



## ***OCFS Microsoft Windows 7 Operating System Frequently Asked Questions & Support Document August 2012***

### **Background**

#### **What is the primary reason for upgrading to Microsoft's Windows 7 OS?**

Microsoft will end standard support of the Windows XP operating system, the system that supports most of the NYS Office of Children & Family Services (OCFS) computers, by April 2014. Additionally, the NYS Office for Information Technology Services (ITS, formerly Office for Technology) will no longer allow Windows XP devices to connect to the Human Services Enterprise Network, (HSEN), after that date. The discontinuance of support for the Windows XP operating system makes it vulnerable to security breaches and other service disruptions.

### **Preparing for Windows 7**

#### **What steps can we take to prepare?**

While many of the districts and agencies have taken steps to remediate personal computers (PCs) and laptops previously provided by OCFS, there has been expressed interest for additional support and direction in this effort. In preparation for the upgrade to Windows 7, OCFS recommend the following steps/activities:

1. Conduct an Inventory Assessment
2. Testing Older Makes and Models for Efficiency
3. Testing Applications
4. Discuss Scenarios and Determine which Devices to Upgrade/Replace/Deinstall
5. Develop a Plan and Coordinate Upgrade/Replacement/Deinstall with OCFS and ITS

Given the amount of testing involved, activities to complete, the discontinuance of support for Windows XP, and that effective April 2014, ITS will no longer allow Windows XP devices to be connected to the HSEN, it is important to have remediation efforts completed in a timely manner.



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***Below are recommended Steps/Tasks for upgrading to Windows 7***

**1) Conduct an Inventory Assessment**

Districts and Agencies assess their own inventories, reconcile data and prepare inventory list of hardware to upgrade/replace/deinstall.

**Can OCFS assist with inventory detail for our location?**

An inventory of OCFS devices on file for your location is available from the OCFS Windows 7 Project team. Please submit request for inventory to the [comctrup@ocfs.state.ny.us](mailto:comctrup@ocfs.state.ny.us) mailbox.

**2) Testing Older Makes and Models for Efficiency**

***Minimum Specifications***

**What are the minimum specifications for a state computer to have Windows 7 OS? Would you be able to tell me the minimum RAM to effectively run Windows 7 for OCFS applications?**

Below are the minimum specs for Windows 7. Even though the minimum amount of RAM is for 1 GB, we have found through testing that at least 2GB to run Windows 7 most effectively. The preferred operating system is 64-bit.

- 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- 16 GB available hard disk space (32-bit) or 20 GB (64-bit)
- DirectX 9 graphics device with WDDM 1.0 or higher driver

***Upgrading Memory***

**If our devices require only a memory upgrade for our models to effectively support Windows 7, is OCFS going to facilitate and/or assist with that upgrade?**

OCFS will not be providing any memory at this time.



### 3) Testing Applications

#### ***Locally Developed Applications***

Districts and Agencies test locally developed and third party applications to ensure full-functionality using Windows 7.

#### ***State Applications***

**If the agency is using non state owned device and accessing CONNECTIONS off-network, including OneNetNYS, with a non-Windows 7 device will this be a problem?**

OCFS cannot guarantee application performance nor be able to offer support in case of an issue. As such, we are recommending that if you will be accessing State resources, the computers should be upgraded to Windows 7.

**What is the schedule for releasing enhancements for the Adoption Support and Preservation (ASAP) program and what type of equipment would best facilitate workers in these positions?**

Currently the OCFS application team is reviewing and refining requirements. There is no projected deployment timeframe at this time.

### 4) Discuss Scenarios and Determine which Devices to Upgrade/Replace/Deinstall

**What are my options for the upgrade/replace/deinstall of older devices?**

Below there are three possible options to upgrade/replace/deinstall older devices with a new Windows 7 operating system:



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**Option 1 – Upgrade Existing Device to Windows 7**

Any devices that meet the minimum specifications and have been successfully tested can be upgraded to Windows 7.

**Option 2 – Replace Existing Devices**

Any device provided by OCFS that does not meet the minimum specifications and cannot be upgraded successfully to Windows 7 should be replaced with a new more efficient model following existing OCFS procedures.

**Will OCFS provide new equipment to Districts and Agencies?**

OCFS will not be providing any new hardware at this time.

**Option 3 – Deinstall and Return OCFS Devices**

Any device provided by OCFS that a District or Agency chooses not to replace should be returned to OCFS following the existing OCFS procedures.

**5) Develop a Plan and Coordinate Upgrade/Replace/Deinstall Activities with OCFS and ITS**

***Tools Available***

**Are particular tools available from ITS that Districts and Agencies can use to upgrade devices to Windows 7?**

**1. Windows 7 Push via System Configuration Client Manager (SCCM) for PCs**

**2. Image from local File and Print server**

This method is similar to what the LAN Administrators currently do now for an XP image using a boot disc.

**3. Image on DVDs**

This method would be used if the site does not have an HSEN presence. The image would be placed on DVDs, sent to the site, and the LAN Admin would perform the upgrade.

**If I will be re-imaging devices using the OnImageNYS DVDs, how can I ensure I have the correct version? Is there assistance available?**

Please contact the NYS Customer Care Center helpdesk for the latest version of image discs and support.



### ***Encryption for Laptops***

#### **Are there recommended steps to follow to complete encryption on a laptop that has been upgraded to Windows 7?**

Please follow the step-by-step guide posted on the OCFS website for Windows 7 at:  
<http://www.ocfs.state.ny.us/connect/projupdt/sys.asp>

### ***Purchasing New Devices***

Local districts may utilize the competitively bid State contracts (Aggregate Buy) to procure supplemental equipment. Voluntary Agencies may work directly with Information Technology vendors to discuss options and pricing. The Office of General Services Information Technology and Service contracts may be available to these groups through voluntary extension by the vendor. To obtain such extension the vendor should be contacted directly. The links below provide helpful vendor contact information:

<http://www.ogs.ny.gov/purchase/snt/awardnotes/tcgoverview.asp>  
<http://www.ogs.ny.gov/purchase/PCPurchase.htm>

#### **We have never done an aggregate purchase. Where can we find additional information?**

The OGS website provides helpful information on the Aggregate Buy.  
<http://www.ogs.ny.gov/purchase/pcpurchase.htm>



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## **Microsoft Licensing / Maintenance**

### **If a District or Agency purchase devices and reinstall them on the state (HSEN) network, will OCFS continue to cover associated costs?**

Yes, if the device is replacing an OCFS-issue device, OCFS will obtain a quote for Districts and Agencies, and if you decide to purchase computers OCFS will continue to cover the cost of the NYS imaging, the monthly ITS operating cost and all software included in the NYS image.

## **Training**

### **What are my options for training?**

We encourage users eligible to participate in the Professional Development (PDP) Microsoft Office classroom and online training to take the courses currently available.

Additionally, the Microsoft website provides useful information on “What’s new in Office 2010” and more information can be found at: <http://office.microsoft.com/en-us/products/whats-new-in-office-2010-FX102459418.aspx>.

## **How Can OCFS/ITS Further Assist?**

### **What support documents are available?**



Checklist for  
Migration to Windows



Network\_Connect\_Ins  
tallation\_Guide\_Windo



Off network imaging  
steps.docx



## Where can I find additional information?

Information pertaining to the Windows 7 project and related resource material will be made available to districts and agencies via eMail, meetings, and the OCFS and Microsoft websites.

### **OCFS and Microsoft Websites**

Windows 7 information may be found on the OCFS and Microsoft websites at the following URLs:

<http://www.ocfs.state.ny.us/connect/projupdt/sys.asp>

<http://office.microsoft.com/en-us/products/whats-new-in-office-2010-FX102459418.aspx>

## Who can I contact for assistance?

If your district or agency would like assistance from the OCFS Windows 7 Project Team please direct your LAN Administrator or Technical Lead to submit a request to the [comctrup@ocfs.state.ny.us](mailto:comctrup@ocfs.state.ny.us) mailbox and they will provide assistance on the process and next steps.

**OCFS Windows 7 Project Team**  
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