Government
of
Saskatchewan

Information Technology Division
This FAQ document provides information on the Windows 10 upgrade.

Windows 10 Upgrade
Questions and Answers

What employees need to know:

- All Government computers will be upgraded to Windows 10 over the next two years beginning January 2018.
- Updating users machines to run Windows 10 modernizes the computer and ensures that it remains fully supported in Government IT environment.
- While Windows 10 appears similar to the current operating system used by Government, it will make computers run faster, with improved security and stability.
- The IT division is testing Government's ministry-specific applications for compatibility with Windows 10, to ensure a smooth transition.
- The updates will take place either during or outside of employee work hours, and employees will receive advance notice.

Question: **Why is government upgrading computers to the Windows 10 operating system?**

Answer: Government is upgrading its computers to Windows 10 to modernize Government's IT infrastructure, and to ensure employees' computers are fully supported.

Question: **What is an operating system?**

Answer: A computer's operating system is the interface we use to access programs and files and conduct business.

Question: **What are the benefits of upgrading to Windows 10?**

Answer: While Windows 10 appears similar to the current operating system used by Government, it will make computers run faster, with improved security and stability.

Key features of Windows 10 include:
- Modern interface
- Internet Explorer 11
- Enhanced taskbar
- Faster search capabilities
- Improved readiness for future upgrades

Question: **When will Windows 10 be installed on employees' computers? What actions do employees need to take? How long will the install take?**

Answer: The IT division will reach out to users as their computers near the end of their lifecycle.

The IT division will be asking these users to pick a time to have their machine replaced, and that they

be available during their scheduled time to assist with the replacement.

Prior to the replacement of their computer, users should save any files on their desktop to the network drives before receiving their scheduled upgrade.

If you wish to used Windows 10 ahead of schedule, you are welcome to submit an IT service request now, requesting it be installed on your existing computer.

These requested installations will be scheduled overnight or while an employee is out of the office. The employee must leave their computer powered on, but logged off and connected to the network by a physical wire. Laptops must be plugged in and docked at employees' workstations.

Question: **Why are some of my coworkers getting Windows 10, and I am not?**

Answer: The IT division is updating all computers at the end of their lifecycle with Windows 10. If your computer has not been updated, it may not be at the end of its lifecycle.

To find out more information about your computer, and when it will reach the end of its lifecycle, you can reach out to your Ministry or Agency's Service Level Coordinator.

To find out who your Ministry or Agency's Service Level Coordinator is, see **this document**.

Question: **I don't want to upgrade. Can you skip me?**

Answer: All employees' computers must be upgraded to Windows 10. Upgrading is one way to ensure Government data remains secure.

Delays to scheduled upgrades should not take place, as the IT division is following the normal processes for computers at the end of their lifecycle.

If there is cause for delay because the employee is unavailable or for other reasons, the IT division will work with the employee to find a time that best fits their schedule.

Question: **I use a unique application for work in my ministry or agency. Will the upgrade to Windows 10 affect my ability to use this application?**

Answer: The IT division is testing all applications for compatibility with the new operating system. These applications include programs like Outlook, Excel and Internet Explorer, as well as custom-built applications like MIDAS. Off the shelf software may require a version upgrade to ensure Windows 10 compatibility.

Question: **How much is this going to cost?**

Answer: Hardware, software and service from the IT division for the Windows 10 upgrade project will largely be covered by the IT division. This includes most application upgrades to the newest versions.

The only costs that will be incurred include application recoding or hosting to make applications that normally wouldn't function in Windows 10 work properly with the operating system — and these costs will be raised and agreed upon in discussions with the ministry.

Question: **I am using applications that are out of date. Will my division need to pay to upgrade this software?**

Answer: I am using applications that are out of date. Will my division need to pay to upgrade this software? Answer: It is unlikely that your division will need to pay for software upgrades, unless the application requires extensive work to make it compatible. The IT division will discuss any major compatibility issues with ministries, and examine all options, before any charge is incurred. See question 8.

Question: **I am using programs that haven't been approved. Will they be reinstalled on my computer?**

Answer: Unapproved software won't be reinstalled on your computer. If you believe an unapproved application is necessary to do your job, you can submit a service request to have the software evaluated for costs and approval if no existing approved standard software can satisfy your requirement.

Question: **What will happen with my computer**

Answer: If a computer is at the end of its lifecycle, it will be replaced with a newer machine that runs Windows 10. In cases where a user has requested Windows 10 prior to the computer's set replacement timeline, Windows 10 will be installed over the Government's network, when possible.

Question: **Will there be customer support for the Windows 10 initiative?**

Answer: Yes. In addition to support staff arriving onsite following upgrades, customer support is available through the IT Service Desk by phone at 306-787-5000 or by email at **itoservicedesk@gov.sk.ca** .