Office 2010/11 & Windows 7 Software Upgrade Planning

I. Office 2010/Mac Office 2011

1. Introduction

Microsoft has introduced Office 2010 (PC) and Office 2011 (Macintosh) as the latest iterations of the Office Software Suite. Office 2010 is largely an incremental upgrade from the currently deployed Office 2007. Office 2011 for the Mac is a more significant upgrade, changing style from that seen in Office 2008 for Mac to one more closely resembling Office 2007/2010 for PC in appearance and features. Washburn has a history of keeping current on Office software to take advantage of software improvements and support a seamless exchange of documents with others who use the most current versions. Therefore, it is valuable to deploy the most current versions now that they have been proven to be stable and well received by other higher education institutions.

2. Proposal

ISS proposes an automated mass deployment of Office 2010 to Windows users after the end of Summer 2011 regular classes and before start of Fall 2011 classes. ISS will work with early adopter volunteers to work out any kinks in the deployment process. Deployment would occur over one or more weekends and would not interfere with day-to-day use of computer systems.

Office 2011 for Mac will be rolled out as part of the regular Mac system refresh prior to the start of Fall 2011 classes. Again, deployment would occur on evenings or weekends and would not interfere with day-to-day use of Mac computer systems.

3. Costs

The existing Microsoft Campus License Agreement already covers Microsoft Office upgrades. There will be no additional software costs.

4. Support

ISS will provide group sessions both before and after the upgrades to familiarize faculty and staff with changes related to a transition from Office 2007 to Office 2010, and from Office 2008 to Office 2011 for Mac users.

Office 2010 Training - Office 2010 is substantially similar to Office 2007 so retraining needs should not be extensive. ISS will offer group sessions and web-based resources to familiarize faculty and staff with key changes between the two versions.

(Mac) Office 2011 Training – ISS anticipates providing group training sessions for Mac users similar to what was provided for the Office 2007 rollout. This will focus in particular on familiarizing users with common tasks using the new ribbon-style interface.

Additionally desktop support staff will be available for one-on-one training or questions following deployment as needed.
II. Windows 7 Upgrade

1. Introduction

Microsoft Windows XP is the operating system used on virtually all desktop and laptop PCs on campus. Windows 7 is the second successor (after the poorly-regarded Vista operating system) and is approaching key indicators of maturity for enterprise deployment. Additionally, Microsoft has announced an end of life date of April 2014 for Windows XP. Washburn needs to begin planning now for a general upgrade to Windows 7 on university-owned systems.

2. Proposal

ISS proposes to proceed with Windows 7 deployment along three simultaneous tracks:

Track 1: Upgrade student or public-facing systems as a first priority (Labs, Classrooms, Library, etc.)

Track 2: Order and install new computers with Windows 7

Track 3: Upgrade existing faculty and staff systems to Windows 7 on demand

3. Costs

The existing Microsoft Campus License Agreement already covers Windows 7 upgrades. There will be no additional software costs. Roughly 39% of public facing systems (158 out of 406) will require hardware upgrades to meet Windows 7 hardware requirements. ISS will contribute around $5,200 from operating funds to upgrade these public-facing systems in order to maintain consistency for end-users.

The oldest 25% of all campus systems would require hardware upgrades to meet Windows 7 hardware requirements at a cost of an additional $15,000. This will be reduced as systems are replaced each year; ISS recommends letting these systems cycle out through normal attrition.

4. Support

ISS will provide group sessions to familiarize faculty and staff with changes related to a transition from Windows XP to Windows 7 before, during, and after major deployments. Additionally desktop support staff will be available for one-on-one training or questions following deployment as needed. ISS will continue to support Windows XP during this transition.

5. Timeline

Track 1: To occur after end of regular summer classes and before the start of Fall 2011.

Track 2: Will begin with delivery of the FY12 replacements in early summer; the bulk will be done by start of Fall semester classes, and the remainder scheduled over the course of the semester and replaced by start of Spring semester 2012.

Track 3: Will be an ongoing process, scheduling of upgrades will likely continue through 2014 as individuals and departments are ready. Some will occur through attrition as replacements arrive each fiscal year.
III. Implementation Plan

1. Action Review and Approval

The Faculty IT Advisory Council (FITAC) reviewed the proposed plan ISS at their February 17, 2010 meeting and approved recommendations to proceed with both the Office 2010/2011 and the Windows 7 upgrade migration plans. The Technology Steering Committee was informed of the FITAC recommendation and concurred.

2. Windows 7 and Office 2010 Upgrade Communications Plan

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<tr>
<th>Target Dates</th>
<th>Proposed Steps</th>
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| March 28 – April 1, 2011 | • Finalize Windows 7 help files  
                         | • Continue work on Windows 7 Group Policy                                     |
| April 4 – April 8   | • Send communication to campus that Windows 7 (including Office 2010) will be installed in all labs, mediated classrooms, and on new computers for the Fall semester  
                         | • Include in the announcement a statement about when faculty/staff can try Windows 7 in a lab or test setting  
                         | • Publish Windows 7 help files                                               |
| April 11 – April 22 | • Finalize Group Policies for use with Windows 7  
                         | • Re-image PCs in Bennett 102 with Windows 7 and software.                   
                         | • Send email to campus that Bennett 102 will be available for faculty/staff to test on Windows 7, starting April 20 |
| April 25 – June 1   | • Ask for early adaptors to test Windows 7 and Office 2010 on their department computer and with their academic application software pending minimum system requirements |
| June 6 – July 31    | • Install Windows 7 in campus labs, mediated classrooms, and on new computers. Set dates/times for group sessions to be offered to the campus before the end of the spring semester, during the summer and before fall semester begins. |