

# SEAFILE

IN  
UNIVERSITY OF STRASBOURG

CHANGE MANAGEMENT  
CS3 AMSTERDAM 2017

Direction **Informatique** | DI

Université de Strasbourg

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# Overview

1 | Our project – a brief overview

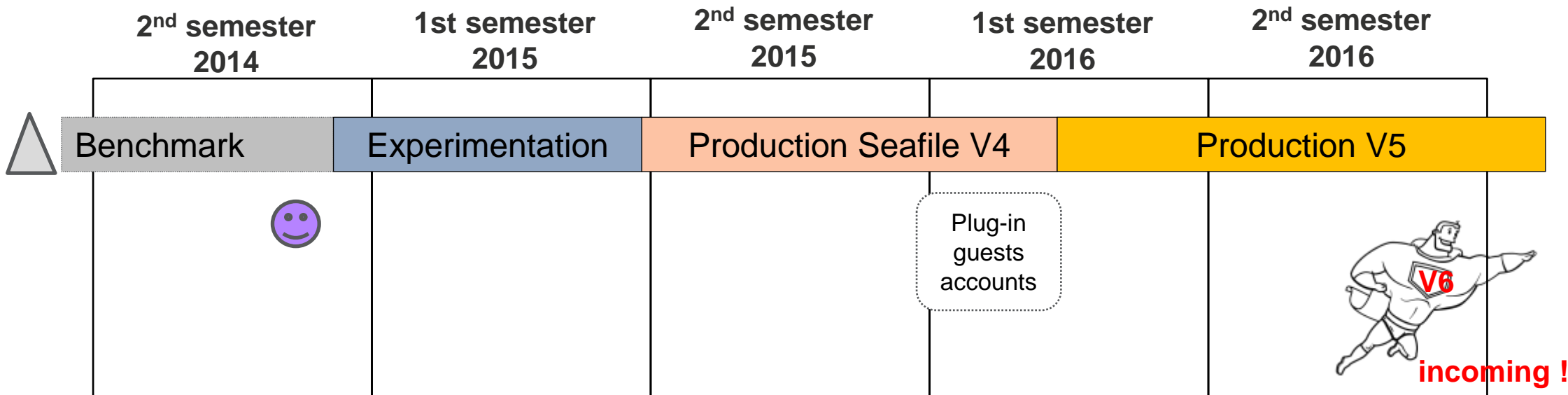
2 | Change management

- What are you talking about ?
- During the project
- Production

3 | Final evaluation

4 | And tomorrow ?

# 1. Our project – Overview



## The A Team :

- Project management
- Infrastructure
- Exploitation
- **Change management**

## 2864 unique users in 2016, including :

- 48% administrative staff
- 27% teachers & researchers
- 25% guests accounts

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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 positioning**
- **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

WIP  
2017 !

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

Things  
2do !

## 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 ?**

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