

# North Lanarkshire Council Report

## Transformation and Digitisation Committee

approval  noting

Ref KH/GR

Date 26/02/20

### Progress report – Windows 10 Implementation

**From** Katrina Hassell, Head of Business Solutions

**Email** hassellk@northlan.gov.uk

**Telephone** 01698 302235

---

#### Executive Summary

Microsoft announced support for the Windows7 operating system would end on 14<sup>th</sup> January 2020. To minimise risk to the Council, this required a significant refresh of devices, details of which were considered and approved through the Strategic Capital Delivery Group in December 2018.

This report provides members with an overview of the work undertaken during 2019, the current status of devices, and an indication of future change requirements likely to arise from operating a Windows10 system.

---

#### Recommendations

It is recommended that members of the Transformation and Digitisation Committee note the contents of the report and progress achieved to date in transitioning all devices to a Windows10 operating system.

---

#### The Plan for North Lanarkshire

Priority All priorities

Ambition statement (23) Build a workforce for the future capable of delivering on our priorities and shared ambition

#### 1. Background

- 1.1 Microsoft announced the end of support date for Windows7 as 14<sup>th</sup> January 2020, which effectively means that from this date onwards, no software patches will be available from Microsoft via standard support terms. Under Council compliance practices, all software must be maintained to limit risk and maximise performance. Additionally external compliance practices adopted by the Council, such as Cyber Essentials, Public Service Network (PSN) and Payment Card Industry (PCI), require the Council to maintain key supported software.
- 1.2 Some 6,400 windows7 devices were identified as in use across the corporate estate of the council; of which, some 2,028 devices were initially deemed as unsuitable for repurposing to be compatible with Windows10.

- 1.3 Some services took a decision to replace additional devices (approx. 1,100), reflecting the shift towards laptops, a flexible workplace, and the impact of the councils proposed building rationalisation programme.
  - 1.4 This resulted in a cascading of viable devices within services.
  - 1.5 The Strategic Capital Delivery Group (SCDG) in December 2018 approved the initial project estimate of £1,570,000, which included refreshed hardware and the resources to deliver the programme
  - 1.6 Through normal SCDG monitoring processes, the projected total was revised in June 19 to £1,932,000, with the increased cost (£362,000) directly attributable to the actions outlined in paragraphs 1.3 and 1.4 above.
- 

## **2. Report**

- 2.1 The Windows10 refresh programme was taken forward as a key priority during 2019, and will see over 98% of the estate operating on the fully supported Windows10 system.
- 2.2 The remaining estate not yet transitioned, product compatibility issues require to be resolved. Plans are in place to resolve these over the next 6 months as other programmes of work complete, i.e. as the incompatible software is updated.
- 2.3 To ensure council risks are minimised, these devices have be enrolled in Microsoft's Windows7 extended support, available at an additional cost of £24.10 per annum, per device. This will be accommodated for this period only from the Windows10 project budget.
- 2.4 Public Access Computing, used extensively within libraries and community education also remains outstanding. To date the back-end infrastructure is in place with initial test devices deployed. CultureNL & CL&D have identified budget for licence and hardware refresh. It is therefore, expected that this will be completed in the very early part of the year.

## **2.5 Future Challenges**

- 2.5.1 The shift to Windows10 brings new challenges to the Council, whereas previously the Council could adopt an operating system and plan to use for up to 10 years, the Microsoft model has changed with major Windows10 releases every 6 months and support only available for a maximum of 18months between major upgrades.
- 2.5.2 Council policy will be to standardise on an annual release cycle, i.e. every year we will move to the latest approved version.
- 2.5.3 Considering the time required to deliver the current project, it is clear resources will be required continuously to test and upgrade applications moving forward.
- 2.5.4 Application providers will also now have to operate to a similar support pattern, which is likely to give rise to good providers maintaining alignment with the Microsoft support pattern. This will result in more frequent updates to our client device applications.
- 2.5.5 The Council will have to be more stringent in its adoption of 3<sup>rd</sup> party software applications, ensuring that only suppliers keeping pace with the Microsoft release schedule are used, or incompatibility issues and/or non-compliance issues will arise.
- 2.5.6 The Microsoft support schedule has a similar effect with our hardware suppliers, where many will only provide windows10 compatibility for up to 3 years after end of sale date.

As the Council looks to operate a 5yr cycle for end user hardware, this is not considerably much different from how we currently operate, but does mean that the opportunity for continued use beyond 5yrs, as is commonly done, is unlikely to be supported going forward.

---

### **3. Equality and Diversity**

#### **3.1 Fairer Scotland Duty**

There are no requirements for an assessment under the Fairer Scotland duty arising from this report, however, members should be assured that The Fairer Scotland assessment process will be undertaken as appropriate when required.

#### **3.2 Equality Impact Assessment**

There are no requirements for an assessment.

---

### **4. Financial Implications**

#### **4.1 Financial Impact**

4.1.1 To date the revised project spend is estimated at £1,897,358 which is below the revised budget figure.

#### **4.2 HR/Policy/Legislative Impact**

There are no requirements for an assessment

#### **4.3 Environmental Impact**

The refresh of equipment has resulted in a significant increase in the number of disposals carried out, however these have been carried out to the council standard and are done so using waste electrical and electronic equipment (WEEE) accredited recycling practices. We reused equipment where possible and where the hardware was no longer suitable for NLC, it was disposed of in a fully controlled manner through our provider Re-tek, who operate a zero landfill policy and 85% refurbishment practice.

#### **4.4 Risk Impact**

There is some risk that the limited number of applications with compatibility issues, are not resolved within the first few months of this calendar year, as expected. However by enrolling the associated devices into Microsoft Windows7 extended support programme, this risk is mitigated.

The greater risks are associated with the items outlined within section 2.5, in relation to the rate of change of the Windows10 operating system, and the impact this may have upon application and hardware change and Business Solutions capacity to accommodate continually what was previously a project every 6-7year.

---

### **5. Measures of success**

5.1 The successful operating system upgrade for some 3000 devices, the deployment of a similar number and the transition of over 300 applications with minimal disruption and to budget tolerance is evidence of the success of the project.

---

**6. Supporting documents**

6.1 There are no supporting documents for this report.

*Katrina M Howell*

**Head of Business Solutions**