

## WINDOWS 7 MIGRATION FREQUENTLY ASKED QUESTIONS (FAQS)

Starting in April 2014, all HISD computers across the district running Windows XP, including desktops and laptops, will be migrated to Windows 7. Those devices that are not eligible for upgrade will be replaced with a new device preloaded with Windows 7. Please see below for answers to some frequently asked questions

### WHY ARE WE MOVING TO WINDOWS 7?

The upgrade is part of the district's PowerUp technology initiative which aims to digitally transform teaching and learning through the district. As part of the digital transformation, all schools and district offices must have with the latest software and equipment so they can effectively and efficiently provide instruction, collaboration, and support for students and staff. In addition, Microsoft is about to discontinue technical assistance and support for all devices using Windows XP, including automatic updates that help protect devices. Continuing to use Windows XP after support ends will make HISD more vulnerable to security risks and viruses.

HISD would also not be able to take advantage of new applications developed to run on Windows 7.

### WHO WILL BE AFFECTED?

Anyone who uses a computer on a daily basis. Hard drives may simply need to be re-imaged and have the latest version of the operating system installed, but computers could be completely replaced if they are deemed too old to support the latest operating system. The district has identified nearly 64,000 devices with Windows that may be outdated. Of those, an estimated 39,000 will need to be replaced.

### IS MY CURRENT DEVICE AT RISK BEFORE THE SCHEDULED UPGRADE?

No, Microsoft will continue to provide technical assistance for HISD devices running Windows XP until all devices are migrated to Windows 7 or are replaced.

### HOW CAN I PREPARE?

While this is a big change, it comes with many benefits. Your device will likely be faster and be able to use up-to-date software designed for the newer versions of Windows. To prepare for these benefits, however, you will need to back up your data and make note of any specialty software used. If there are particular settings on your device that are important to you, please copy or make a list of those. You should also copy or make a list of your Internet favorites. Finally, verify that any data you backed up is saved on a USB drive, CD/DVD or a network location.

### WHEN CAN I EXPECT MY DEVICE TO BE MIGRATED?

The exact date and time of your migration will be communicated to you by your work location supervisor. Please ensure that your device is available and that you have all your data backed up prior to your scheduled date and time. All 64,000 devices at all district schools and offices are expected to be upgraded or replaced by the start of the 2014 -2015 school year.

### WHAT ABOUT TESTING?

No migrations will take place on campus during district/state assessments. Every effort will also be made to avoid instructional locations during testing "dead weeks."



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## WINDOWS 7 MIGRATION FREQUENTLY ASKED QUESTIONS (FAQS) *(continued)*



### HOW IS THE REPLACEMENT OF CAMPUS CRITICAL MACHINES BEING HANDLED?

Campus critical devices (such as those used for testing or other crucial daily business functions) will not be removed until replacement equipment has been delivered, set up, and tested.

### WHAT'S ON A STANDARD DEVICE?

Devices, meaning laptops or desktops, use the following standard applications: Windows 7 SP1, Office 2013, Adobe Air 3.8, Adobe Flash 11.8, Adobe Reader 11.0.3, Adobe Shockwave Player 12.0.3, Chrome 32.0.1, Java 7 U25 32 and 64bit, QuickTime 7.74, Trend Micro Office Scan, SCCM Client for Software Center. These applications will be available to you following the migration.

### HOW DO I ADD OTHER APPLICATIONS TO MY DEVICE?

If you need other work-related applications installed on your device that are not included on the standard software list, please contact the HISD Service Desk at **713-892-7378**.

### HOW WILL THE MIGRATION PROCESS WORK?

The migration includes four phases:

1. PREPARATION
2. RE-IMAGE
3. REPLACE
4. REMOVE

During the preparation phase, a migration team will visit your work location/campus to inventory devices. Devices will be tagged as eligible/non-eligible. In the re-image phase, the migration team will visit campuses/work locations, and all the eligible devices will be migrated to Windows 7. The next phase is to replace. In this phase, new devices will be delivered to replace all those that were identified as non-eligible, and the correct forms will be filled out to allow the non-eligible equipment to be removed from the campuses/work locations. Assessment devices that have special software (i.e. Ed Plan) will be identified in phase 1 and left in place until phase 3, when a suitable Windows 7 device will replace it permanently.