



LibreOffice

The Document Foundation



Improving productivity software UX with devops methods

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LIBOCON
TIRANA 2018



Agenda

- The Hungarian Government decision 1604/2016
 - Details of that
- Results of the assessment
 - What's really important?
- UX in this project?
 - Yeah, I mean something else here ;)
- Devops methods?
 - “We are an operations-only company” - my former boss

1604/2016 Government decision



1604/2016. (XI. 8.) Government decision

- Goal: reducing the ratio of closed source office licences used in the ministries year by year. Highlights of action items:
- Requires cooperation from multiple institutions
- Calls for creating a support team (that's us!)
- Users to be migrated are selected after assessing their needs
- Educational materials to be created
- Central Office template repository to be created
- Scope: all the ministries (~10k users)



Our progress so far

- Assessment of user needs done (1500 questionnaires)
- Migrations started by the end of last year
- Training, support continuously happens
- Update schedule: community version, every 6 months the .3, .4 version, using MS SCCM
- Open questions: Outlook? Lync? LOOL?

Results of the assessment



Methodology

- Migrate only those who can do their job with LO as well
- There are problems, let's ask about them
- Ask for documents showing an example
- Once the problems are fixed, migration can happen



Areas considered problematic (Word)

Change Tracking	62% (hit rate: 91%)
Document comparison	40%
Charts (3 types)	37% (hit rate: 70%)
Excel tables (OLE)	36% (hit rate: 12%)
Shapes	28% (hit rate: 76%)
Rotated text direction (in text box)	25% (hit rate: 31%)
Mail Merge	24% (hit rate: 89%)
Information Rights Management	16% (hit rate: 44%)
SmartArt	15% (hit rate: 56%)
Document protection	16% (hit rate: 37%)



Areas considered problematic (Excel)

Charts (3 types)	39% (hit rate: 88%)
Cell Styles	29% (hit rate: 65%)
Protect Workbook	25% (hit rate: 71%)
Sheet protection	23% (hit rate: 70%)
Pivot Table	21% (hit rate: 74%)
Conditional Formatting	21% (hit rate: 68%)
Information Rights Management	17% (hit rate: 53%)
Macros	15%
Form Controls	6%
We should have asked: Share Workbook	Many support request asked



Basic functionality (popularity > 70%)

Word	Excel
Paragraph settings; styles	Font
Bullets & numbering	Alignment
Tables	Cell settings
Header/Footer	Sorting & Filtering
Text boxes	Page settings
Page settings	
Object placement (images, shapes etc.)	
Footnotes	
Comments	



Observations

- Almost every important feature is supported to a degree
 - But NOTHING is fully reliable
- „One can use LibreOffice fine until they don't expect more than they would of a typewriter”
 - An expert MSO user of the Ministry of Interior



Observations

Depends on: [41468](#) [49577](#) [51785](#) [55018](#) [55160](#) [57725](#) [59274](#) [61175](#) [61594](#) [62306](#) [68326](#) [69175](#) [69515](#) [72388](#) [75331](#) [76586](#) [77760](#) [77796](#) [78755](#) [79069](#) [81100](#) [87379](#)
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[109053](#) [109184](#) [109306](#) [112684](#) [113945](#) [114217](#) [114847](#) [115569](#) [116436](#) [117031](#) [118691](#) ([edit](#))

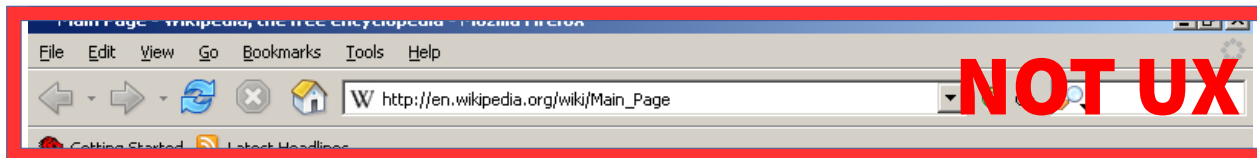
Blocks: [Writer-Tables](#) [DOCX](#) ([edit](#))

- OOXML metabugs look scary
 - Actually it's NOT that easy to find more new bugs!
- So far we are tracking about 300 bugs on our Bug List
 - Probably should be twice of that

UX: What do I mean here?



UX in 2004



UX

Main Page

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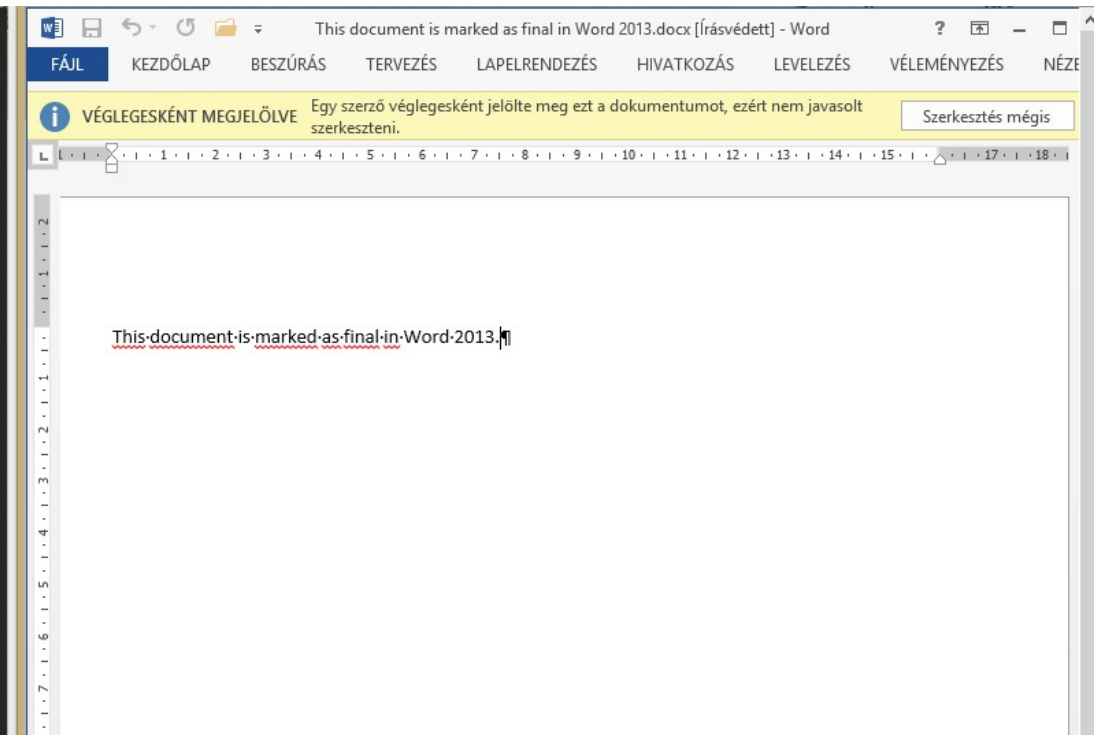
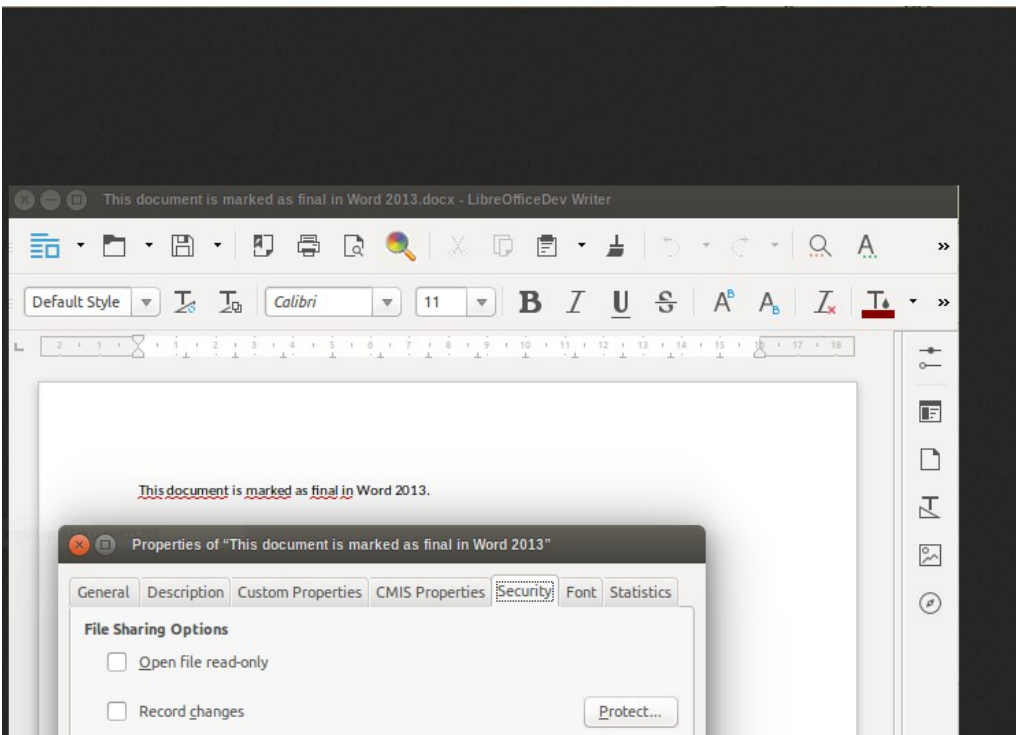
Today's featured article

 The [Mercedes-Benz 450SEL 6.9](#) was a high-performance version of the [S-Class](#) luxury [sedan](#). Built on its own assembly line by Daimler-Benz AG (now [DaimlerChrysler](#)) in [Stuttgart](#) and based on the long-wheelbase version of the "W116" chassis introduced in 1973, the 6.9, as it was generally

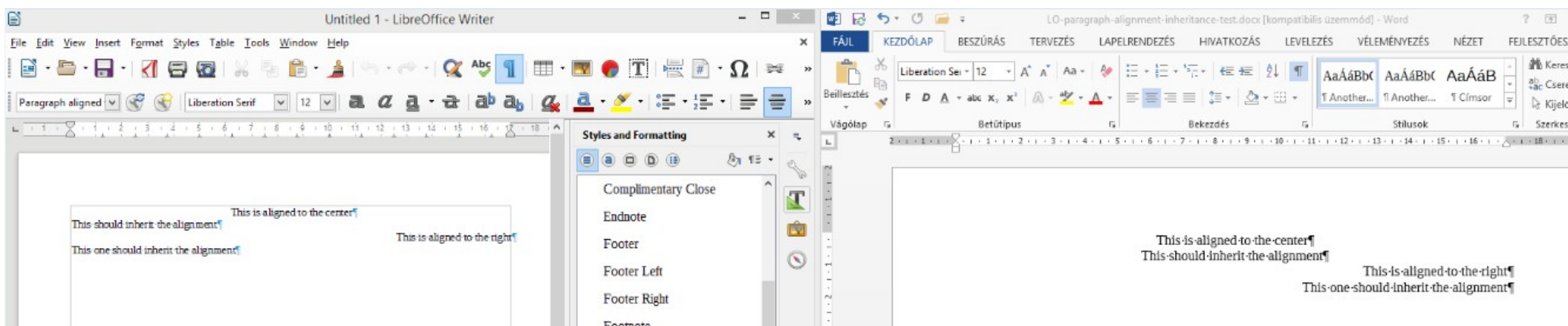
In the news

- The [International Committee of the Red Cross](#) criticises the [United States'](#) treatment of prisoners at [Guantánamo](#)





LibreOffice 6: UX now



LibreOffice 6: UX now

MEGHÍVÓ



Projekt megnevezése

Ünnepélyes alkalmú letételére (MINTA)

MEGHÍVÓ



Projekt megnevezése

Ünnepélyes alkalmú letételére (MINTA)



Bekezdés

Behúzás és térköz: Szövegbeosztás

Általános

Igazítás: Balra zárt

Szerkezeti szint: Szövegtörzs

Behúzás

Bal: 0 cm

Jobb: 0 cm

Típusa: (nincs)

Mértéke:

Térköz

Előtte: 0 pt

Utána: 0 pt

Sorközi: Többszörös

Értéke: 1,2

Az azonos stílusú bekezdések között ne legyen térköz



Paragraph

Indents & Spacing | Alignment | Text Flow | Outline & Numbering | Tabs | Drop Caps | Borders | Area | Transparency

Indent

Before text: 0,00 cm

After text: 0,00 cm

First line: 0,00 cm

Automatic

Spacing

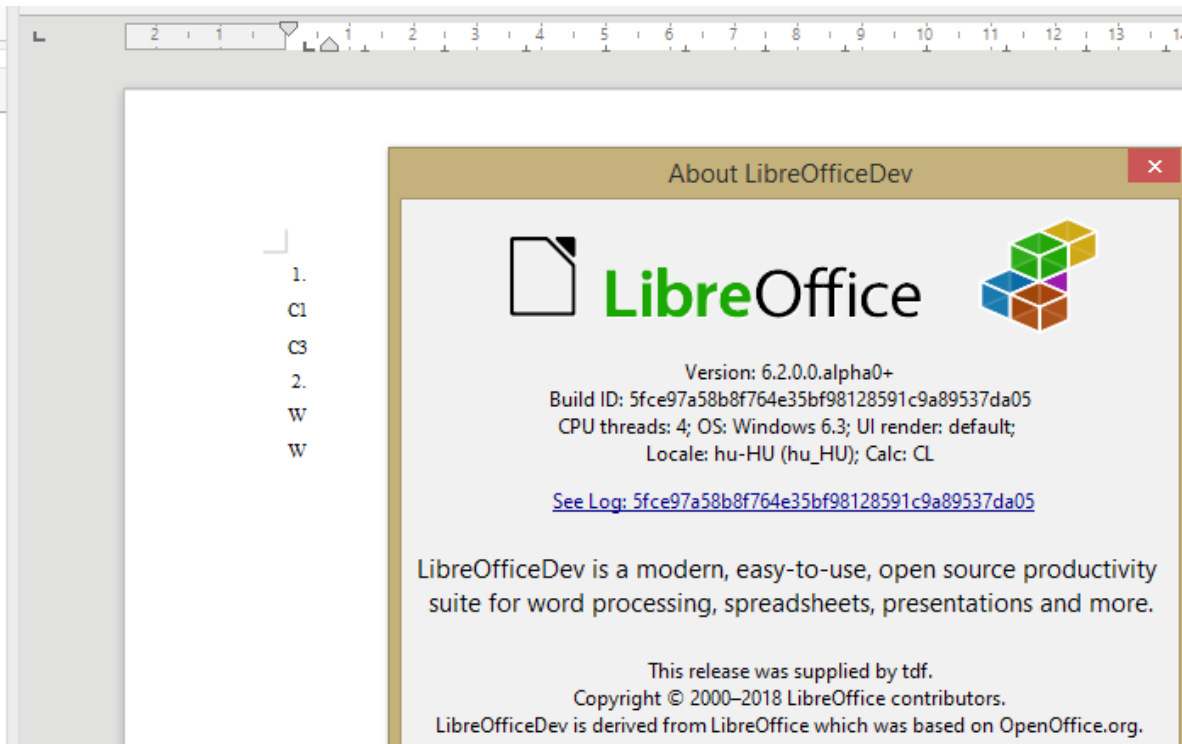
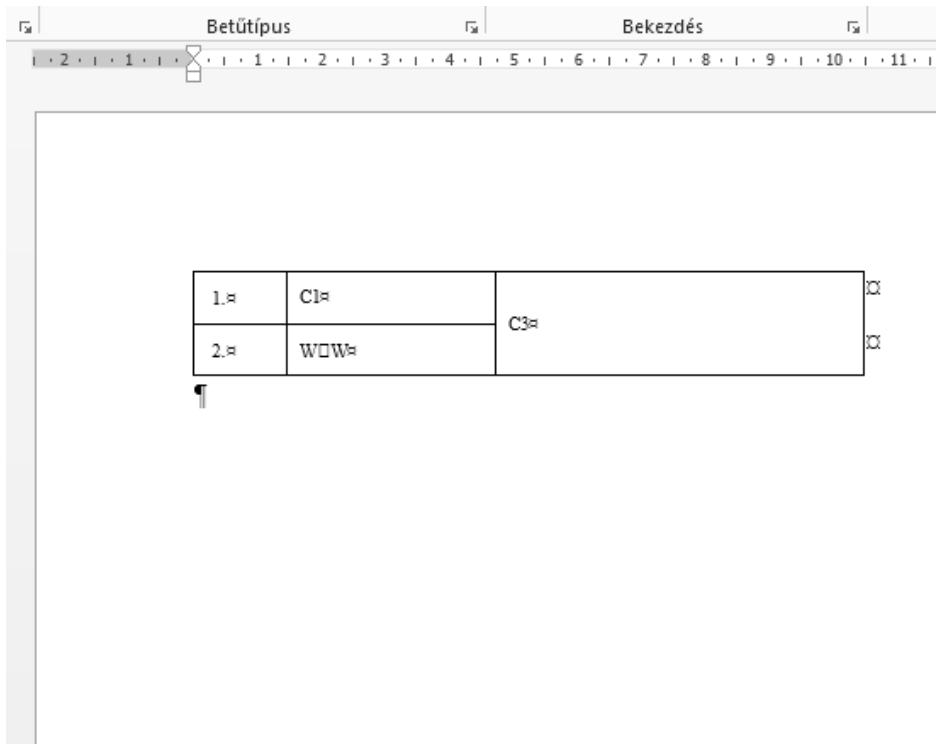
Above paragraph: 0,00 cm

Below paragraph: 0,35 cm

Don't add space between paragraphs of the same style

Line Spacing

Proportional of 120%



LibreOffice 6: UX now

Will this sentence be duplicated?

This is a filler sentence. Will this sentence be duplicated ADDED STUFF?

Will this sentence be duplicated?

ence. Will this sentence be duplicated ADDED STUFF?

Manage Changes

List Filter

Action	Author	Date	Comment
+ Tekija		0000.00.00 00:00:C	
+ Tekija		0000.00.00 00:00:C	

LibreOffice 6: UX now

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Fejlesztési Központ

Dr. Székely
Krisztina
Művelődési
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Tegnapelőző lap



NÉV TITULUS

Dokumentum vége



Actual user expectation: interoperability

- I should be able to edit files from outside world
- I should be able to work with my own files from yesterday
- Documents worth more than a license:
 - (Time spent on creation) x (Users wage)



But OOXML is EVIL!!!

- Office software is a tool for work.
 - No one cares about different standards.
- Interoperability is a long term must
 - Complete migration is not a goal
 - Vendor independence is
- There is always an outside world to collaborate with:
 - Public organizations, private companies, other states



But OOXML is EVIL! 2

- ODF support in MSO is similarly unreliable
 - We can't even help that
 - Unfeasible as an interop tool
- OOXML support may be improved in LibreOffice...

Devops? Improving?



Solving problems - how?

- We are building a developer team
- Hope you saw Laszlo's talk yesterday!
- Began in July, have plans to expand
- Plans to fix up basic features interop



Results so far

Depends on: [54516](#) [85438](#) [89621](#) [94728](#) [95032](#) [98620](#) [102264](#) [104345](#) [108092](#) [109308](#) [118533](#) [119032](#) [119908](#) [32138](#) [42125](#) [48350](#) [50092](#) [63561](#) [72017](#) [76587](#) [77417](#) [77960](#) [78175](#) [82175](#) [86371](#) [91292](#) [92524](#) [95031](#) [95114](#) [102521](#) [102905](#) [103961](#) [104060](#) [104354](#) [104668](#) [104713](#) [104797](#) [106174](#) [107835](#) [112448](#) [114305](#) [116410](#) [116486](#) [116549](#) [117504](#) [118521](#) [118949](#) ([edit](#))

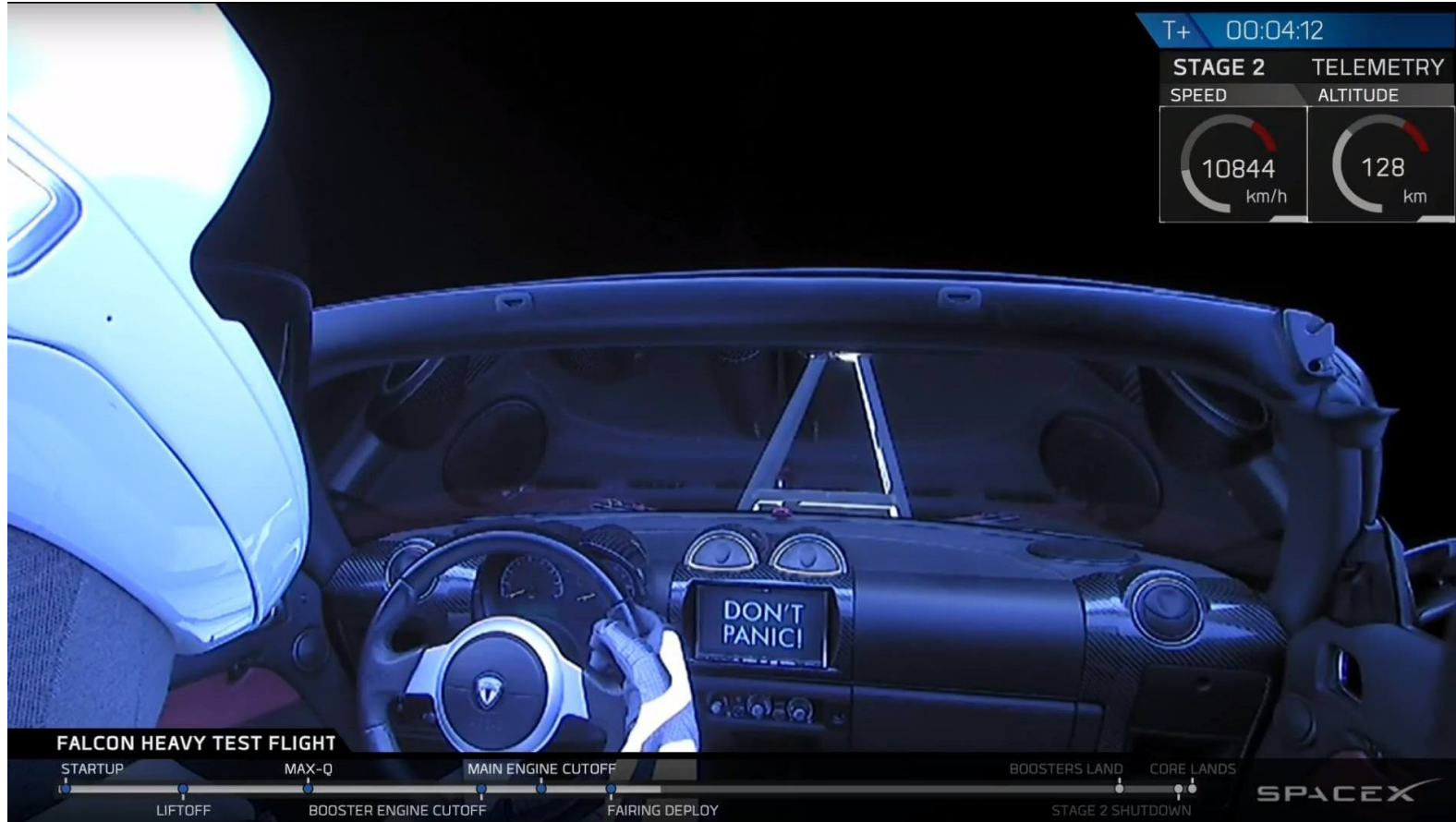
Blocks: [DOCX](#) [Paragraph](#) ([edit](#))

- Paragraph formatting is now mostly okay – huge thanks to JLuth for the collaboration! (#107830)
- Chart fixes coming by Balazs and Adam – see their lightning talk!
- In the last 3 months, 30+ bugs solved!



We recommend this to others!

- Internal team of a few devs is enough
 - or go to Certain Companies ;)
- There is only a few hundred bugs; a few dozen missing features that really matter

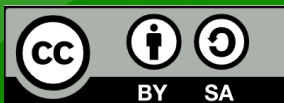


MS Office was not invented by aliens from space...



..but, a Hungarian genius: Charles Simonyi

Thanks for your attention!



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