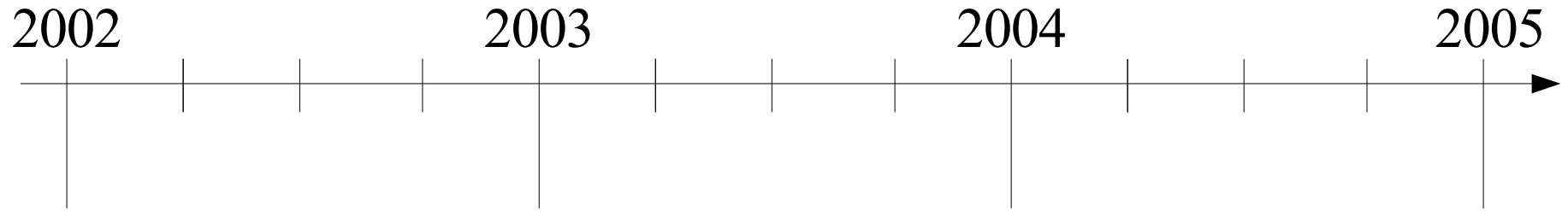
Why use OpenOffice

- Why use OpenOffice:
 - Save money. How much can be saved? CPTTM has about 60 employees. One copy of MS Office costs about MOP2,000 every three year, so we can save MOP120,000 every three year, i.e., MOP40,000 annually.
 - Pioneer the use of OpenOffice ("OOo") and promote it to the community. It is our job to evaluate new technologies and promote suitable ones to the community. The saving potential is huge.

How it started

- As a technology transfer center, we always keep an eye on new developments in the IT industry. In particular, due to its potential benefits, OOo has been on our radar from the date it was born.
- In 2002 January, we even held a seminar on the then latest Office suites including an introduction StarOffice (a bit before OOo 1.0).
- However, at that time it didn't properly support Chinese. So, we had to wait.

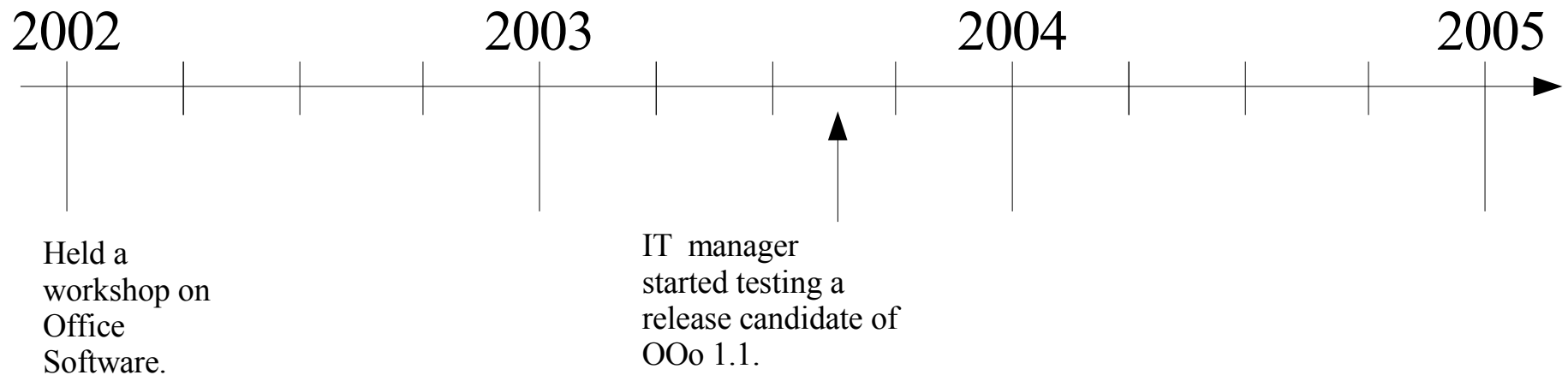
How it started



Held a
workshop on
Office
Software.

Initial testing

- We waited almost one year and a half. In 2003 Q3, I, the manager of Cyber-Lab, started testing a release candidate of OOo 1.1 which was supposed to support Chinese properly.



Initial testing

- The purpose of the initial testing is to see if it is ready to be used by CPTTM. In particular, I was most concerned with its compatibility with MS Office.

MS Office compatibility

- When opening an MS Office file, will the formatting be changed? A similar risk exists for saving files as MS Office files.
- This is by far the most significant risk.
- My initial testing showed fairly good results. I didn't find any problem opening a Word file. However, quite some PowerPoint files had formatting problems in OOo.

MS Office compatibility

The screenshot shows the OpenOffice.org 1.1.1 presentation software interface. The title bar reads "Introduction to XML - OpenOffice.org 1.1.1". The menu bar includes File, Edit, View, Insert, Format, Tools, Slide Show, Window, and Help. The address bar shows the file path: N:\Data\2003\Courses\XML\SampleNotes\X. The toolbar contains various icons for navigation and editing. The main area displays a slide titled "XML Document Structure" with the following content:

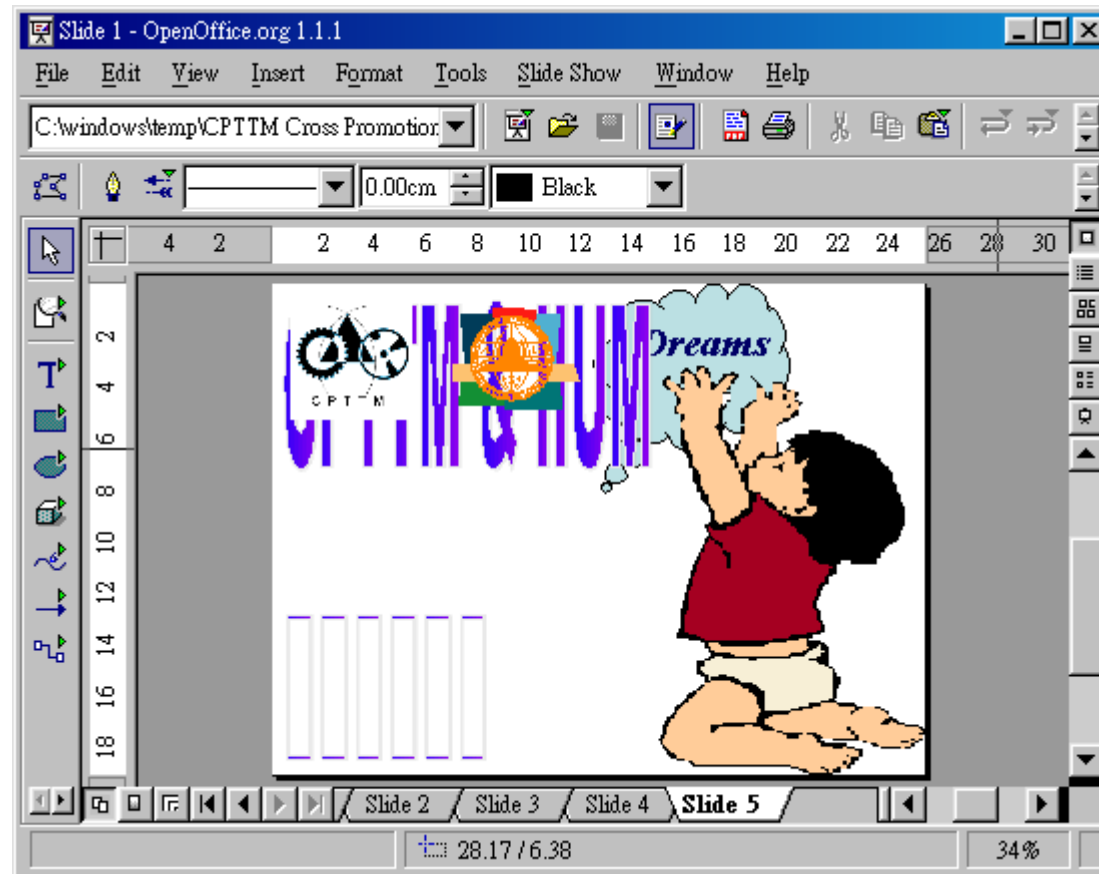
- Case sensitive?
Yeah, obviously. (vs. HTML not)
- All elements must have end tag, even empty (e.g. HR)?
Yes, obviously.
Empty element has abbreviation:
`<HR></HR>` → `<HR />`
- Could we omit Prolog?
I never provided ~~Head~~ in HTML.
Yes, XML document starts with an optional Prolog.

A small inset window titled "DATA INVESTMENT" shows a code editor with the following XML snippet:

```
<?xml version="1.0" ?>
<img />
<hr />
<something />
</doc />
```

The slide navigation bar at the bottom shows "Slide 23", "Slide 24", "Slide 25" (current), and "Slide 26". The status bar at the bottom indicates "29.42 / 15.72" and "34%".

MS Office compatibility



MS Office compatibility

- When compared to other organizations, this is more significant for us because training is a major service of CPTTM. CPTTM trains about 6,000 people annually. Cyber-Lab alone trains about 1,500.
- Everyday we receive handouts from our part time instructors for printing and they are mostly in PowerPoint format.
- How to solve this problem?

Addressing compatibility: Emergency workstation

- We are just not sure if one day we may receive an MS Office file that cannot be opened properly by OOo. So, to be safe than sorry, we will always keep a copy of MS Office on a computer ("Emergency workstation") in Cyber-Lab.

Addressing compatibility: Open format policy

- For the part time instructors working for Cyber-Lab, we would establish a policy requiring them to send handouts in an open format (e.g., OOo Impress or PDF).
- We would like it to be as painless as possible. So, before implementing this policy, we would offer them OOo training and provide each of them an OOo CD at no charge.

Addressing compatibility: Open format policy

- It turns out that, instead of converting to OOo Impress, most of them simply submit their files as PDF.
- Later in late 2006, we further required that if we are granted the right to modify the handout, it must be in an editable format, so PDF is out.

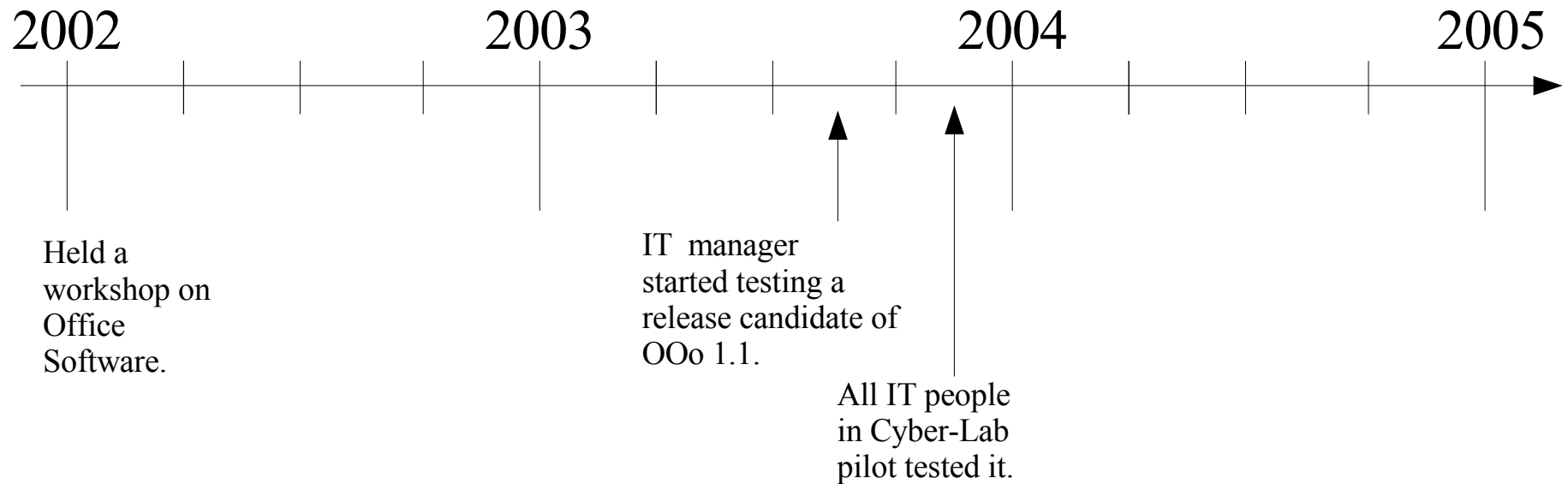
Existing applications based on MS Office

- After testing the MS Office compatibility, we went ahead to check if we had any existing applications that were based on MS Office.
- Fortunately, we had only one such application: an MS Access program that prints course certificates.
- How to solve this problem? We could rewrite it but an easier way is to just use it on the emergency workstation as it is not a daily used program.

Setting up a training & support team

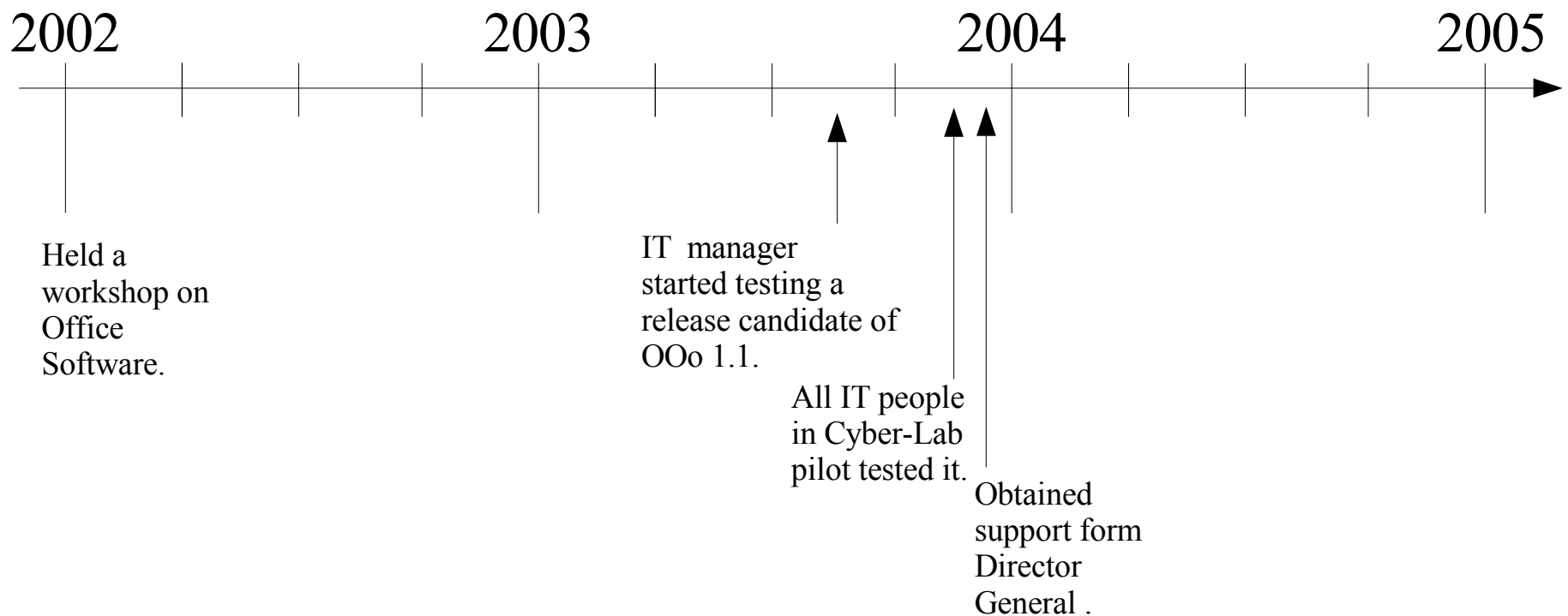
- After my personal testing, identifying the risks and counter measures, we could move to the next stage, i.e., setting up a team to:
 - Train the users in Cyber-Lab.
 - Help them solve their problems in the use of OOo.
- This was a no-brainer. We have two engineers providing technical support to the end users. So, I only need to tell them to pilot test OOo.

Setting up a training & support team



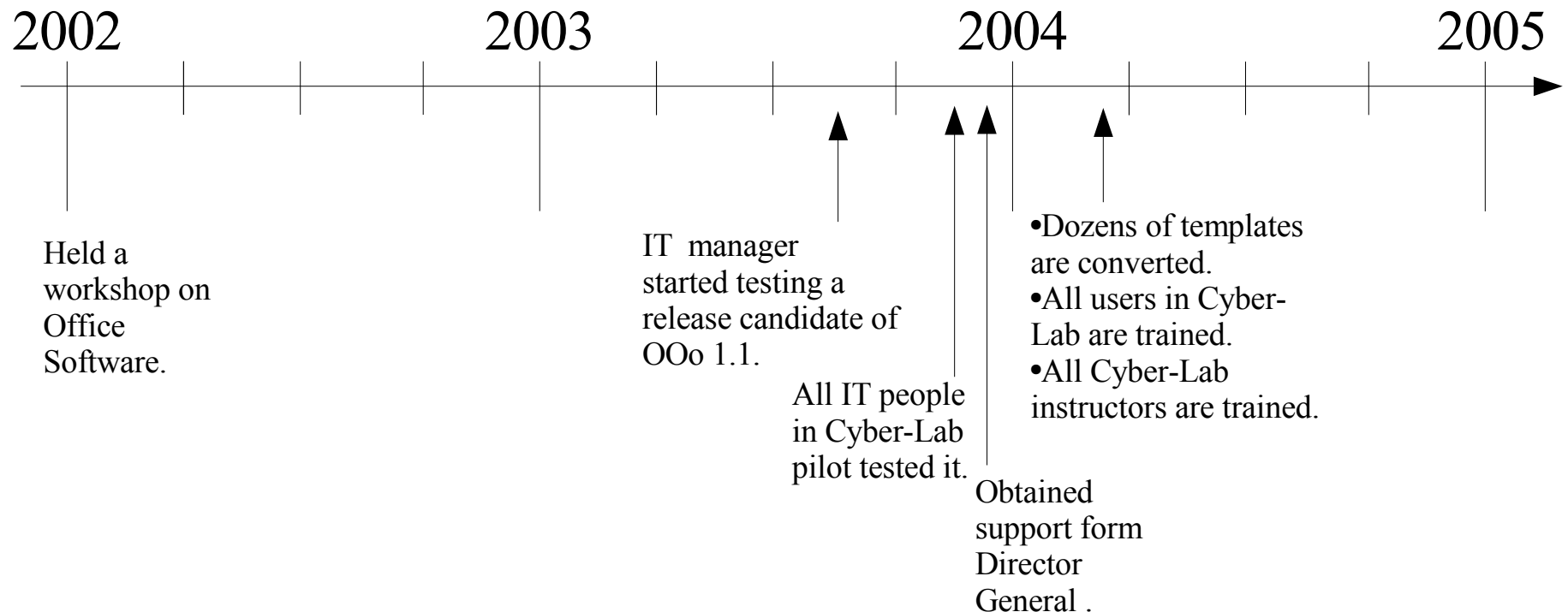
Obtaining top management support

- To ensure a successful deployment, we sought support from our Director General and obtained a very positive response.



Training and template conversion

- The next step is to provide training to the end users in Cyber-Lab and training our part time instructors, and convert document templates to OOo.



User training

- There are four of them. Their education backgrounds range from junior high to university. Their ages range from 2x to 4x.
- One of our engineers in the training & support team provided the training.
- The training took about 10 hours.
- They had to pass a practical exam that I gave. It is like:

User training

quiz1.sxw - OpenOffice.org 1.1.1

File Edit View Insert Format Tools Window Help

N:\Data\2004\OfficeAdmin\HumanResourc

Text body Arial 10 B i U

1 1 2 3 4 5 6 7 8 9 10 11 12 13

CPTTM Cyber-Lab

Employment

A sample employment chart is shown below as 插圖 1.

Category	IT	Retail	Construction
1	3500	4600	3500
2	3600	4900	3600
3	3800	5000	3800

Page 2 / 2 Default 100% INSRT STD HYP

User training

- The first time, they failed. So, they were trained again. The second time, they still failed. The third time, they finally passed.
- It means the trainer didn't teach very well. It also indicates how important assessment is.

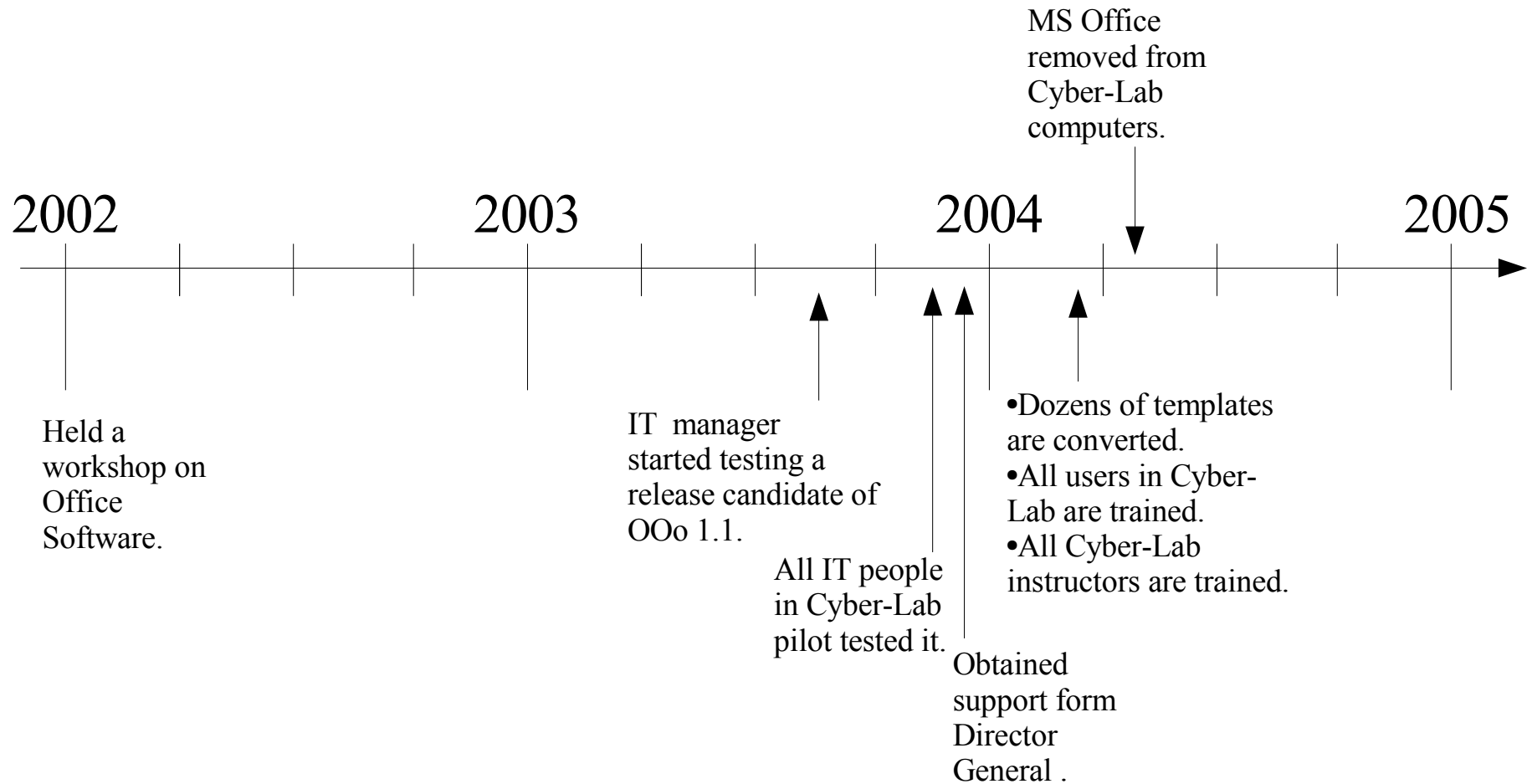
The great moment

- After the user training, you may want to let them practice more before switching over. However, this will not work. As long as MS Office is available, they will continue to use it. So, we should simply remove MS Office from their computers.
- However, before that, I did it on my computer first to really see what life is like without MS Office.

The great moment

- I have to admit it: When I removed MS Office, I was quite scared. But the day went by without any problem. So did the day after that. In fact, I have never had any problem except for the WordArt shown in the previous PowerPoint file.
- So, a couple of weeks later, we removed MS Office from all our computers except that emergency workstation. At the same time we implemented the open format policy.

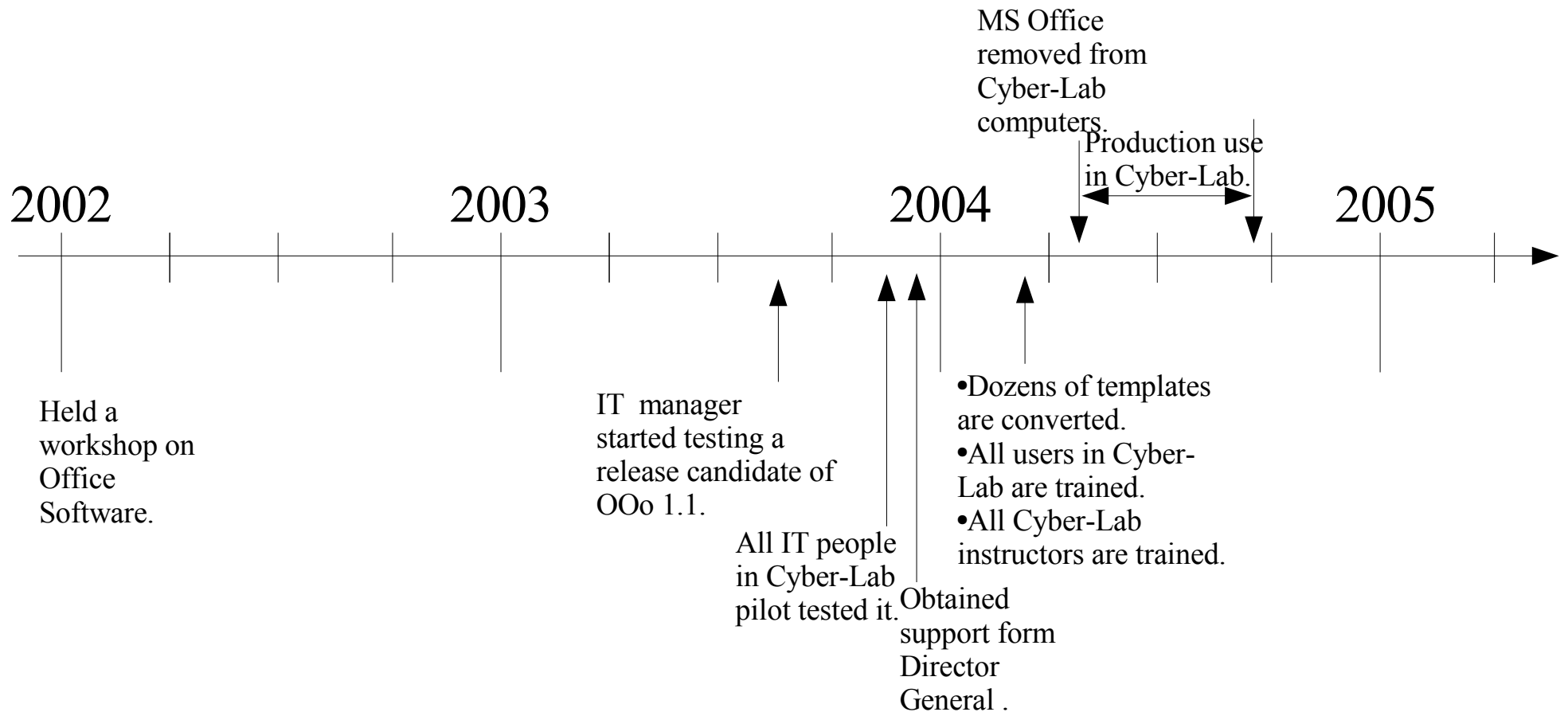
The great moment



Production use in Cyber-Lab

- In the following months OOo was used in production in Cyber-Lab. It allowed us to iron out any potential problems and gain experiences.

Production use in Cyber-Lab



Production use in Cyber-Lab

- A few bloopers:
 - Our users can easily send OOo files to our colleagues outside Cyber-Lab. We should have installed OOo on their computers earlier.
 - Our users can easily send outsiders OOo files, while they should have send PDF instead.
 - There is a free OOo file viewer available at <http://visioo-writer.tuxfamily.org/EN>.
 - Microsoft is also sponsoring an open source project to develop a plugin for MS Office to read OOo files.

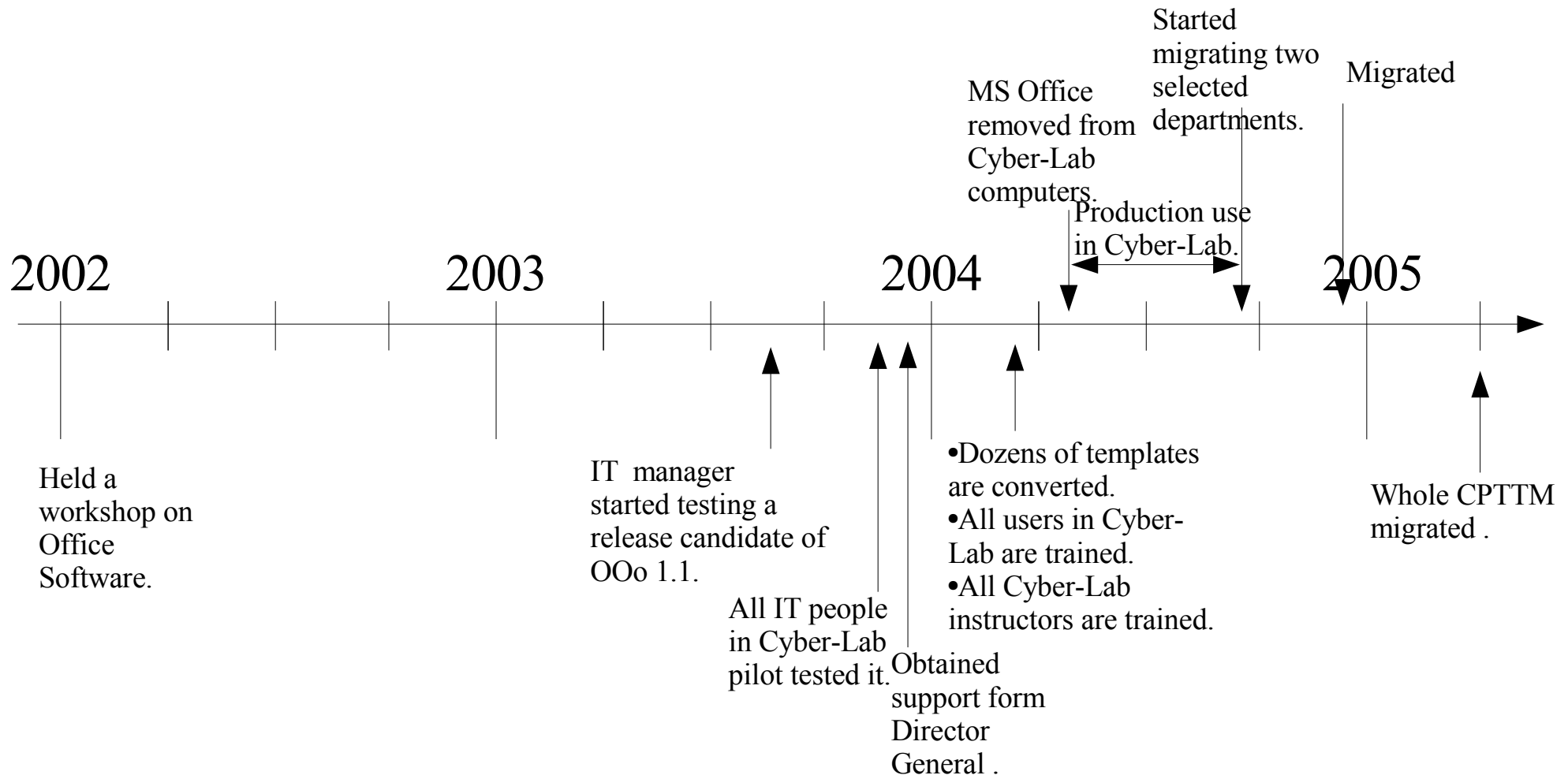
Production use in Cyber-Lab

- The OOO 2.x file format is called "OpenDocument Format", which has been adopted as an ISO standard for office documents. So, support for the file format will only get better and better.

Further deployment

- The next phase was to migrate some selected departments:
 - Identify MS Office based applications.
 - Setup support team on their site.
 - Provide user training.
 - Remove MS Office.
- The process will continue until the whole CPTTM is migrated.

Further deployment



Which departments first

- We selected those that are easier to migrate:
 - Manager is willing to adopt new technologies and take risks for benefits.
 - Manager is influential.
 - They won't receive complex MS Office files.
 - They don't have complex daily use applications based on MS Office.
 - They do similar things as the users in Cyber-Lab.

Actual migration schedule

- First batch (Oct-Dec 2004):
 - General Affairs
 - Quality
- Second batch (Feb-March 2005):
 - HAT (House of Apparel Technology)
 - Human Resources
 - Information System

Actual migration schedule

- Third batch (April 2005-May 2005):
 - HAT (a few staff members not trained in the second batch)
 - Finance
 - Library
 - EAN
 - Administrative secretaries
- Final batch (July 2005-Aug 2005):
 - External co-operation and Marketing

Migration issues

- Must communicate clearly with each dept manager about what is going to happen, why and stress that OpenOffice can read and write MS Office files. All these must be backed up with the support of the Director General.
- Each department will keep at least one copy of MS Office for emergency and free viewers from Microsoft for Word and PowerPoint.
- Some staff members may want to have a copy at home.

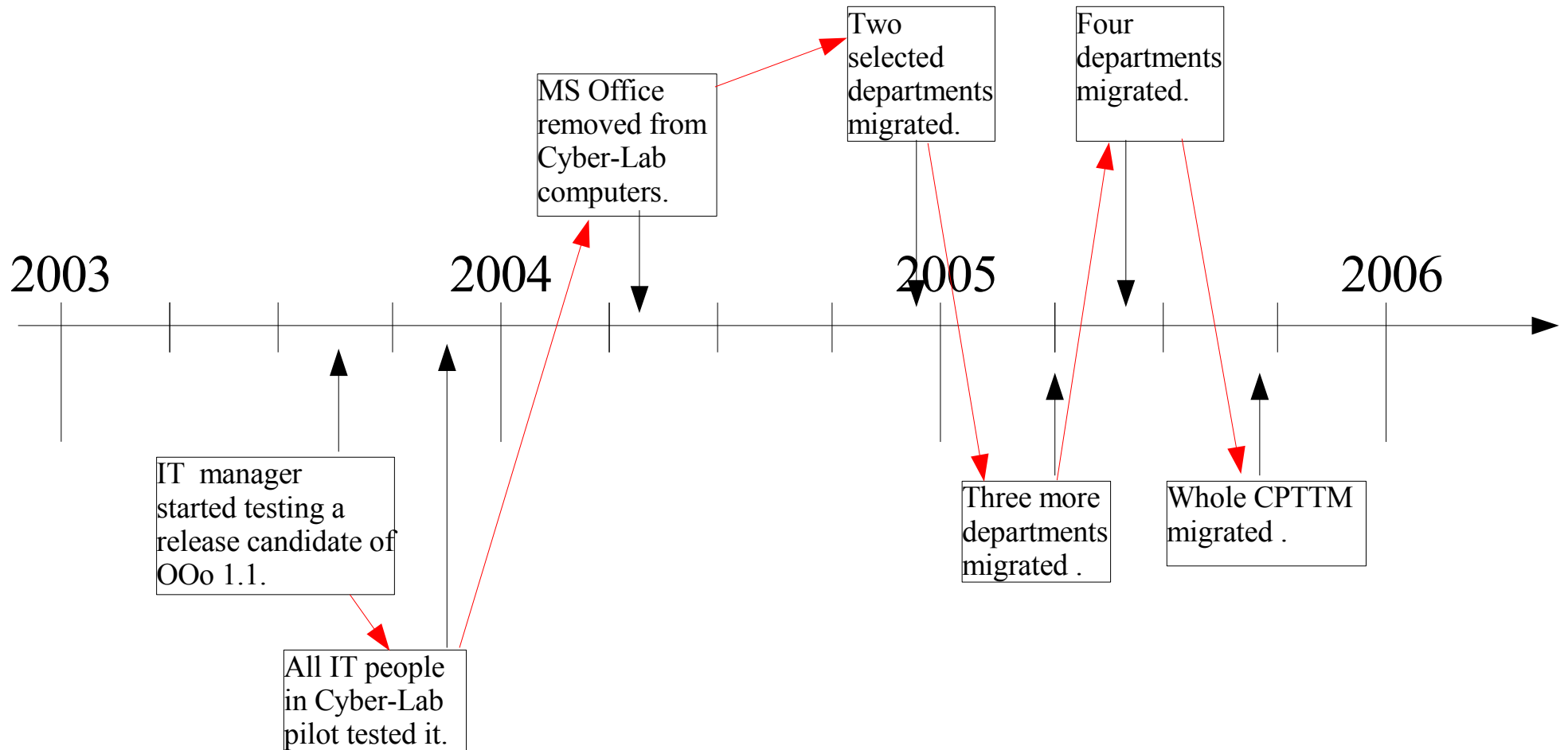
Migration issues

- It turns out that our External co-operation and Marketing dept receives a lot of strangely formatted MS Office documents from mainland. Some documents are distorted in OpenOffice. Finally, each colleague in this dept retains a copy of MS Office.

Success factors

- Success factors:
 - Clear objectives (Save \$ for CPTTM and the community).
 - Identify risks and counter measures.
 - Management support.
 - Phased execution.

Migration is done in phases



Technical issues with OpenOffice

- Don't run it on Win98. Portuguese may appear as Chinese.
- Some users use spaces and empty lines for formatting. If they push it to the limit, the format will probably be distorted in OpenOffice.
- Sometimes a file that is hand-tuned to fit in one page will take two pages in OpenOffice. Of course, you can tune it again to make it fit in again.

Technical issues with OpenOffice

- It takes a bit longer than MS Office to start (several seconds), but should be tolerable.
- If you choose an English font but writes in Chinese, it is displayed fine but when it is exported to PDF, the characters will appear as boxes.
- It doesn't support VBA macros in MS Office.
- There is a program like Access in OpenOffice, but it can't import forms, reports and VBA code from Access.