Windows 10 Enterprise / Office 365 FAQ

Q: *When will my agency start paying for Windows 10 and Office 365?*
A: Assessments for Windows 10 and Office 365 will be included in BIT service rates beginning with the July BIT billing.

Q: *My agency has users with more than one device each. Do I have to purchase additional licenses?*
A: In almost all cases, no. The Windows 10 Enterprise license allows users to have unlimited devices. The Office 365 license allows each user to have up to 5 tablets, 5 Windows or Mac PC's or Laptops as well as 5 Smartphones. Unless a single user will have more than 5 of one of those device types, there would need to be no additional licensing.

Q: *Who is responsible for testing applications my agency uses with Windows 10 and Office 365?*
A: BIT will provide a list of applications that should be tested by agency staff. Agency staff which are knowledgeable or experienced with the software are the ideal staff to test the applications the agency uses. The agency's primary contact will be responsible for coordinating testing and reporting results.

Q: *Will agency staff also need to test websites they frequently use?*
A: Yes. The browsers within Windows 10 are updated. Websites frequently used for business transactions, etc. will need to be tested by agency staff.

Q: *When will my agency begin the actual migration project?*
A: BIT and the agency will review the results once application testing has been completed. Based on this review, BIT and the agency will establish a schedule for the deployment of Windows 10 and Office 365.

Q: *Does my agency need to purchase licenses all at once or can we buy one at a time?*
A: Licenses are not purchased by an agency. All licenses are acquired by BIT and costs are recovered through the BIT service rates.

Q: *Who does my agency contact if application testing discovers incompatibility with Windows 10 or Office 365 in a mission critical application?*
A: Issues should be reported to the BIT Help Desk and noted that the problem was detected during application testing. When reporting issues, it is best to provide a detailed description of what the tester was doing leading up to the error or issue along with any screenshots if applicable. If the application is supported/maintained by a vendor, the agency point person responsible for vendor communication should contact the vendor to report any incompatibilities with Windows 10 or Office 365.

Q: *Is training available for Windows 10 and Office 365?*
A: BHR Training will offer classes in the near future.

Q: *What options are available if my agency prefers to migrate to Windows 10 and Office 365 later?*

A: The migration must be complete by December 31, 2019. There may be some flexibility within the migration schedule, but all deployments will be completed by this date.

Q: *We have specialized hardware that is tied to our software (signature pads, label printers, etc.). Do we need to test this as well?*

A: Yes, those specialized hardware pieces will need to be tested to assess compatibility with Windows 10 and Office 365.

Q: *Will we need to test printers, scanners, and other peripherals?*

A: Yes, these devices will need to be tested as well to ensure compatibility with Windows 10 and Office 365.

Q: *Will agency computers need to be erased prior to the migration to Windows 10 and Office 365?*

A: Yes, the computer will be erased and Windows 10 and Office 365 will be installed. All items not on network drives (H:, M:, etc.) will need to be backed up by the user prior to the migration.

Q: *Will any email be lost in the conversion to Windows 10 and Office 365?*

A: No, email is stored on a central server and will not be changed. It is standard procedure not to save any email outside of the email system; however, *if* emails have been saved to the local device, they will be lost during this transition.

Q: *What office productivity applications are installed with Office 365?*

A: Outlook, Word, Excel, Access, PowerPoint, Publisher, Skype for Business and OneNote.

Q: *Some users in my agency have Microsoft Visio and Microsoft Project. Will those products need upgraded as well?*

A: Yes, Visio and Project are also going to be upgraded to the Office 365 system. Subscription licenses for these products can be acquired for an additional cost per user per year on State contract. During the process of upgrading each agency, those users with Visio and Project will be identified and licenses will need to be secured. It is not necessary for agencies to move forward with licensing for these products until a date has been established for the deployment of Windows 10 and Office 365.

Q: *Are there specific hardware requirements for Windows 10 and Office 365?*

A: A computer on the state network operating correctly under Windows 7 will meet the minimum system requirements for Windows 10.

Q: *Will BIT provide a device for testing Windows 10, Office 365, and agency applications?*

A: Yes. Either the agency can provide a device(s) that is not currently in use to be used for testing, or BIT can provide a workstation for the testing. The workstations that BIT has available will be limited and will be available on a first come first serve basis.