City of London Corporation Committee Report

Committee(s): Digital Services Committee – For information	Dated: 23/09/2025
Subject: Device Refresh and Windows 11	Public report: For Information
This proposal: • **delivers Corporate Plan 2024-29 outcomes** • **provides business enabling functions**	Providing Excellent Services
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
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Summary

This paper provides an overview and progress report of the Digital, Information and Technology Service's project to refresh a proportion of City of London devices and to upgrade all devices to Windows 11.

Recommendation(s)

Members are asked to:

• Note the report.

Main Report

Background

1. The DITS Technology Support Team is responsible, amongst other things, for the IT hardware provision across the City of London.

2. DITS are upgrading all the laptops and desktops to Windows 11 prior to the end of support by Microsoft on 14th October 2025. At this point no further security updates or patches will be released for Windows 10. Microsoft will offer extended

support of Windows 10 at a cost of £53 per device for year one. It is hoped to keep this to a minimum.

3. To move to Windows 11 there is a requirement of 40GB of available storage on a device; some of the hardware estate does not meet this requirement and it is therefore necessary to refresh some of the laptop and desktop estate to minimise any disruption to the user community by 30th September 2025.

Current Position

4. The current position (as of 3rd September) is that 2,550 devices have been upgraded to Windows 11; with 737 laptops replaced. 214 desktops have been upgraded to Windows 11 and 30 have been replaced. There remain 250 laptops and 50 desktops to be upgraded to Windows 11.

5. All users requiring an upgraded device have been contacted and 30 slots are available each day for people to collect equipment from the Technology Support Desk at the Guildhall.

6. For Wide Area Network sites such as Natural Environment, the Markets and the Ports DITS are arranging for delivery of devices in batches where possible.

7. DITS are shipping desktops to site and attending when required to swap older desktops that are not supported for Windows 11 by 30th September.

8. DITS are currently on target to achieve all devices upgraded by 30th September though there is mitigation in place for those devices that may not be able to be upgraded due to software incompatibility. In these cases, DITS would need to look to purchase Microsoft extended Windows 10 support at a cost of approx. we £53 per device for the first year.

9. DITS are working alongside the DITS Security and Compliance officer on this part of the project and aim to keep the number of devices requiring this as low as possible.

10. Members with Windows devices have already been contacted to arrange for a replacement HP device or upgrade their existing device to Windows 11. They will be contacted again at the September Members' Open Day advising that their current device will be upgraded to Windows 11 and, if they prefer to upgrade their device, one will be available for them.

11. There are a handful of other Windows devices across the estate which will be manually upgraded as they use a customised version of Windows 10, which is not upgradeable remotely.

12. DITS will be changing the compliance policies on Monday 29th September to stop any devices that are not on Windows 11 connecting to the network.

Corporate & Strategic Implications

Strategic implications – Ensuring a compliant and supported hardware estate.

Financial Implications - DITS are presenting a capital bid to whatever to refresh the remainder of our estate in the next financial year.

Resource implications – none currently.

Legal implications – none currently

Risk implications – Devices not able to be upgraded; mitigated by Windows 10 extended support.

Equalities implications – None.

Climate implications – None.

Security implications – Ensuring a compliant and supported hardware estate.

Conclusion

13. The purpose of this paper is to provide information on the current progress on the Windows 11 upgrade and partial device refresh - and to provide assurance that the number of devices needed to be subject to the Microsoft extended support is minimised.

Background Papers

None

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