



Human Services Cluster Implementation & Operational Field Support

NYS ITS Human Services Cluster NYS Office of Children & Family Services Upgrade to Microsoft's Windows 7 Operating System FAQ Support Document - April 2013 (rev.)

Background

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

Microsoft will end standard support of their Windows XP operating system, the system that supports most of the Office of Children & Family Services (OCFS) computers, by April 2014. Additionally, the NYS Office for Information Technology Services 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

While many of the districts and agencies have taken steps to remediate personal computers 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, the ITS Human Services Cluster Windows 7 project team recommends the activities listed below:

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

Steps/Activities

1) Conduct an Inventory Assessment

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

Is the Windows 7 project team available to assist with inventory information for our location?

The Windows 7 project team can provide your location with a list of the inventory we have on file for your location. Please submit requests for inventory information to the comctrup@ocfs.state.ny.us mailbox.

2) Test Older Makes and Models for Efficiency

Minimum Specifications

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 O/S 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

If our devices require only a memory upgrade for our models to effectively support Windows 7, is the ITS Human Services Cluster or OCFS going to facilitate with that upgrade?

Memory will not be provided at this time.

3) Test 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?

We 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.

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

Below there are three possible options to upgrade/replace/deinstall older devices:

Option 1 – Upgrade 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 Device and Return Older Machine

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.

Option 3 – Deinstall and Return Device

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 ITS

New Hardware

Will OCFS provide new equipment to Districts and Agencies?

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

Tools Available

ITS have the following tools available to assist you:

1. Windows 7 can be pushed via System Configuration Client Manager (SCCM) to HSEN devices

2. Re-Image a device to Windows 7 using a local File and Print server

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

3. Re-Image a device using 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.

For re-imaging devices, please contact the NYS Customer Care Center for the most recent version of image discs.

Encryption for Laptops

What are the 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 @ <http://www.ogs.ny.gov/purchase/pcpurchase.htm>

Microsoft Licensing / Maintenance

If an Agency or District purchase machines and reinstall them on the state network, will OCFS continue to cover associated costs?

Yes, 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>.

Other Helpful Support and Assistance Information

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?

Please visit the OCFS and Microsoft Websites for helpful information at the links below:

<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 additional assistance?

Please direct your LAN Administrator or Technical Lead to submit a request to the ITS Human Services Cluster OCFS Windows 7 project team at the comctrup@ocfs.state.ny.us mailbox for additional assistance or questions.

IT Human Services Cluster Windows 7 Project Team
comctrup@ocfs.state.ny.us

Thank you!