



# **LibreOffice Certification for FSF members**

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**Co-Chair of the Certification Committee  
for LibreOffice (TDF)**



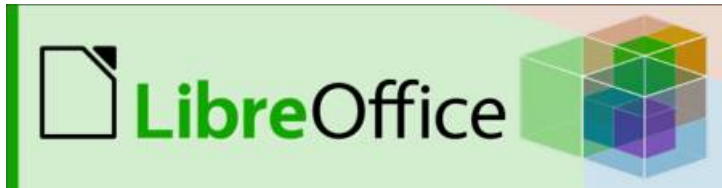
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# Lothar K. Becker, .riess applications



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- Management Consultant 4 OSS (desktop solutions)
- Member of The Document Foundation (TDF)
- Co-Chair LibreOffice Certification Committee (TDF)
- Co-Chair WG Office-Interop., OSB Alliance
- Chair WG Public Affairs, OSB Alliance
- Lecturer at the WVIB-Akademie, Freiburg (GER)
- Former Head of CC Software & Services in the financial services IT industry
- Master in Computer Science and Economics of the Technical University of Kaiserslautern

# LibreOffice - Free Office Suite



**SEPTEMBER 28, 2010**



**A part of the OpenOffice.org Community announces  
The Document Foundation**

**The group of volunteers developing and promoting  
OpenOffice.org sets up an independent Foundation  
to drive the further growth of the project.**

**It is registered in Berlin in the form of a charitable  
Foundation under German law.**

**The brand "LibreOffice" has been chosen for the  
software going forward**



**LibreOffice**  
The Document Foundation



Document  
**Liberation**  
Own your content

# Future of OSS Survey 2015



SECTION 4  
TECHNOLOGY

#FUTUREFOSS  
#FUTUREOSS

## MOST VALUABLE OPEN SOURCE PROJECT?

openstack  
docker  
Drupal  
LibreOffice  
Linux  
ubuntu  
PostgreSQL

The graphic features a dark blue background with a world map and a person's hands typing on a keyboard. A horizontal bar contains logos for seven open-source projects: OpenStack, Docker, Drupal, LibreOffice, Linux, Ubuntu, and PostgreSQL. Social media handles #FUTUREFOSS and #FUTUREOSS are visible in the top right, and a Twitter icon is below them. The text 'SECTION 4 TECHNOLOGY' is in the top left.





# LibreOffice Certification



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# What is Certification?

A designation earned by a person to demonstrate the competency, dedication and trust valued in a highly competitive technology field



## THE DOCUMENT FOUNDATION

Certification Project Management by the Certification Committee

Certification Process Managed by TDF

Dev

Migration

Support

Training

*Not provided yet*

Certified Professionals: TDF Members / Third Parties

Migration Projects / Large Deployments & Integrations

Enterprises / Public Administrations / NGOs





# What certificates exist with LibO?

- 4 kinds of LibreOffice certifications:
  - Professional developer
  - Professional migrators
  - Professional trainer
  - Professional supporter
- Certification for Developer is slightly different (upon invitation only)
- Certification for Support is not yet in place
- Certification for prof. migrator or trainer requires an application
- A professional migrator: Coordinates the migration process from a proprietary office suite to LibreOffice, manages all aspects of change (technical lead vs. project lead)
- A professional trainer: Teaches the use of LibreOffice at basic, intermediate or advanced level, creates training material, conducts the courses



# The cert-program at a glance

- Target group: corporate consultants or members of organisations with experience in LibO projects (or intended), not yet but perhaps later on also for newbies or end-users (no end-user certification !)
- Certified professionals have the major objective to extend the reach of the community to the corporate world
- They are seen as Ambassadors of LibreOffice and TDF/community
- So: We certify the competence of people in migrating to and training of LibreOffice (no company certification in the first step)
- They should be able to provide value-added professional services to grow the LibreOffice ecosystem
- Later on there will be the possibility to apply as a „LibreOffice Competence Center“ for corporations with special conditions, prerequisites and processes



# The cert-program at a glance -2

- It represents a benchmark for the quality and added value of the LibreOffice services
- Until the first quarter of 2015 awarded to TDF members only
- Since then it is also eligible for non-TDF members, but there should be something like a track record of the applicant with LibreOffice or a TDF member should serve as a guarantor
- The program is / should be organized worldwide with respect to language coverage it is more or less regionally implemented in the certification review process

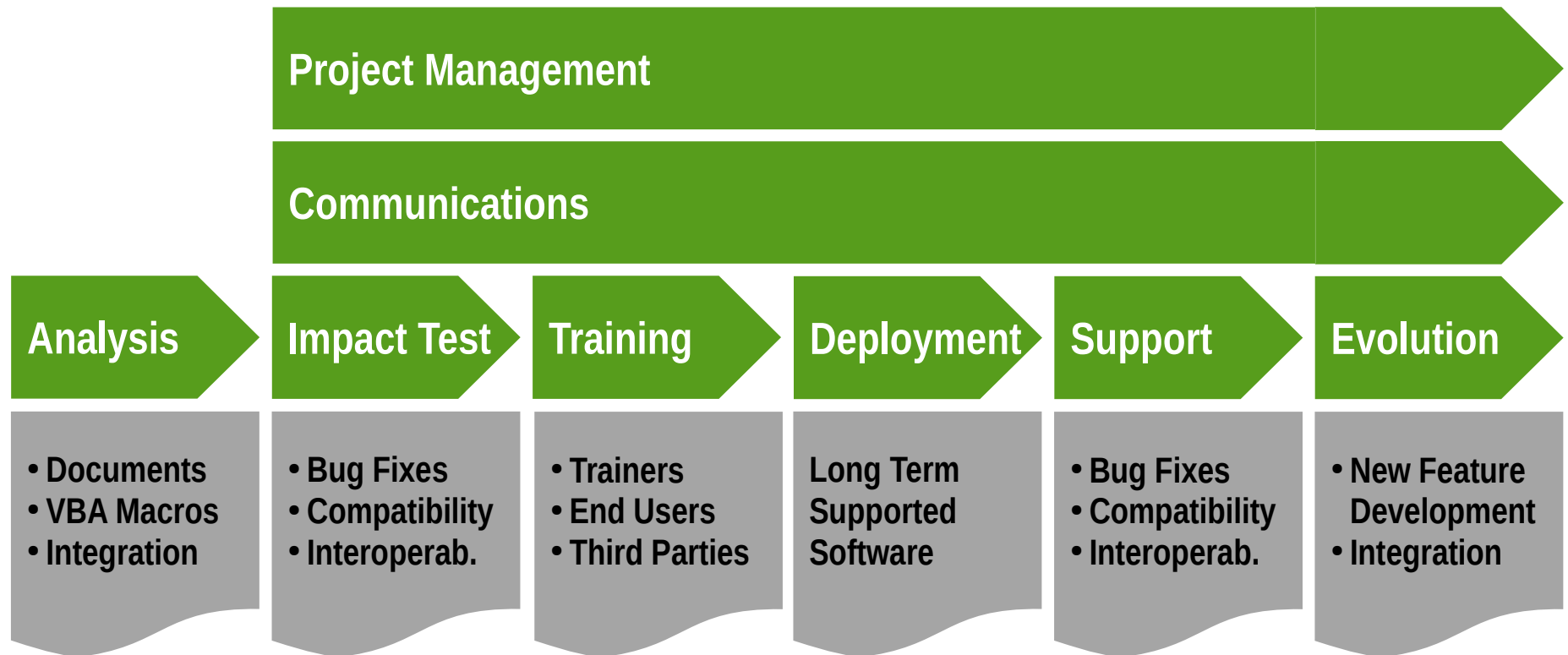


# LibreOffice Developer

- are individuals who have proven their ability to master LibreOffice code and guarantee the quality of the (core) code with their source contributions
- to develop new features; provide L3 Support to enterprise users; research and develop solutions to new or unknown issues; design and develop one or more courses of action to correct these issues; evaluate each of these courses in a test case environment; and implement the best solution to the problem
- are present TDF members, are nominated by the Engineering Steering Committee & the Certification Committee, invited and subsequently peer-reviewed by the Engineering Steering Committee



# Migration Protocol





**Analysis**

**Project Management & Communications (Change Management)**

**Impact Test**

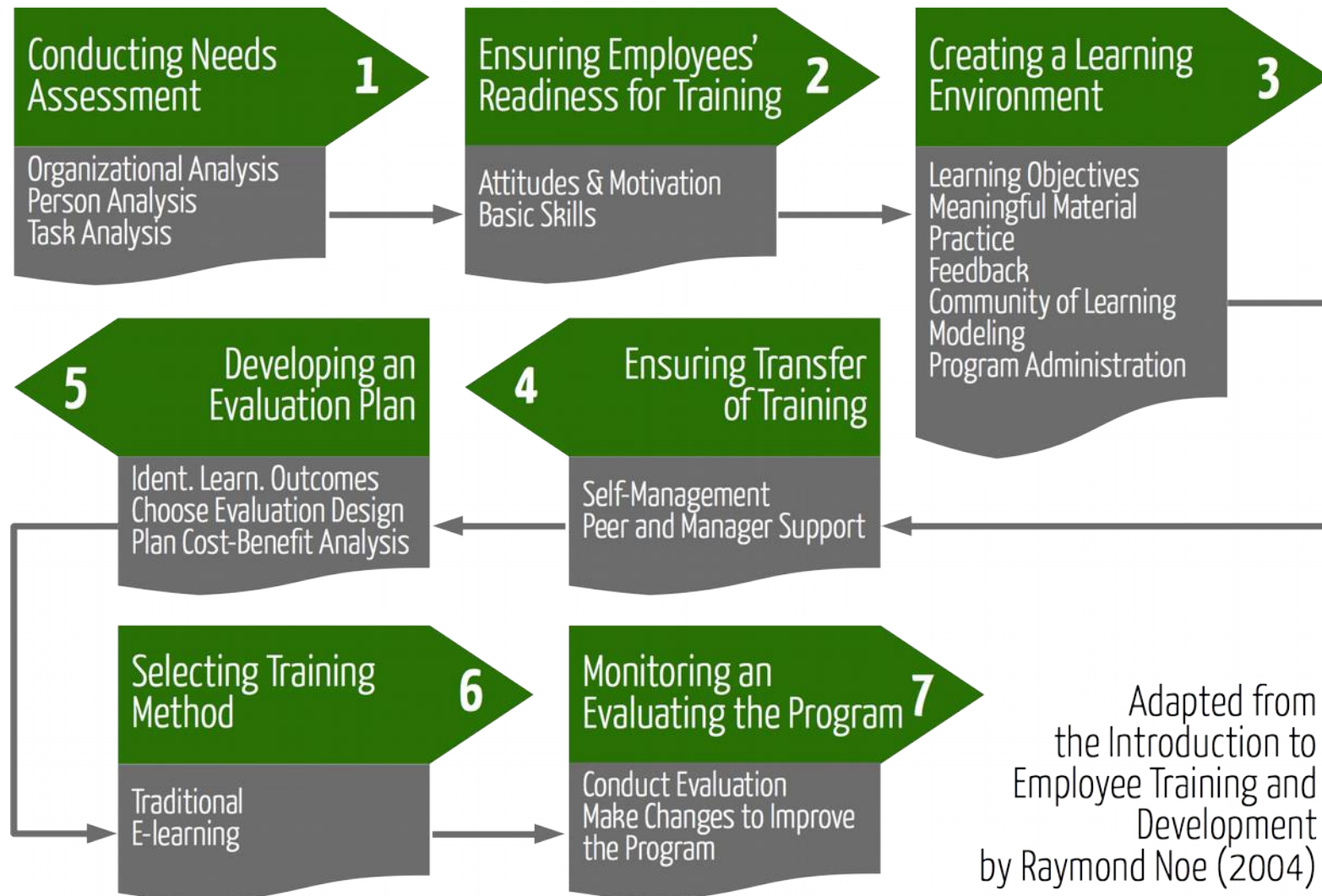
**Support**

**Training**

**Deployment**



# Training Protocol



Adapted from  
the Introduction to  
Employee Training and  
Development  
by Raymond Noe (2004)





# How to get such a certificate?

- <https://www.documentfoundation.org/certification/>
- There are some CERTIFICATION PRE-REQUISITES
  - Involvement must be demonstrated on the basis of documents
  - And/or testified by a certified TDF member in the same discipline
  - See: <https://www.documentfoundation.org/assets/Certification/tdf-certificationprerequisites.pdf>
- First: Fill in an [application form](#) and deliver such documents
- Documents are checked whether they are inline with the prerequisites
- Pre-requisites are checked by a small team (Lothar, Italo et al.)
- There could be a first jit.si meeting for clarifications
- Thereafter the candidate receives an appointment for a Peer-to-Peer session (jit.si) with the review committee (lasting ~1h)



# How to get such a certificate? -2

- Review committee composed of 3 to 5 persons out of a group of certified people (partially with native language skills) (Cert. Com.)
- Discussing experiences & issues in the certified competence area
- Questions resulting from collections (permanently checked) about:
  - the „Migration protocol“  
<https://www.documentfoundation.org/assets/Certification/tdf-migrationprotocol.pdf>
  - and the „Training protocol“  
<https://www.documentfoundation.org/assets/Certification/tdf-trainingprotocol.pdf>
- Afterwards the review committee approves the certification and the certification is delivered to the candidate in a PDF
- Certification lasts for a limited period (24 months),
- Listed on LibO-Website, see <http://www.libreoffice.org/get-help/professional-support/>
- open for renewal based on a new peer-to-peer review



# Win / Win / Win - "customers"/user

- With a Certification program there is not just a Win for Community and applicants ...
- ... but also for customers of larger deployments who need added-value services for the product deployment and use (e.g. for the migration, for training courses, for 2nd/3rd level support requests)
- Typical Win elements:
  - In searching know-how Deliverer-Contacts are delivered in the list of certified people
  - Proven quality and experience of the certified people
  - Working with such certified people they secure the contact to and influence on the community/producer of the product
  - Getting ideas of and solutions for challenges in LibreOffice deployments based on similar projects



# Win / Win / Win - community

- Typical Win elements:
  - Knowing about projects and deployments around the world
  - Platform for gathering information about what is actually needed, what are pro's and con's , where are shortfalls
  - Platform as information channel the other way around: to spread the word or messages to corporate users / deployments
  - Influence on the quality of services delivered to LibreOffice
  - Growing the eco-system of LibreOffice
  - Added-value deliverer as a part of the community
  - Getting valuable contributions / new core developer
  - Proper handling of the „issue-tracking“ process
  - Growing awareness in professional environments



# Win / Win / Win - applicants

- Typical Win elements:
  - Knowing processes and key-persons in the community
  - Acting as a influencer by contributions
  - Get an official proof of the high quality of their know-how
  - Gaining a reward about the track record with LibreOffice ...
  - ... and in consequence a higher „market value“ and market share
  - Listed on LibO-Website , being referenced out of the community
  - Working with an awesome community like this event ;-))





# Workshops for Certification

- Roles: Trainers and Migration professionals
- Focusing on interested consultants without (enough) experience and track records in LibreOffice training and migration projects
- Workshop as a starting point of an approximately one year lasting mentoring process
- Purpose:
  - Helping to understand the TDF protocols for Training and Migrations
  - Helping in planning and doing training and migration projects (getting experience)
  - Showing potential starting points for getting in touch with TDF, getting a community member, making contributions
  - Helping in the application and review process to get certified



# Why certification is important

“Third party certification through reputable organizations can be an important tool for small businesses and gives [the project] the assurance that suppliers are comprised of the ownership they claim”

Diversity Inc. Magazine, 2007





# Why certification is important

“It's one thing to hold a degree or point to acquired knowledge of IT concepts and theories, but it's another to be able to prove in practice your command of technology and leverage it to make business more efficient: this is why IT certifications are so valuable to businesses”

Todd Thibodeaux, CEO of CompTIA



**Thank you! Further questions?  
Ask for assistance:  
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