

Microsoft Windows 10 Upgrade

Kick-off Date: 11/06/18—Completion Date: 03/21/19

Microsoft Windows 10 Upgrade

DEFINE MEASURE ANALYZE IMPROVE CONTROL

Project Charter

Charter Element	Description
Background & Purpose	Replacing end of life Windows operating systems, eliminating security risks, and standardization.
Business Goals & Objectives	<ul style="list-style-type: none"> Standardizing the Windows Operating System Increase technical support efficiency Decrease security risk
Project Assumptions & Constraints	<ul style="list-style-type: none"> Ability to identify all machines at risk Ability to upgrade or replace discovered machines Budget

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Minimum Computer Specs

<p>For existing Windows computers</p> <ul style="list-style-type: none"> No computers less than a i5 At least 8 GB of RAM 500GB of HDD (prefer SSD) TPM 1.2 	<p>For new Windows computers</p> <ul style="list-style-type: none"> 16GB of RAM 500GB SSD for Boot drive CPU i7 TPM 2.0
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Specs: as of 1-8-2019
This will be revisited every 6 months.

Established standard for future computer purchases

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Communication Plan

There were several forms of communication that went out in early 2019:

- Direct communication to business managers through phone call, email, or during the business managers meeting.
- Through the Daily Digest stating that Microsoft Windows 7 support was ending soon and asked users to contact the Helpdesk.
- Digital signage around campus

WINDOWS 7 SUPPORT ENDS SOON!

Attention faculty and staff: Please contact the ITS helpdesk for upgrade options. Extension 2222.



Business Managers were cooperative during this process.

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Data Collection & Analysis Plan

EndPoint Management team gathered numbers based on SCCM reporting of 9,000 total computers on campus. SCCM reports will be generated monthly as upgrades are made to determine the current number of computers to be addressed.

Of the 1,122 Computers without Windows 10:

752 Operating System upgrade	370 New computer purchase
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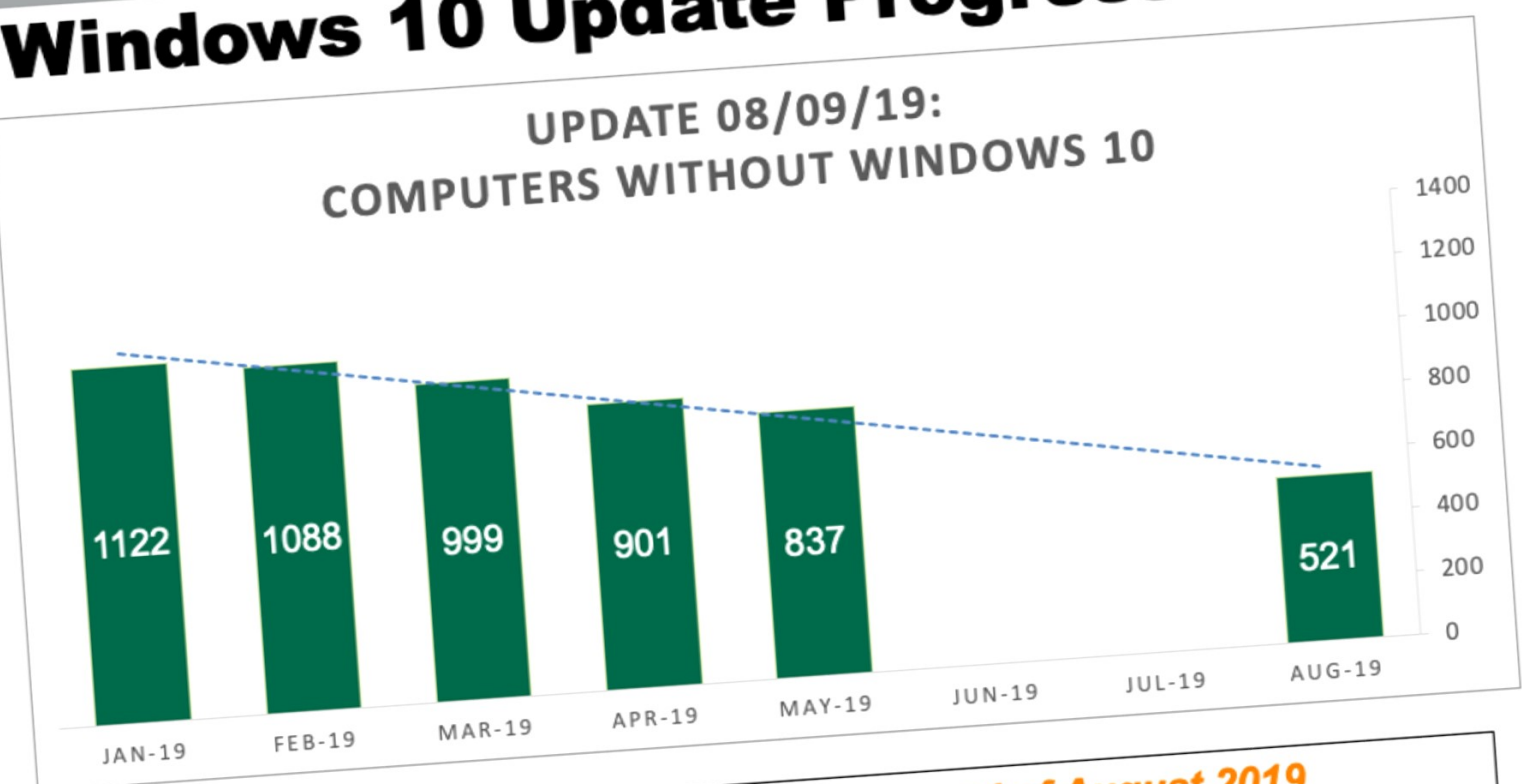
Following our suggested 4-year computer refresh plan may help prevent numbers like this in the future.

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Windows 10 Update Progress

UPDATE 08/09/19:
COMPUTERS WITHOUT WINDOWS 10



Projected timeline of completion: end of August 2019 (although Microsoft support ends January 14, 2020).

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Control Steps

- In the future, Cisco AnyConnect will not allow computers on the network, unless Windows 10 is installed.
- Device management implemented with SCCM and JAMF to improve security and standardization.

Project Team

