



**LibreOffice**  
The Document Foundation

# Making a Community Managed FOSS Project Sustainable

Italo Vignoli



# Background Thoughts

- The global open source ecosystem has evolved since 2010, and there have been lengthy discussions about the relationships with business using OSS without contributing back to OSS projects
- In 2014, the discovery of the Heartbleed Bug was a turning point to raise the issue of OSS sustainability
- In 2016, Nadia Eghbal published the paper “Roads and Bridges: the Unseen Labor behind our Digital Infrastructure”
- In 2019, Dries Buytaert published the blog post: “Balancing Makers and Takers to Scale and Sustain Open Source”



# Excerpts from Dries Buytaert (1)

- Small OSS communities can rely on volunteers and self-governance, but as OSS communities grow, their governance model most likely needs to be reformed so the project can be maintained more easily.
- There are three models for scaling and sustaining OSS projects: *self-governance*, *privatization*, and *centralization*. All models aim to reduce *coordination failures*, but require OSS communities to embrace forms of *monitoring*, *rewards* and *sanctions*. While this thinking is controversial, it is supported by decades of research in adjacent fields.
- OSS communities would benefit from experimenting with new governance models, coordination systems, license innovation, and incentive models.



# Excerpts from Dries Buytaert (2)

- I understand that the idea of systematizing OSS contributions won't appeal to everyone. Some may argue that the suggestions I'm making go against the altruistic nature of OSS. I agree.
- However, I'm also looking at OSS sustainability challenges from the vantage point of running both an OSS project (Drupal) and an OSS business (Acquia).
- I'm not implying that every community needs to change their governance model, but simply offering suggestions for communities that operate with some level of commercial sponsorship or communities that struggle with issues of long-term sustainability.



# Excerpts from Dries Buytaert (3)

- **Defining Open Source Makers and Takers**
- Some companies are born out of OSS, and as a result believe deeply and invest significantly in their communities. With their help, OSS has revolutionized software for the benefit of many. Let's call these types of companies **Makers**.
- Now that OSS adoption is widespread, lots of companies, from technology startups to technology giants, monetize OSS projects without contributing back to those projects. Let's call them **Takers**.
- The difference between Makers and Takers is not always 100% clear, but as a rule of thumb, **Makers** directly invest in growing both their business and the OSS project. **Takers** are solely focused on growing their business and let others take care of the OSS project they rely on.



# Excerpts from Dries Buytaert (4)

- **Takers** reap the benefits of the **Makers'** OSS contribution [...]. The **Taker** is likely to disrupt the **Maker**.
- On an equal playing field, the only way the **Maker** can defend itself is by investing more in its proprietary offering and less in the OSS project.
- To survive, it has to behave like the **Taker** to the detriment of the larger OSS community.
- **Takers** harm OSS projects.
- An aggressive **Taker** can induce **Makers** to behave in a more selfish manner and reduce or stop their contributions to OSS.



# Toxic Solutions not Based on OSD

- Cloud Protection Licenses
  - Commons Clause License (RedisLabs)
  - Server Side Public License (MongoDB, Elastic Search, GrayLog)
  - Confluent Community License (TimeScaleDB)
  - Business Source License (MariaDB, CockroachDB)
- Ethical Source License
  - Hippocratic License (Coraline Ada Ehmke)

(these solutions are poisonous for FOSS)



# Office Suites Lifecycle

- Office Suites are mature products seen as a commodity by most users (and as such their price might be an issue)
- Although they are a mature product, they will not decline as long as PCs will exist or a different paradigm will be developed (for the time being, there is nothing similar on the horizon)
- The growing attention for digital sovereignty might infuse new life on office suites, but users have to be educated about the importance of standard document formats



# Office Suites Market: Revenues

## Revenue

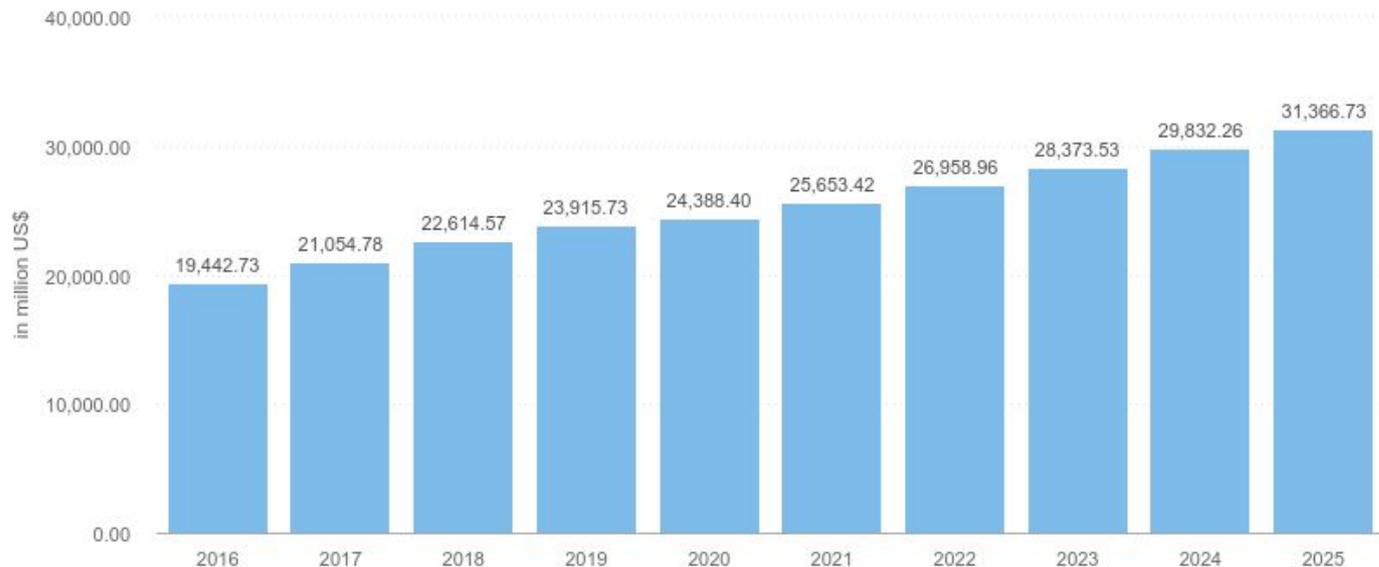
In million US\$

### Reading Support

Revenue in the Office Software segment is projected to reach US\$25,653.42m in 2021.

 PNG

 XLS



Source: Statista (Forecast adjusted for expected impact of COVID-19), December 2020

Info



# Personal Productivity Market (1)

- **Before 1995**
  - Documents had to be printed to be shared
- **Between 1995 and 2005**
  - Evolution from sharing printouts (analog heritage) to sharing static digital documents (interoperability)
  - Birth of cloud solutions for personal productivity, from Google (based on business model) and Microsoft (to find an alternative source of revenues from desktop)



# Personal Productivity Market (2)

- **Between 2005 and 2010**
  - Availability of XML based document formats: development of the ODF standard and the OOXML pseudo-standard
  - OpenOffice.org is the de facto FOSS alternative to MS Office
- **After 2010**
  - Announcement of LibreOffice, based on ODF, while OOXML is the cornerstone of Microsoft lock-in strategy
  - Several freeware office suites enter the market, while cloud based office suites grow and evolve



# LibreOffice User Base Estimate

In term of number of users worldwide, we provide the following estimate based on a global number of PC users between 2 and 3 billion (90% Windows, 8% macOS, 2% Linux):

- 100% of desktop Linux users (between 50 and 75 million)
- 10% of desktop Windows users (between 180 and 270 million)
- 10% of desktop macOS users (between 16 and 24 million)

So, we pick the lower figure of 246 million users worldwide, and we further reduce it to 210 million users worldwide to account for some duplications.



# LibreOffice Project Model

- The Document Foundation represents the community, provides the projects' governance, owns trademarks and Internet domains, and collects donations which support the activities of community members
- The community, with volunteer contributors and corporate sponsored contributors, is managing development based on resources provided by The Document Foundation
- The Document Foundation is a charitable organization, and as such is not supposed to release commercial software



# LibreOffice Stakeholder

- Community Members
  - High personal involvement (volunteering)
  - High project value (the project I am contributing to)
- Users
  - No personal involvement (free product)
  - Low product value (office suites are a commodity)



# Some Numbers

- Based on data extracted from Git, developers sponsored by ecosystem companies provide 68% of all activity on the source code, while volunteers provide 28%
- Based on donation numbers, 90% are from individuals and 10% from SMBs
- Based on estimates, less than 5% of LibreOffice enterprise users contribute in any way to the project, including buying any kind of product/service from ecosystem companies



We decided to create a new foundation because none of the existing ones was backing our vision:

**an independent FOSS project where the community and the ecosystem work together to make it self sustainable, without the need of a corporate sponsor or a license tweak**



# The Document Foundation

The Document Foundation promotes a **sustainable**, independent and meritocratic community for the global **development of free and open source** software based on **open standards**

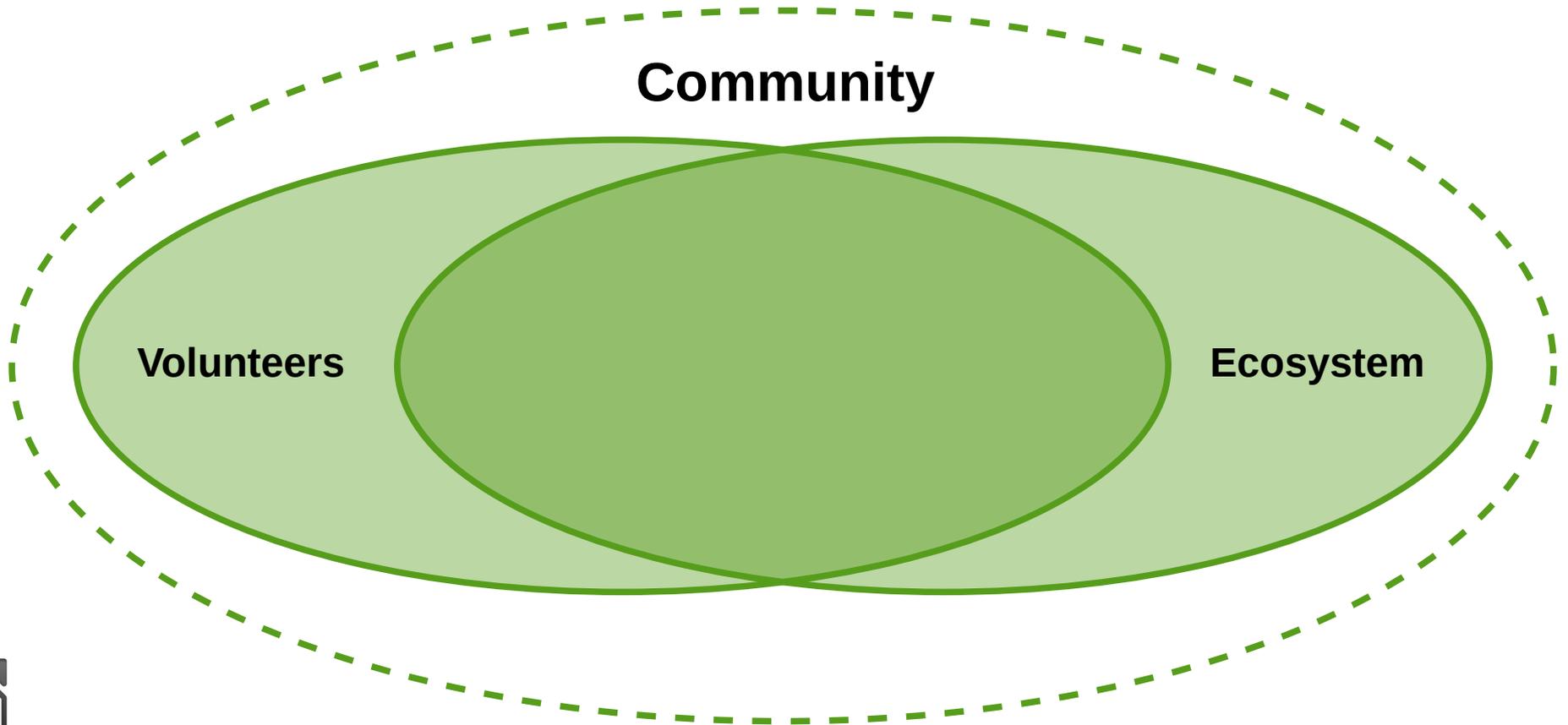


# After 10 Years

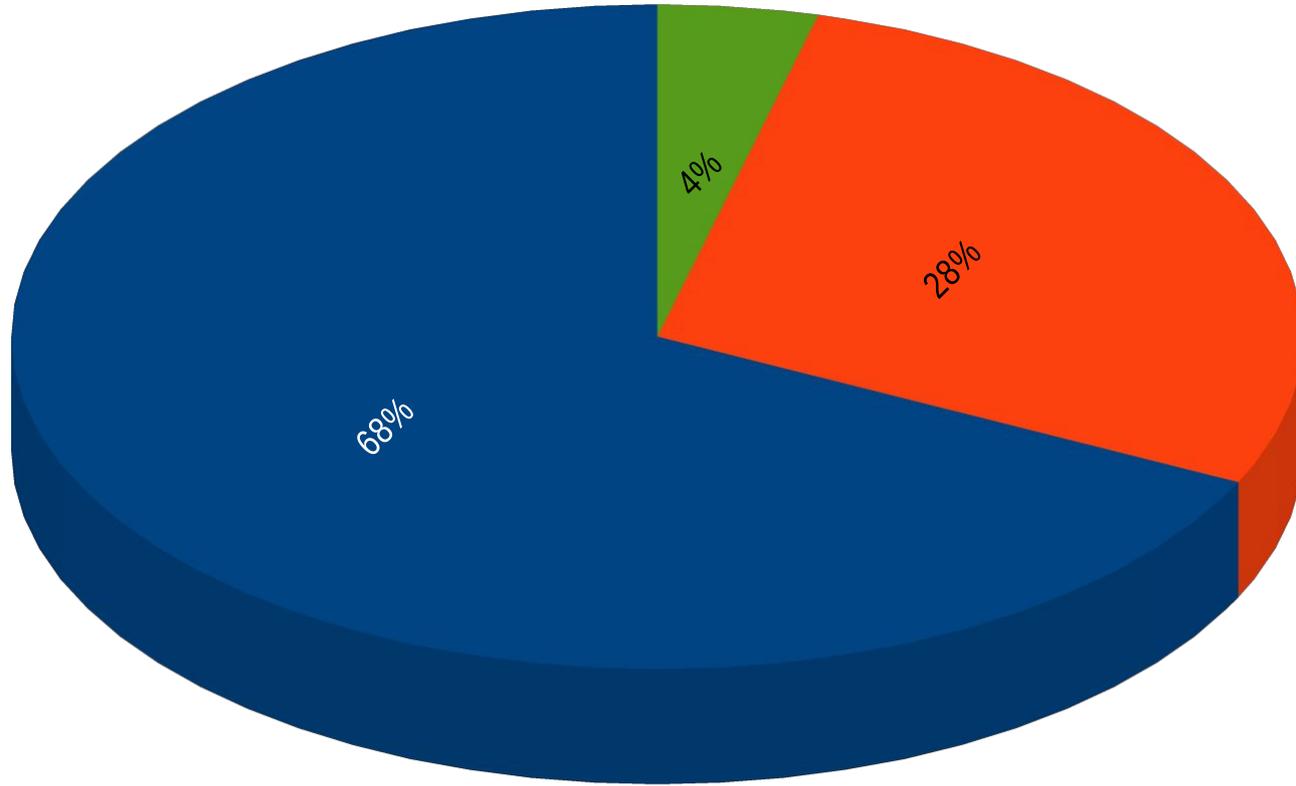
- The Document Foundation has reached its objective, and is recognized as a leading FOSS foundation
- Thanks to the combined efforts of the entire project, with contributions from community and ecosystem, we have released LibreOffice for desktop, online and mobile
- We are proud of being recognized by the LibreOffice brand name, which represents the common asset for community and ecosystem members (with a large number of people being active in both areas)



# LibreOffice Project



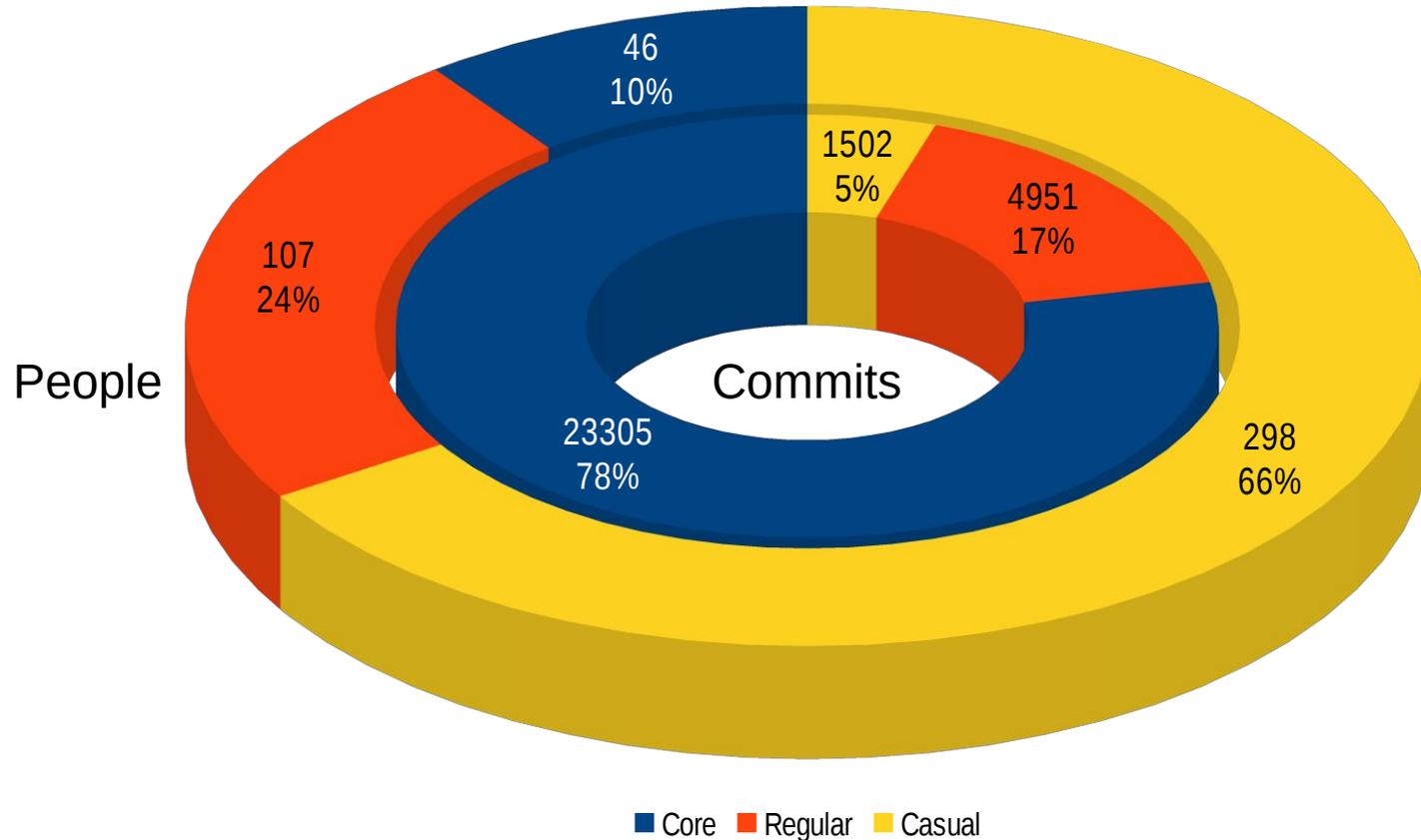
# Development Last 2 Years



■ Enterprise ■ Volunteers ■ TDF



# All Contributions Last 2 Years



# Comment on Chart Numbers

- **Development:** around 68% of contributions to the source code are from ecosystem companies, while volunteer contributions are 28% (TDF is just 4%) [slide 20]
- **Community:** developers paid by ecosystem companies are around 40, so an extremely large portion of the 78% of "core contributions" is paid by ecosystem companies [slide 21]
- **Consequence:** without contributions from the ecosystem, we would have issues in keeping up with user expectations



# Who Pays LibreOffice Development?

- 68% of development is paid by customers of ecosystem companies selling a LibreOffice Enterprise product
  - The majority of this activity is focused on new features and improvements to interoperability
- 28% of development is provided by volunteers, and paid by their willingness to contribute to the project
  - A large percentage of this activity is focused on the UX (user interface and usability)



# Where Are We Today

- The community is growing and is extending its reach
- The ecosystem is not growing as much as the community
- Relationships between ecosystem and community are not ideal, and risk to create issues left and right, which are not beneficial for the health of the project
- A growing number of community members is not aware of the roots of the project, and while providing enthusiastic contributions may also create frictions
  - Together, we must develop a new strategy for the next decade, to support the growth of the project



# LibreOffice Project

- Ideally positioned in the FOSS environment
  - Available for desktop, cloud and mobile platforms
  - Native support of the best standard document format
  - Best-in-class support of Microsoft Office documents
  - Support of other legacy proprietary formats
- Only viable FOSS alternative to Microsoft Office
- Sits at the crossroads of FOSS ecosystems



# LibreOffice USP

- The best open source office suite ever
- Backed by a strong community and a strong ecosystem
- Providing the standard document format for interoperability and digital sovereignty, and a superior compatibility with proprietary document format
- The best of open source, with professional support available for the organizations using office productivity for production and management of strategic business contents



USP = Unique Selling Proposition

# Objectives

- Provide the best FOSS office suite
  - Leveraging the strength of LibreOffice brand
  - Educating users, from individuals to organizations, about the values and the needs of a self sustaining FOSS project
  - Finding the right balance between the free product and the enterprise supported product
- Underline the peculiarities of the LibreOffice project
- Improve transparency of decisions and process



# Next 10 Years

- Use the LibreOffice Technology ingredient brand, to stress the platform difference/advantage over other office suites
- Reduce the perception that The Document Foundation is a software vendor, providing support and other services
- Communicate with a coordinated strategy to make it easier for users to understand which is the best LibreOffice version for their needs



# LibreOffice Technology

- LibreOffice Technology is the result of 10 years of development in the right direction
  - Same processing engine common to all modules
  - Based on a cleaned and refactored source code
  - With a focus on code quality and consistency
  - Supported by easy and extensive APIs
- The best open source platform for personal productivity tightly integrated on desktop, mobile and cloud



# LibreOffice Technology Webpage



The screenshot shows the LibreOffice Technology webpage. The browser address bar is `libreoffice.org/discover/libreoffice-technology/`. The page features a green header with the LibreOffice logo and navigation links: DISCOVER, DOWNLOAD, GET HELP, IMPROVE IT, EVENTS, ABOUT US, DONATE, and a search bar. The main content area is titled "LibreOffice Technology" and includes a sub-header "Discover / LibreOffice Technology". The text describes the technology as the result of ten years of intensive activity on open source code, coordinated by the Engineering Steering Committee. It states the goal is to create a single software platform for individual productivity on desktop, mobile, and cloud, offering interoperability and independence from single commercial vendors. A diagram illustrates the architecture, showing Desktop, Mobile, and Cloud Platforms (Writer UI, Calc UI, Impress UI, Draw UI) all utilizing the Open Document Format (ODT / ODS / ODP / ODG) and the Common Productivity Engine. Below this, it shows Proprietary and Open Core Office Suites for Desktop, Mobile, and Cloud Platforms, each with WP, SS, and PS UI options and corresponding document formats (DOCX, XLSX, PPTX). A sidebar on the right titled "Discover" lists various LibreOffice components and features. At the bottom, a note mentions that there is a large family of products based on LibreOffice Technology, including enterprise-optimized versions, and that the technology is also used within larger products to convert and process document formats.

LibreOffice Technology

LibreOffice Technology is the result of ten years of intensive activity on the software's open source code, coordinated by the [Engineering Steering Committee](#) and carried out by developers, software engineers, security experts, and interface and user experience specialists of many affiliations.

The goal of this evolutionary process was to create a single software platform for individual productivity on desktop, mobile and the cloud: the only approach able to offer users the interoperability features that enable transparent sharing of all content, and independence from single commercial vendors and vendor lock-in strategies.

Desktop Platforms				Mobile Platforms				Cloud Platforms			
Writer UI	Calc UI	Impress UI	Draw UI	Writer UI	Calc UI	Impress UI	Draw UI	Writer UI	Calc UI	Impress UI	Draw UI
Open Document Format (ODT / ODS / ODP / ODG)											
Common Productivity Engine											

Desktop Platforms			Mobile Platforms			Cloud Platforms		
WP UI	SS UI	PS UI	WP UI	SS UI	PS UI	WP UI	SS UI	PS UI
DOCX	XLSX	PPTX	DOCX	XLSX	PPTX	DOCX	XLSX	PPTX
WP Engine	SS Engine	PS Engine	WP Engine	SS Engine	PS Engine	WP Engine	SS Engine	PS Engine

Proprietary and Open Core Office Suites

Today, there is a large family of products based on LibreOffice Technology, for the desktop (with community and [enterprise-optimized versions](#)), for the cloud, for Android and iOS, and for Chrome OS. LibreOffice Technology is also used within larger products to convert and process document formats. These products are released by different organizations and have different brand names, but share the same common engine to offer users the same unique advantages in term of interoperability, resiliency, robustness and security.

[For more details, see the white paper.](#)

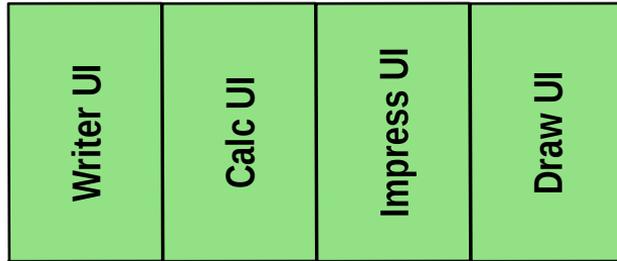
Discover

- What is LibreOffice?
- LibreOffice Technology
- New Features
- Writer – word processor
- Calc – spreadsheet
- Impress – presentations
- Draw – diagrams
- Base – database
- Math – formula editor
- Charts
- What is OpenDocument?
- LibreOffice vs OpenOffice
- Templates & Extensions
- Who uses LibreOffice?
- Screenshots

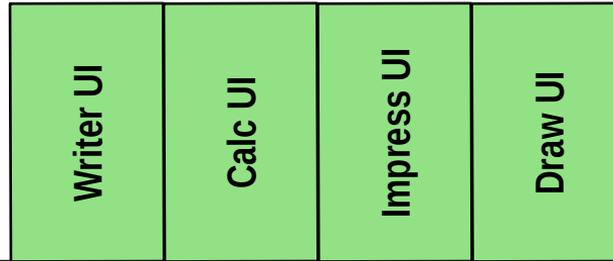


# LibreOffice Tight Integration

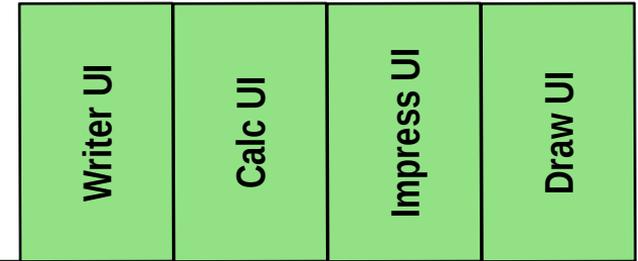
## Desktop Platforms



## Mobile Platforms



## Cloud Platforms



Documents / SpreadSheets / Slides / Visuals

Common Productivity Engine



**LibreOffice**  
The Document Foundation

# Office Suites Loose Architecture

WP UI	SS UI	PS UI
Docs	SSs	Slides
WP Engine	SS Engine	PS Engine

Desktop Platforms

WP UI	SS UI	PS UI
Docs	SSs	Slides
WP Engine	SS Engine	PS Engine

Mobile Platforms

WP UI	SS UI	PS UI
Docs	SSs	Slides
WP Engine	SS Engine	PS Engine

Cloud Platforms

Proprietary and Open Core Office Suites



# LibreOffice: Product to Platform

- 2010: LibreOffice only for the Desktop
- 2020: LibreOffice for the Desktop, LibreOffice LTS optimized for Enterprises, LibreOffice Online for the Cloud, LibreOffice Mobile for Android & iOS, and LibreOffice for Chrome OS
- All these products, from different organizations, share the same engine, which is common to all modules



# Steps from Product to Platform

- Improvement of Development Resources
- Code Cleaning and Code Refactoring Activities
- Improvement of Performances and User Interface
- Use of Static Code Analysis and Fuzzing Tools to Improve Code Quality & Security
- Development of New Easy APIs and Macro Libraries
- Continuous Improvement of MS Office Interoperability
- Evolution of the Open Document Format Standard



# LibreOffice Technology Based SW

- Desktop (TDF, Red Hat & SUSE)
- Enterprise LTS (Collabora & allotropia)
- Online / Cloud (Collabora & allotropia)
- Android (Collabora)
- iOS & Apple Store (Collabora)
- Windows Store (allotropia)

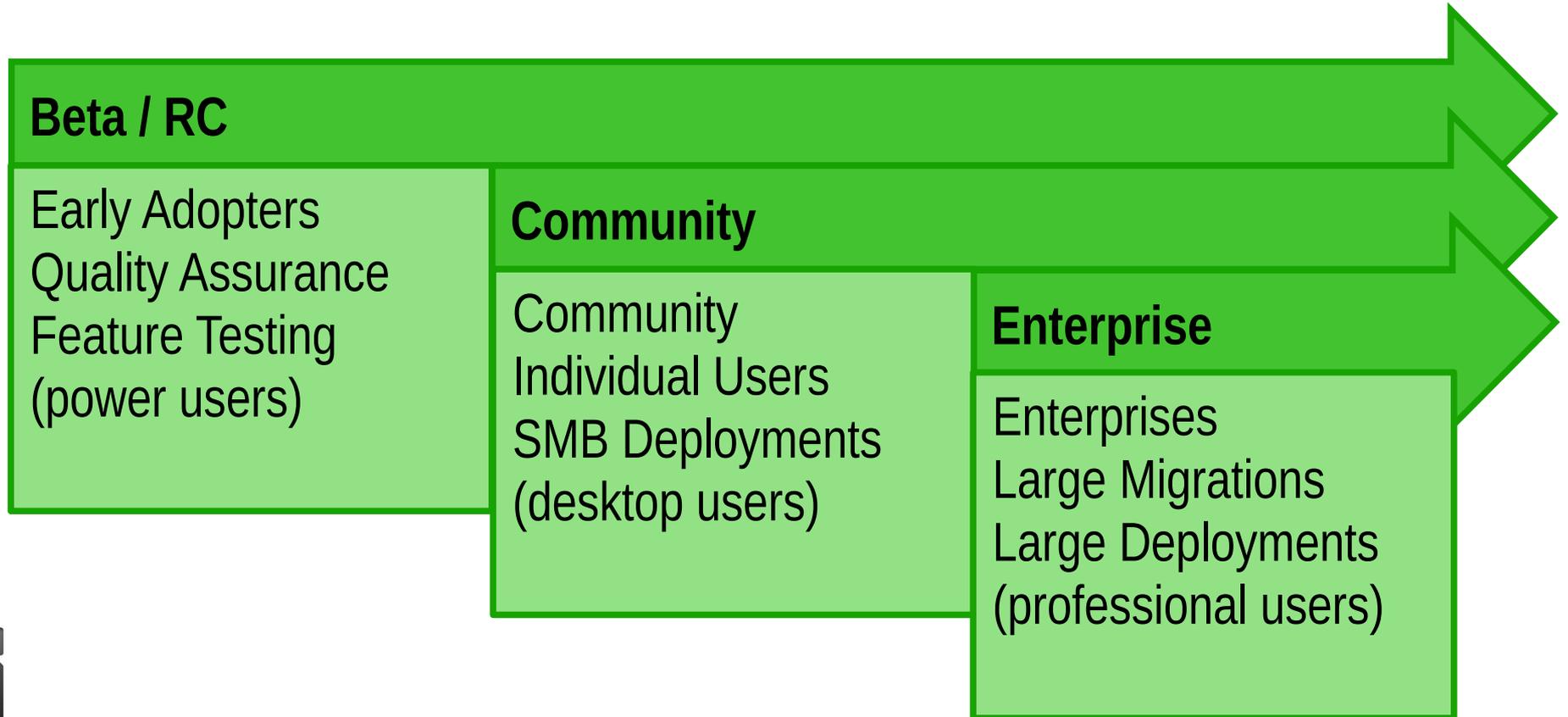


# Differentiate LibreOffice Desktop

- **LibreOffice Community:** forever free, from TDF
  - Supported by volunteers, ideal for individuals, small & medium size business and non profits/NGOs
- **LibreOffice Enterprise:** only from ecosystem members
  - Professionally supported, suggested for production environments in enterprises and large organizations



# LibreOffice Versions & Users



# Current LibreOffice Users

- LibreOffice Community
  - Support with Donations: individuals, SMBs
  - Free Riders: many universities, many government organizations, many enterprises
- LibreOffice Enterprise
  - Purchase Product: some universities, some enterprises, some government organizations



# What is LibreOffice Enterprise?

- LibreOffice Enterprise is not the name of a new product but the "family name" adopted by TDF for products provided by ecosystem companies
- For historical reasons, these products may not include LibreOffice in their name, so the "family name" will make it easy to associate them with LibreOffice, and leverage the brand recognition
- By having a "family name" which refers to different products based on the same technology, we avoid the risk of supporting a single commercial company

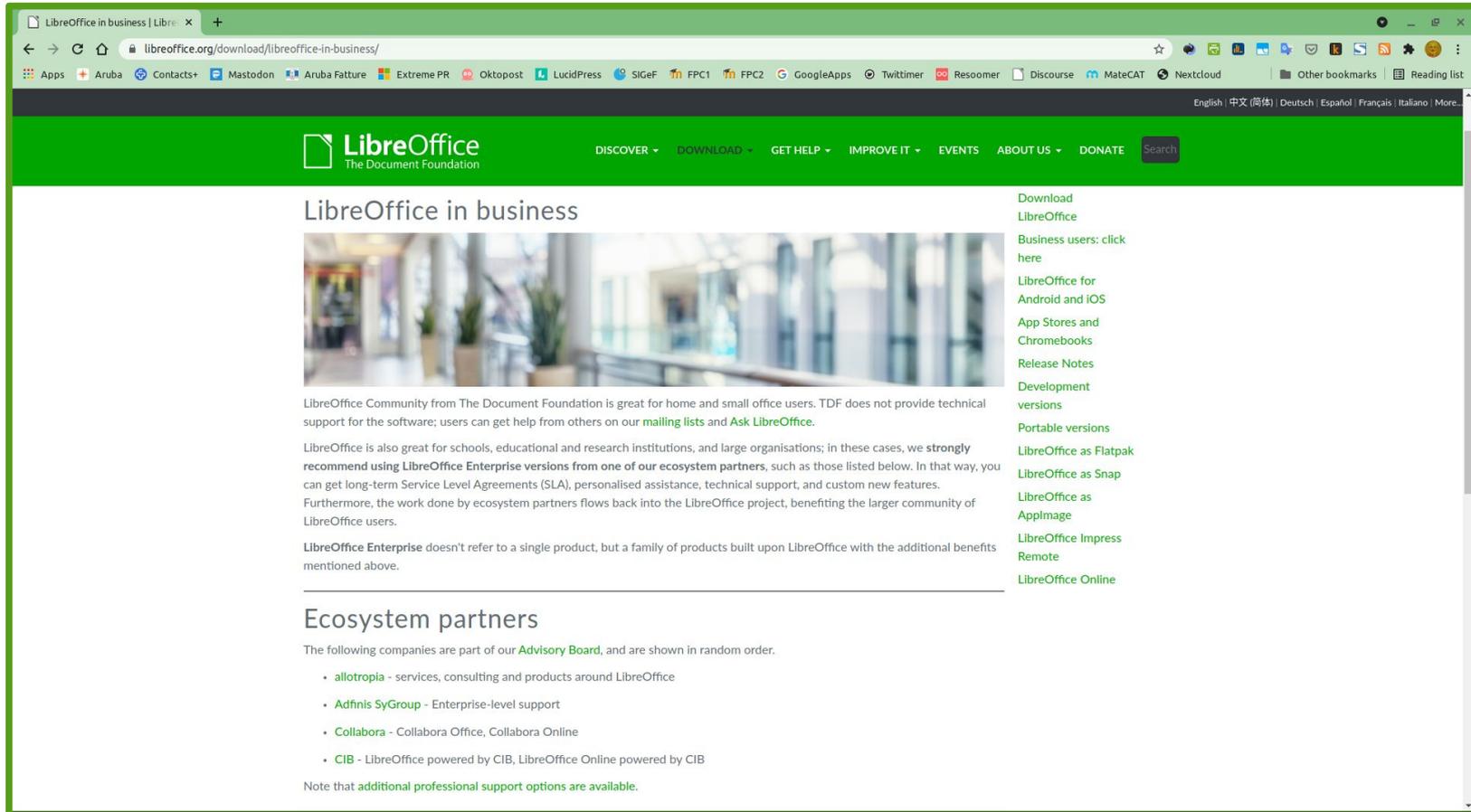


# Support LibreOffice Enterprise

- LibreOffice in Business Webpage
- Improved LibreOffice Download Webpage
- LinkedIn: LibreOffice Enterprise Company Page
- Relaunch of LibreOffice Certification
- Registration of business oriented domains
  - <https://libreoffice.business>
  - <https://libreoffice-ecosystem.business>



# LibreOffice in Business Webpage



The screenshot shows a web browser window displaying the LibreOffice website. The browser's address bar shows the URL `libreoffice.org/download/libreoffice-in-business/`. The website has a green header with the LibreOffice logo and navigation links: DISCOVER, DOWNLOAD, GET HELP, IMPROVE IT, EVENTS, ABOUT US, and DONATE. A search bar is also present. The main content area features the heading "LibreOffice in business" and a blurred image of a modern office interior. Below the image, there are three paragraphs of text explaining the LibreOffice Community's support for home and small office users, the availability of Enterprise versions from ecosystem partners, and the definition of LibreOffice Enterprise as a family of products. A section titled "Ecosystem partners" lists several companies: allotropia, Adfnis SyGroup, Collabora, and CIB. A sidebar on the right contains a list of links: Download LibreOffice, Business users: click here, LibreOffice for Android and iOS, App Stores and Chromebooks, Release Notes, Development versions, Portable versions, LibreOffice as Flatpak, LibreOffice as Snap, LibreOffice as AppImage, LibreOffice Impress Remote, and LibreOffice Online.

LibreOffice in business

Download  
LibreOffice  
Business users: click here  
LibreOffice for Android and iOS  
App Stores and Chromebooks  
Release Notes  
Development versions  
Portable versions  
LibreOffice as Flatpak  
LibreOffice as Snap  
LibreOffice as AppImage  
LibreOffice Impress Remote  
LibreOffice Online

LibreOffice Community from The Document Foundation is great for home and small office users. TDF does not provide technical support for the software; users can get help from others on our [mailing lists](#) and [Ask LibreOffice](#).

LibreOffice is also great for schools, educational and research institutions, and large organisations; in these cases, we **strongly recommend using LibreOffice Enterprise versions from one of our ecosystem partners**, such as those listed below. In that way, you can get long-term Service Level Agreements (SLA), personalised assistance, technical support, and custom new features. Furthermore, the work done by ecosystem partners flows back into the LibreOffice project, benefiting the larger community of LibreOffice users.

LibreOffice Enterprise doesn't refer to a single product, but a family of products built upon LibreOffice with the additional benefits mentioned above.

### Ecosystem partners

The following companies are part of our [Advisory Board](#), and are shown in random order.

- [allotropia](#) - services, consulting and products around LibreOffice
- [Adfnis SyGroup](#) - Enterprise-level support
- [Collabora](#) - Collabora Office, Collabora Online
- [CIB](#) - LibreOffice powered by CIB, LibreOffice Online powered by CIB

Note that [additional professional support options](#) are available.



# LibreOffice Download Webpage



The screenshot shows the LibreOffice download webpage. The browser address bar displays "libreoffice.org/download/download/". The page features a green header with the LibreOffice logo and navigation links: DISCOVER, DOWNLOAD, GET HELP, IMPROVE IT, EVENTS, ABOUT US, and DONATE. A search bar is also present. Below the header, there is a blue button for "Business users: click here" and a green "Download LibreOffice" section. The "Download LibreOffice" section is titled "Ideal for home users, students and non-profits" and offers two versions: LibreOffice 7.1.3 and LibreOffice 7.0.5. Each version has a "Choose your operating system:" dropdown menu set to "Linux (64-bit) (rpm)" and a yellow "DOWNLOAD" button. The 7.1.3 version includes a "LibreOffice 7.1.3 release notes" link and "Supplementary Downloads" for translated user interfaces and offline help. The 7.0.5 version notes that it is slightly older but has been tested for longer. To the right of the download section, there is a vertical sidebar with green buttons for "DOCUMENTATION", "PROVIDE FEEDBACK", "JOIN THE PROJECT!", "MEET US AT EVENTS", "DISCOVER LIBREOFFICE", and "GOOD LOOKING DOCUMENTS". Below these buttons, there is a list of links for choosing an operating system, language, and installation methods.

Download LibreOffice | LibreOffice x +

libreoffice.org/download/download/

English | 中文 (简体) | Deutsch | Español | Français | Italiano | More...

LibreOffice  
The Document Foundation

DISCOVER | DOWNLOAD | GET HELP | IMPROVE IT | EVENTS | ABOUT US | DONATE

Business users: click here  
Get long-term support, custom features and more

DOCUMENTATION

PROVIDE FEEDBACK

JOIN THE PROJECT!

MEET US AT EVENTS

DISCOVER LIBREOFFICE

GOOD LOOKING DOCUMENTS

Choose operating system

Choose language

How do I install LibreOffice?

System requirements

LibreOffice for Android and iOS

App Stores and Chromebooks

Development versions

Portable versions & DVD images

LibreOffice as Flatpak

LibreOffice as Snap

LibreOffice as ApptImage

LibreOffice via Chocolatey

Download LibreOffice  
Ideal for home users, students and non-profits

LibreOffice 7.1.3

If you're a technology enthusiast, early adopter or power user, this version is for you!

LibreOffice 7.1.3 release notes

Supplementary Downloads:

- Translated User Interface: **English (GB)** (Torrent, Info)
- Help for offline use: **English (GB)** (Torrent, Info)

need another language?

Choose your operating system:

Linux (64-bit) (rpm)

DOWNLOAD

Torrent, Info

LibreOffice 7.0.5

This version is slightly older and does not have the latest features, but it has been tested for longer. For business deployments, we **strongly recommend support from certified partners** which

Choose your operating system:

Linux (64-bit) (rpm)

DOWNLOAD

Torrent, Info



# LinkedIn: LibreOffice Enterprise

The screenshot shows the LinkedIn profile page for LibreOffice Enterprise, accessed via a browser. The page is in 'Super admin view' and includes a navigation bar with options like Home, My Network, Jobs, Messaging, Notifications, and Me. The main header features the company name 'LibreOffice Enterprise' and a 'View as member' button. Below this is a menu with 'All Pages', 'Products', 'Content', 'Analytics', and 'Activity'. The profile banner image depicts a futuristic digital environment with binary code. The company bio states: 'The best OSS office suite, backed by the best enterprise support provided by those who really know the source code' and identifies the location as 'Information Technology & Services · Berlin · 170 followers'. The left sidebar contains an 'Analytics' section with data for the last 30 days: 15 Unique visitors (up 150%), 10 New Followers (0% change), 4 Post impressions (0% change), and 0 Custom button clicks (down 100%). The central area has a 'Start a post' section with options for Photo, Video, Poll, and Write article. Below this is an 'Updates' section with a 'Boost' button and a post from Italo Vignoli dated 2/3/2021. The right sidebar includes a 'Manage' section with 'Events' and 'Hashtags' (listing #businesssoftware, #opensource, and #libreoffice). A 'Messaging' button is visible in the bottom right corner.

Download LibreOffice | LibreOffice Enterprise: Comp... x

linkedin.com/company/65737258/admin/

LibreOffice Enterprise Super admin view

View as member

All Pages Products Content Analytics Activity Admin tools

LibreOffice Enterprise

The best OSS office suite, backed by the best enterprise support provided by those who really know the source code

Information Technology & Services · Berlin · 170 followers

Edit Page Share Page

Analytics

Last 30 day activity

15 Unique visitors ▲ 150%

10 New Followers ○ 0%

4 Post impressions ○ 0%

0 Custom button clicks ▼ 100%

Start a post

Photo Video Poll Write article

Manage

Events +

Show all events

# Hashtags ✎

#businesssoftware 124 Followers

#opensource 35,515 Followers

#libreoffice 79 Followers

Show posts about LibreOffice Enterprise

Updates

Get more engagement by sponsoring your post. Boost

Posted by Italo Vignoli · 2/3/2021

LibreOffice Enterprise

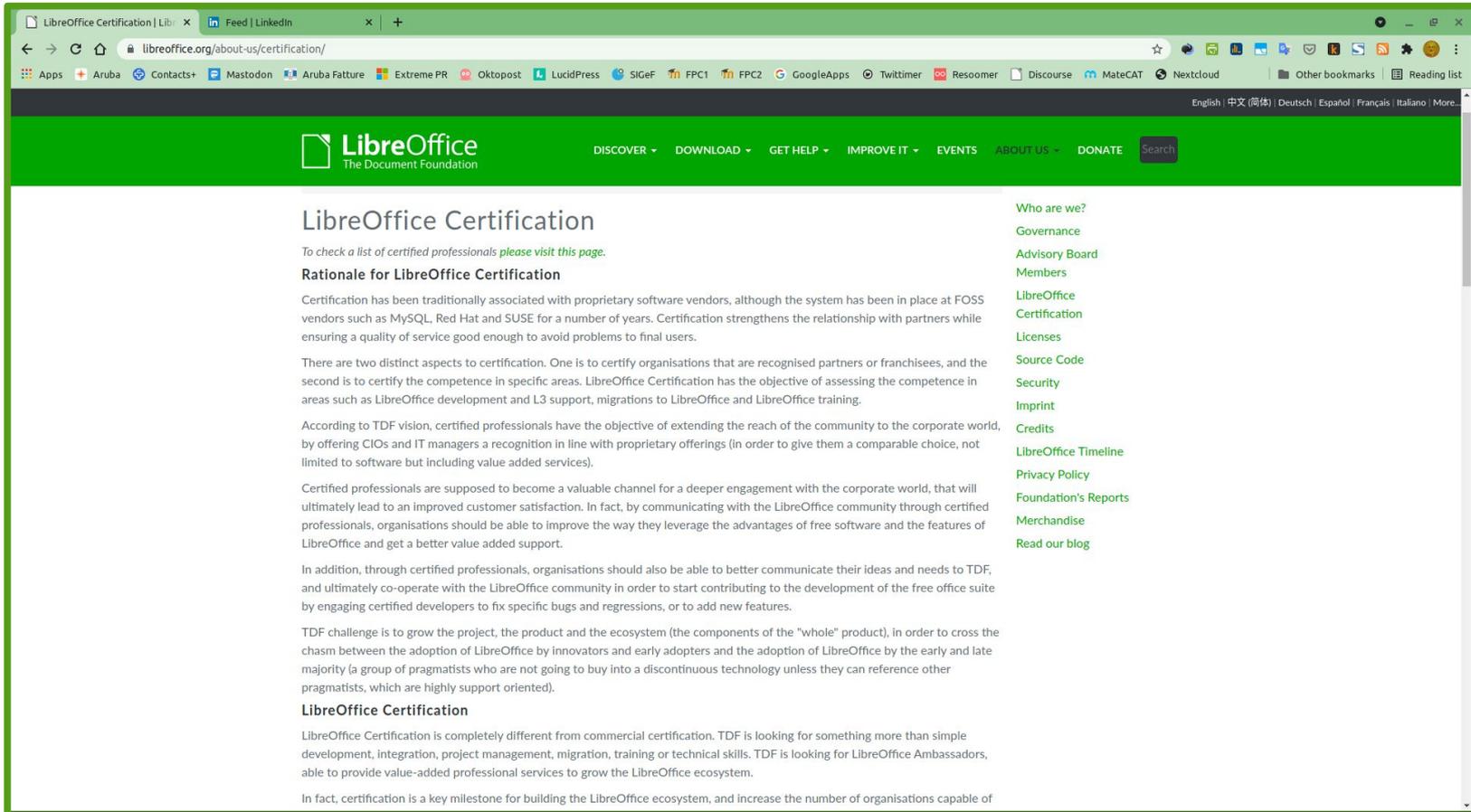
170 Followers 3mo

https://lnkd.in/enXFbHn

Messaging



# LibreOffice Certification



The screenshot shows a web browser window displaying the LibreOffice Certification page. The browser's address bar shows the URL `libreoffice.org/about-us/certification/`. The page features a green header with the LibreOffice logo and navigation links: DISCOVER, DOWNLOAD, GET HELP, IMPROVE IT, EVENTS, ABOUT US, and DONATE. A search bar is also present. The main content area is titled "LibreOffice Certification" and includes a sub-heading "Rationale for LibreOffice Certification". The text explains the purpose of certification, its history, and the benefits for both organizations and professionals. A sidebar on the right contains a list of links: Who are we?, Governance, Advisory Board, Members, LibreOffice Certification, Licenses, Source Code, Security, Imprint, Credits, LibreOffice Timeline, Privacy Policy, Foundation's Reports, Merchandise, and Read our blog.

LibreOffice Certification | LibreOffice.org

libreoffice.org/about-us/certification/

English | 中文 (简体) | Deutsch | Español | Français | Italiano | More...

## LibreOffice Certification

To check a list of certified professionals [please visit this page](#).

### Rationale for LibreOffice Certification

Certification has been traditionally associated with proprietary software vendors, although the system has been in place at FOSS vendors such as MySQL, Red Hat and SUSE for a number of years. Certification strengthens the relationship with partners while ensuring a quality of service good enough to avoid problems to final users.

There are two distinct aspects to certification. One is to certify organisations that are recognised partners or franchisees, and the second is to certify the competence in specific areas. LibreOffice Certification has the objective of assessing the competence in areas such as LibreOffice development and L3 support, migrations to LibreOffice and LibreOffice training.

According to TDF vision, certified professionals have the objective of extending the reach of the community to the corporate world, by offering CIOs and IT managers a recognition in line with proprietary offerings (in order to give them a comparable choice, not limited to software but including value added services).

Certified professionals are supposed to become a valuable channel for a deeper engagement with the corporate world, that will ultimately lead to an improved customer satisfaction. In fact, by communicating with the LibreOffice community through certified professionals, organisations should be able to improve the way they leverage the advantages of free software and the features of LibreOffice and get a better value added support.

In addition, through certified professionals, organisations should also be able to better communicate their ideas and needs to TDF, and ultimately co-operate with the LibreOffice community in order to start contributing to the development of the free office suite by engaging certified developers to fix specific bugs and regressions, or to add new features.

TDF challenge is to grow the project, the product and the ecosystem (the components of the "whole" product), in order to cross the chasm between the adoption of LibreOffice by innovators and early adopters and the adoption of LibreOffice by the early and late majority (a group of pragmatists who are not going to buy into a discontinuous technology unless they can reference other pragmatists, which are highly support oriented).

### LibreOffice Certification

LibreOffice Certification is completely different from commercial certification. TDF is looking for something more than simple development, integration, project management, migration, training or technical skills. TDF is looking for LibreOffice Ambassadors, able to provide value-added professional services to grow the LibreOffice ecosystem.

In fact, certification is a key milestone for building the LibreOffice ecosystem, and increase the number of organisations capable of

Who are we?  
Governance  
Advisory Board  
Members  
LibreOffice Certification  
Licenses  
Source Code  
Security  
Imprint  
Credits  
LibreOffice Timeline  
Privacy Policy  
Foundation's Reports  
Merchandise  
Read our blog



# Storytelling LibreOffice

- Craft a LibreOffice story slide deck
- Provide LibreOffice Project members basic presentation materials + notes + speech outline for integration into their slide decks
- Use a consistent message to present LibreOffice Technology, LibreOffice Community and LibreOffice Enterprise SW
- Organize an online webinar to present the story to help people to become familiar with the deck (IN PROGRESS)



# Summary of Action Items

## LibreOffice Technology

- White Paper
- Announcement
- Website Section
- Slide Deck

## LibreOffice Enterprise

- Dedicated Webpage
- Improved Download Page
- Linkedin Company Page
- Business Websites



# Summary of Action Items

## Education Campaign

- Talks at Events
- By-Monthly Blog Post
- Bibliography/Webography about OSS Sustainability
- Interviews/Podcasts

## Certification Marketing

- Promote the Certification Program
- Tips & Tricks provided by Certified Professionals
- Interview Certified Professionals
- Quarterly Webinar promoting LibreOffice Certification



# Thanks

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