Committee(s)	Dated:
Digital Services Sub-Committee	**1st November 2019**
Subject: Windows 7 Migration and Extended Support	**Public**
Report of: The Chamberlain	**For Information**
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Summary

Contributing towards the City of London Corporation (CoL) Digital and modernisation agendas the CoL's IT team have been working on decommissioning the Windows 7 platform along with the associated infrastructure.

This document describes:

1. The work undertaken to identify the remaining Windows 7 devices within the COL environment.

2. The effort expended to remediate applications which retained a reliance on Windows 7.

3. The plan to remediate the remaining application prior to the end of windows 7 support.

Recommendations

Members are asked to note this report

Main Report

Background

1. In addition to rationalising the applications in use within the Corporation from c. 1,200 to c. 300; prior to IT transformation, the standard Corporate device was running on the Windows 7 Operating System (OS). A concerted effort was made to remove as many Windows 7 devices as part of the Transformation project.

2. Microsoft Extended support for Windows 7 comes to an end on the 14th January 2020.

3. The transformation project highlighted and documented as an outcome, that a separate workstream would be required to decommission the remaining Windows 7 devices, as it wasn't able to eradicate all Windows 7 devices due to the legacy applications which were still in use but were not compatible with Windows 10.

4. A new workstream was initiated to remove the remaining Windows 7 devices off the network. To ensure that the Corporation had fully mitigated against the risk of running an unsupported platform which would compromise the Corporations PSN accreditation, a thorough due diligence piece of work was undertaken to ensure all the information was captured.

5. The information from the discovery work formed the basis of the plan. The principles of the plan were based on the Application Management Strategy of rationalisation where possible. As well as the using two of the four core tenets of the IT Strategy which are, Compliant Systems and services, and use fewer systems more effectively.

Discovery work

6. Extensive analysis work has been carried out to ensure that all Windows 7 devices connecting to the COL network have been identified. This discovery work has provided COL IT with a comprehensive record for the devices such as the user, location and usage data. The 26 remaining devices that were identified were geographically dispersed meaning that different lines of businesses were still making use of the devices. In many cases, a Windows 7 is in use because of a single application. In other cases, an application is in use across a number of Windows 7 devices within a business function.

7. Additional information was subsequently gathered to identify the applications running on these devices and the importance of these applications to the user top determine which should be upgraded to Windows 10 equivalent applications and which could be removed/decommissioned.

Remediation

8. An example, of the Windows 7 remediation work that we have undertaken is the software that us used to run the mail merge process in the Housing Management system Orchard.

9. This software was identified as a crucial Line of Business application as the Housing team are dependent on these documents to ensure that legal, financial and informative documents are processed and sent out in a timely manner.

10. During the Transformation Programme, the application was not certified to work with Windows 10. The vendor has now updated its support matrix and has included the current version to be compatible with Windows 10.

11. COL IT have therefore started the process to migrate away from the Windows 7 version to a new Windows 10 version which has now been created. It is anticipated that this application will be successfully migrated by the end of the calendar year.

Plan

12. The remediation work to date has meant that 19 Windows 7 devices (of the initial 26) have been successfully remediated and removed from the network. Currently there are only 7 remaining Windows 7 devices which require remediation as detailed in appendix 2.

13. COL IT are confident that all windows 7 devices will be remediated and removed before the end of extended support date of 14th January 2020. However, there is a concern that 3.3 Hazcol maybe not be resolved within this timescale as a signed off specification is yet to be received back from the Business. The business partner for Markets and Consumers has engaged with the business to assist and obtain a signed of specification which COL IT can then use to develop a form which will meet the business needs. The form will need to go through a cycle of user testing, before being signed off to be transitioned to Live.

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