Overview

1 | Our project – a brief overview

2 | Change management
   • What are you talking about?
   • During the project
   • Production

3 | Final evaluation

4 | And tomorrow?
1. Our project – Overview

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<thead>
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<tbody>
<tr>
<td>Benchmark</td>
<td>Experimentation</td>
<td>Production Seafile V4</td>
<td>Production V5</td>
<td><img src="image" alt="V6" /></td>
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</tbody>
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The A Team:
- Project management
- Infrastructure
- Exploitation
- Change management

2864 unique users in 2016, including:
- 48% administrative staff
- 27% teachers & researchers
- 25% guests accounts

Benchmark Experimentation Production Seafile V4 Production V5

Plug-in guests accounts

V6 incoming!
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2.1 : Change management – 4 axes

During the project

- Involvement
- Communication
- Training

Production

Follow-up
2.2 : User involvement

- Select experimental users (150 from 7 services & faculties)
- Facilitate communication
  - Be proactive
  - Be reactive
2.3 : Communication : Targets

Targets :

✓ Teachers - Researchers
✓ Administrative staff
  ➔ Employees only
✓ Newbies
✓ Boxes users
2.4 : Communication & Training for **NEWBIES**

**Blockages**

- Abstract concept
- Change daily organization
- I already have a personal folder!
- We already have a shared folder!

**Messages**

- « Easy-to-use »
- Not really : sync client
- Flexibility
- Easy-sharing
- Collaborative work
- Independance
- Viability of Seafile

**Training**

- Demonstration
- Training short sessions
- Detailed documentation
- IT support to change
2.5: Com & Training for BOXES USERS?

**Blockages**
- I already use a box. Tell me why I should change?! 
- I work with externals partners who used this box.

**Messages**
- Confidentiality
- « Easy-to-use »
- Guests accounts Security Viability of Seafile

**Training**
- Demonstration
- Training short sessions
- Detailed documentation
2.6 : PRODUCTION : FOLLOW-UP

• **Survey (6 months after launching)**:
  • Goal 1: know how they use Seafile & what they want
  • Goal 2: know how they perceive Seafile

• **Results**:
  • 2/3 are using Seafile at least 1 time per week.
  • They love the tool (average rating: 8/10)
  • They would like to have simultaneous edition and link with Sympa mailing lists.

• **Communication before each release upgrade**

• **Training sessions in training catalogue**

• **Regulars indicators**
2.7 FOLLOW-UP - INDICATORS

Trainings sessions :
- 21 sessions & 230 trainees (from various horizons and levels!)

Documentation
- 2052 connexions on detailed documentation in 2016

More stats :
- 1083 unique users in december 2016
- +8% of unique users more per month (average)
- 17 libraries (top folders) / user
- 1138 groups created
- Only 35 persons who used Seafile in 2015 didn’t return in 2016.
- 11% of guests accounts are students accounts …
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3 FINAL EVALUATION: IF I HAD TO DO IT AGAIN...

I WOULD KEEP IT!

- Experimental phase
- Demonstration
- Training sessions for newbies
- Survey

I WOULD IMPROVE THAT...

- Modern use for auto-training
- Synthetic manual
- Clear positionning
- Users forum
- Communication budget …
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4.1 FOR TOMORROW?

- Communication to researchers
- Users forum (Discourse !)
- Link with Sympa mailing lists
- Support & help services, faculties who want to shift on Seafile

- Access for students ?
- Manuals & screencasts « HOW TO » (multi langage ? with Seafile community ?)
- Simultaneous edition tool (Collabora?)
- Convince my colleagues to test & deploy Seadrive

→ Change management for everyone 😊
4.2 FOR TOMORROW?

Last but not least, continue to listen to users, as well as my geeks colleagues 😊

Together further!
Samen Verder!
Thank you!

SOME QUESTIONS?