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To be certified as professional trainer or migration consultant - a win/win/win situation for the community, the service provider and the end user organisations with a LibO-deployment

Lothar K. Becker

lothar.becker@libreoffice.org

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Agenda / Content

Abstract:

The talk will give a short introduction about

- the possibilities of certification of migrators and trainers and the prerequisites and the procedure to get the certification.

- It will summarize the Win/Win/Win situation of such a certification status for the candidate as well as for the community as well as for the professional organisations with a LibreOffice deployment.

- An update of experiences in the certification process since 2015 (LiboCon Aarhus) will be closing the talk followed by a short look in the future.

Slides from Aarhus, Updates in comments

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Certification reviews 4 professional trainers and migrators - win/win for candidates & community (& professional users!)

Herzlich Willkommen.

Update 2017

24.09.2015

LibreOffice Conference 2015, Aarhus

Lothar K. Becker

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TDF certifications for LibreOffice - What is it?

What certificats exists with LibO?

- 4 kinds of LibreOffice certifications:
    - professional developer,
    - Professional migrators,
    - Professional trainer,
    - Professional supporter

Discussions about "modul specific" certs

Canceled until up to new decision

- Here to be discussed: professional trainer and migrators

- Certification for Developer is slightly different, for Support it is not in place until now

- A professional migrator: coordinate the migration process from a proprietary office suite to LibreOffice, to manage the change in all aspects (2 different profiles: technical vs project lead)

- A professional trainer: teach the use of LibreOffice at basic, intermediate or advanced level, creating training materials

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What is the cert-program like?

- Main focus: corporate consultants ==with experience== in LibO projects, not jet but perhaps later on also for newbies or end-users ==(start of Workshops for potential applicants)==

- certified professionals have the objective of extending the reach of the community to the corporate world

- They are seen as Ambassadors of LibreOffice and TDF/community

- So: certifying the competence of people in areas of migration and training LibreOffice (and not a company 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 applicant for a „LibreOffice Competence Center" for corporations with special conditions, prerequisites and processes

Not started jet, focus: bringing established processes to the world

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Workshops for certification

- Roles: Trainers and Migration professionals

- Focussed on interested consultants without (enough) experience and track records in LibreOffice trainings and migration projects

- Workshop as starting point of a app. 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 community members, making contritbutions

  - Helping in the application and review process to get certified

What is the cert program like? -2

- It represents a benchmark for the ==quality== of the services and added value

- Awarded only to TDF members until the first quarter of 2015

- Since then it is also eligible for non TDF members, but there should be something like a track record with LibO or a TDF member as a **Now open (with TDF/certified reference), FSF partnership**

- The program is / should be worldwide organized, with respect to language issues it is somehow regional implemented for the certification review process

White areas (e.g. Africa), downsizing counties (e.g. Germany), upcoming continents/countries (e.g. Asia/Taiwan/Japan)

Language issues with prerequisits and review session, at least describing the experience must be in English

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Certification Procedures & PreRequisites - How to get it?

How to get such a certification?

- https://www.documentfoundation.org/certification/
- There are some CERTIFICATION PRE-REQUISITES
  - Involvement must be demonstrated with some 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 if they are in with the prerequisites
- Pre-requisites are overseen by a small team (Italo and Sophie)
- There could be a first google hangout for clarifications **Cert. committee**
- Thereafter the candidate get an appointment for a
  Peer-to-peer session (hangout) with the review committee (lasting approx. 1h-2h),

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How to get such a certification? -2

Slidly new staffings, see webpage

- The Certification Committee is staffed as follows:
  Italo Vignoli (coordination), Lothar Becker, Stephan Bergmann, Sophie Gautier, Olivier Hallot, Jan Holesovsky, Björn Michaelsen, Cor Nouws, and Jacqueline Rahemipour.

- The Peer-to-Peer Review Committee is staffed as follows:
  Italo Vignoli (coordination), Lothar Becker, Eliane Domingos de Sousa, Sophie Gautier, Olivier Hallot, Thomas Krumbein, Marina Latini, Leif Lodahl, Cor Nouws, Gustavo Pacheco, Stefano Paggetti, Jacqueline Rahemipour and Charles H. Schulz.

- At the moment, it is able to handle the review process in English, Danish, Dutch, French, German, Italian, Portuguese and Spanish. (some Asian languages)

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How to get such a certification? -2

- Review committee are <mark>3 to 5</mark> persons out of a group of certified people (partially with native language skills) <mark>(now 2 to 4)</mark>

- discussing prepared questions about issues in the certified competence area

- Questions (permanently under work) coming from collections about:

- the „Migration protocoll"
  https://www.documentfoundation.org/assets/Certification/tdf-migrationprotocol.pdf

  See document for example, will be extended for LOOL

- and the „Training protocoll"
  https://www.documentfoundation.org/assets/Certification/tdf-trainingprotocol.pdf

- Afterwards the review committee approve the certification and the certification is delivered (PDF) to the candidate

- Certification will last for a defined period <mark>(24 months)</mark>,

- Listed on LibO-Website, see http://www.libreoffice.org/get-help/professional-support/

- afterwards it is possible for renewal with another peer-to-peer review

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Win/Win/Win
or
why we/you/them
should do it

Win / Win / Win - "customers"/user

- With a Certification programm there is not just a Win for Community and applications,

- but also for customers of larger deployments who will need added value services to the product launch and use (migrations, trainings, support)

- Typical Win-elements:

- Deliverer-Contacts in the list for searching know-how

- Prooven quality / experience of the certified people

- Working with such certified people they secure the contact/influence to the community/producer of the product

- Getting Ideas/solutions for chalanges in LibO-deployments out of similar projects

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Win / Win / Win - community

- Typical Win-elements:
- Knowing about projects and deployments around the world
- „bridge" for getting informations about what is needed, what are pro's and con's , where are shortfalls
- „bridge" as information channel the other way around: to spread 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

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Win / Win / Win - applicants

- Typical Win-elements:
- Knowing processes and Key-persons in the community
- Get an „official" proof of a high quality of their know-how
- Reward for a track record with LibreOffice
- And in consequence a higher „market value" and market share
- Are listed on the LibO-Website , are referenced from within the community
- Working with a awesome community like this event ;-))

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The future of TDF certifications … (approx. in the next 2 years)
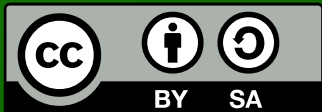
Future activities

- Process is in place, ==doing it== ==and bringing it to the world==
- More review sessions, getting more experience with the review process and optimizing the process
- Marketing for the certification program ==(asking board for commitment and budget)==
- New regions and places where to do review sessions
- Training for candidates (esp. for non TDF members) ==workshops==
- Training for newbies
- ~~Getting the Support Certification in place (L1, L2, L3)~~
- ==Extending Questionary (e.g. LOOL) and Website==
- ==ReOrganizing Committee with regular reporting to the board==
- ...

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If you have questions/feedback/ideas do not hesitate to mail to

lothar.becker@libreoffice.org

or

certification@libreoffice.org