

Sample Assessment Report  
Migration from Windows 7  
to Windows 10



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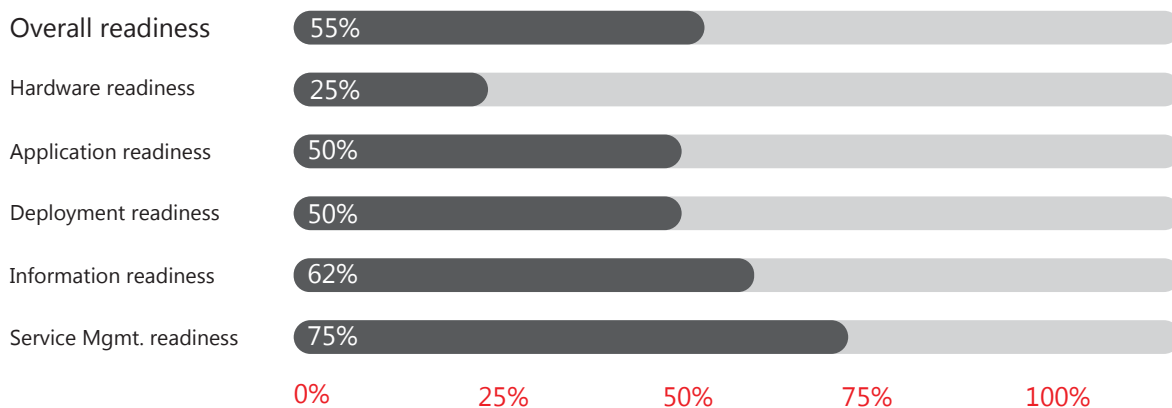
Indicative migration  
timelines



# 01 EXECUTIVE SUMMARY

Client wanted to deploy Windows across all its endpoints spread across the globe. Subsequently, Microland team carried out a readiness assessment at client offices and the findings thereof are being shared as part of this assessment report.

The following illustrates the readiness summary for the Client to migrate to Windows 10.



Listed below are key observations from the assessment:

- Asset refresh has not been done for the last 5 years
- ~10% of the complaints are related to end user system non-functionality
- ~85% of the users are on Windows 8
- ~10% of the users work from home/travel on ground
- All the major offices are connected via a fully meshed 50 Mbps MPLS
- Remote office is connected to the head office through a 4Mbps to 8Mbps MPLS
- There are no tools currently used for data backup

Microland recommends the following for a seamless migration to windows 10:

### Endpoint data readiness

- Discovery process to ensure 100% user-OU-location [AD] data readiness
- Endpoint data gathering project to record 100% endpoint inventory [hardware, software, licensing, network, user profile]

### Hardware readiness

- Hardware procurement project to refresh DELL hardware

### Application readiness

- Application rationalization project to move all users to Office 365
- Explore SaaS based applications as replacement for on-premise thick clients
- Application remediation for incompatible applications

### Deployment solution

- Upgrade SCCM to 2016 version and implement Delivery Optimization functionality

### Data backup

- Implement One drive solution to store user data. This aids in shorter migration timelines and for future OS upgrades.

### Security

- Ensure required group policies are in place



## 02 DEPLOYMENT SOLUTION SUMMARY

Based on the assessment findings, Microland proposes the following deployment model:

- Zero-Touch for sites having local distribution points
- Lite-Touch for sites with no local distribution points
- PC Clinic for remote & travelling users who can walk into nearest offices

| Qualifying criteria     | Zero-touch          | Lite-touch/<br>offline media | PC Clinic           |
|-------------------------|---------------------|------------------------------|---------------------|
| Location                | Sites with >100 PCs | Remote sites                 |                     |
| SCCM Distribution Point | Available           | Not Available                | Remote/Roaming user |
| Branch Cache            | Available           | Not Available                |                     |
| Bandwidth               | Available           | Not Available                |                     |

To ensure optimal schedule, Microland proposes the following categorization. This can be replicated across rings.

| Pole   | Country | Office   |
|--------|---------|----------|
| Ring 1 | US      | Office 1 |
|        |         | Office 2 |
|        |         | Office 3 |
|        | UK      | Office 1 |
|        |         | Office 2 |
|        | APAC    | Office 1 |

The below diagram depicts a high-level approach to migrating users from Windows 7 to Windows 10.

| Planning                            | Image build & test                   | Change management    | Rollout                                    |
|-------------------------------------|--------------------------------------|----------------------|--|
| Build image review and finalization | Windows 10 core build image creation | Change approvals     | Migration of 10160 computers to Windows 10 |
| User classification                 | Pilot test on sample 100 machines    | User communication   | Post migration support                     |
| Deployment plan                     |                                      | Support plan         | Handover                                   |
| Migration plan                      |                                      | Training & awareness |  |
| App remediation and packaging       |                                      |                      |  |

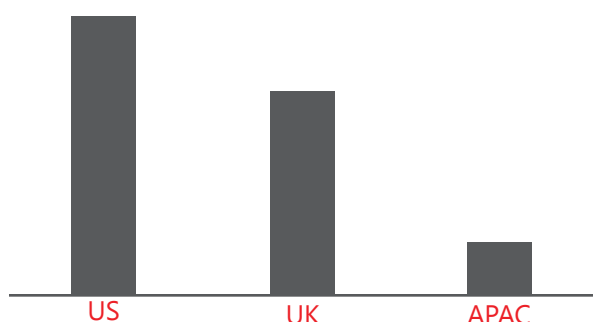


## 03 ASSESSMENT CONTACTS

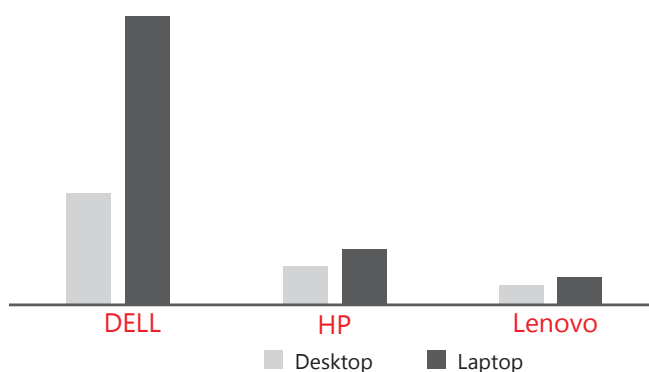
| Organization    | Microland | Client X |
|-----------------|-----------|----------|
| Sponsor         |           |          |
| Project manager |           |          |
| Project team    |           |          |

## 04 ASSESSMENT FINDINGS

### a. User spread



### b. Device details



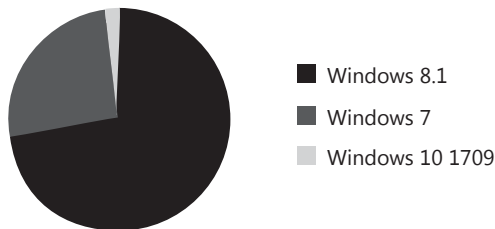
HP and Lenovo machines are supported on Windows 10. Machines of these brands have 16GB of RAM and i5 processors which provide good system performance. The DELL machines are either not supported by Windows 10 or does not guarantee performance if updated to Windows 10. All the machines are thick clients. Client does not use any VDI solution in his environment.



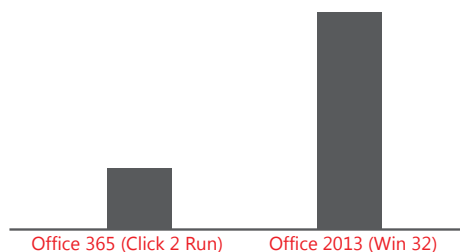
## c. Operating system details

In conjunction with ADK updates and associated tooling such as the Microsoft Deployment Toolkit, Windows 10 provides a new way to configure systems known as Dynamic Provisioning. Provisioning will provide a way for configuration packages (including apps, device drivers and system settings) to be packaged and installed as a single entity.

| Manufacturer              | Status       |
|---------------------------|--------------|
| Custom Image Presence     | √            |
| Frequency of image update | Twice a year |
| # - language packs        | 0            |



## d. Microsoft office details



Client has embarked on a journey to move their users to Office 365. Client has purchased E3 and E5 licenses. ~80% users are planned to move to E3 and the rest on to E5.

## e. Recommendations

Microland recommends the following:

### Hardware:

Upgrade/replace DELL machines with newer models.

### Operating system:

Use thin image from the current hybrid image model.

We also suggest that the image be serviced every 3 months with latest patches.

### Office:

Upgrade all the Office 2013 users to Office 365 as part of migrating to Windows 10

Decouple user data from device

Use cloud to store user data.



## 05 DEPLOYMENT

Windows 10 deployment can be expedited using the in-place upgrade feature. This deployment option enables customer to rapidly deploy Windows 10 and perform an installation that will retain the user's applications, data and settings.

### a. Deployment details

Client has a single SCCM infrastructure setup. Currently in use with the Windows 7 environment is SCCM 2012R2 SP1, which is the Current Mode of Operations (CMO) setup and there is a new SCCM 2016 infrastructure which is the Future Mode of Operations (FMO) setup. The CMO setup is region based, with SCCM central server role, deployed in US for and each country has a primary server.

| Category                         | Details   |
|----------------------------------|---|
| Primary deployment method        | SCCM 2012R2 SP1   |
| Secondary deployment method      | Offline media created from SCCM                           |
| Device procurement cycle (years) | 3   |
| Remote deployment method         | User walks in to nearest office for deployment using SCCM |

### b. Recommendations

- a. Conduct a desktop assessment internally to determine the suitability of the current operating system image to determine if an in-place upgrade may be used to deploy Windows 10.
- b. Consider the use of the Windows 10 In-Place upgrade for systems where no changes to the system firmware, disk layout, or where system configuration drift is within acceptable limits.
- c. Upgrade SCCM to current branch
- d. Use peer to peer caching, delivery optimization to reduce bandwidth utilization and migrate users/sites connected on lower bandwidth

## 06 SYSTEM MANAGEMENT

### a. System management details

Windows 10 has been designed using a Cloud First approach. It can be managed using modern monitoring tools like InTune and has seamless integration capabilities with Azure AD. This section will attempt to determine the current tools used for managing Windows client systems and qualify the potential areas that can be prepared for adopting Windows 10.



HR uses Microsoft Identity Manager to onboard new joiners.

| Category                                    | Technology                     |
|---|--------------------------------|
| Identity management                         | Active directory               |
| Is identity synchronized to a cloud service | Yes                            |
| Access to network resources                 | File share<br>Network printers |
| Security                                    | Group policy                   |
| System management                           | SCCM                           |

## b. Recommendations

As Windows 10 has adopted a 'Cloud First' approach, Microland recommends that the tools used to support and manage should also adopt a 'Cloud First' approach.

| Category                    | Technology   | Technology (Recommended)       |
|-----------------------------|--|--------------------------------|
| Identity Management         | Azure AD, Active Directory<br>Microsoft Identity Manager | -                              |
| Access to network resources | File Share Network Printers                              | Same                           |
| Security                    | Group Policy   | MDM policies                   |
| System Management           | SCCM   | Intune, Other<br>MDM solutions |

# 07 SECURITY, ACCESS & INFORMATION PROTECTION

## a. Security

- Currently BitLocker is used as drive encryption software
- Symantec Endpoint protection 12.x is used as antivirus solution

## b. Information protection

- Azure Information Protection is used for Data Leak Prevention

## c. Recommendations

- Upgrade Symantec to latest version for better compatibility





# 08 APPLICATIONS

## a. Win32 applications

Desktop applications, referred to as Win32 apps after the programming interface used, form the major part of any enterprise application portfolio. These applications often include critical line-of-business applications.

The following may be considered as high-priority applications for assessment and remediation:

| Category            | Grand Total |
|---------------------|-------------|
| Productivity        | XX          |
| Utilities and Tools | XX          |
| Collaboration       | XX          |
| Photo & Video       | XX          |
| Developer Tools     | XX          |
| Business            | XX          |
| Cloud Storage       | XX          |

Some of the productivity applications are duplicate in functionality. The following applications will need to be shimmed or upgraded to compatible versions.

## b. Browser applications

YY applications were browser-based applications. ZZ were found to be in-compatible with Windows 10/IE11. All the applications worked on Google Chrome. Firefox was not tested as the enterprise did not approve of the usage. XX applications need to have the 'Enterprise mode' turned on if customer wishes to use Edge. The list of applications that are not compatible with IE11 is as below.

| Application name | Compatible with IE11 | Compatible with Chrome |
|------------------|----------------------|------------------------|
| A 1              | √                    | √                      |
| A 2              | X                    | √                      |
| A 3              | √                    | √                      |
| A 4              | √                    | √                      |
| A 5              | X                    | √                      |
| A 6              | X                    | √                      |
| A 7              | X                    | √                      |



## c. Recommendations

Based on the information provided during the assessment, Microland recommends the following to be prepared before deploying Windows 10:

- a. Plan and implement a test lab with the existing operating system image, and perform in-place upgrades using the Windows 10 Technical Preview to assess the compatibility of the current desktop application portfolio
- b. Rationalize existing desktop application portfolio to reduce expenditure and effort on application testing and compatibility remediation
- c. Investigate the possibility of combining discrete applications into single ones
- d. Consider remediation of applications that have used shimming as a mitigation technology
- e. Consider the use of professional services (application compatibility factory) to test and remediate incompatible applications
- f. Involve an application remediation provider to ensure that applications are remediated before migrating to Windows 10.
- g. Evaluate the use of application virtualization to sequence applications for streamed delivery to corporate, domain-joined devices

## 09 SERVICE MANAGEMENT PROCESS

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- a. Incident management process for end-user devices & service management has been well defined, documented & implemented by customer which will help in reducing downtime and resolving many VM related issues at service desk levels itself.
- b. Change management process is well defined & implemented to ensure strict control procedure is followed for any changes to the information system. The experience and culture of current change management process can be easily leveraged.
- c. There is a process defined, documented & implemented to ensure patches are pushed in a regular & timely manner for all the end-user devices but lacks governance i.e. to ensure all the end user devices are updated with latest patches. Currently rolling out latest patches has been automated using WSUS however a mechanism has to be put in place to govern if all systems has been updated with latest patches.

## 10 USER DATA BACKUP

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Users have been given 150GB of on-premise network storage. However, we found that users store data on their local machines. The machines are not backed up regularly exposing them to huge data risk. Today IT does not have any responsibility of user data backup.

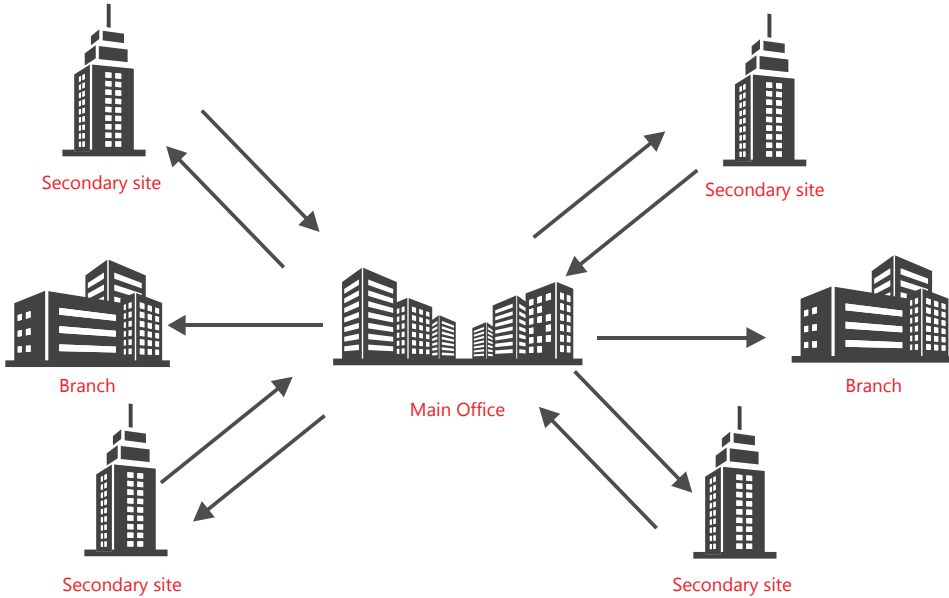
### a. Recommendations

As part of implementing Office 365, we recommend implementing One Drive for user data backup

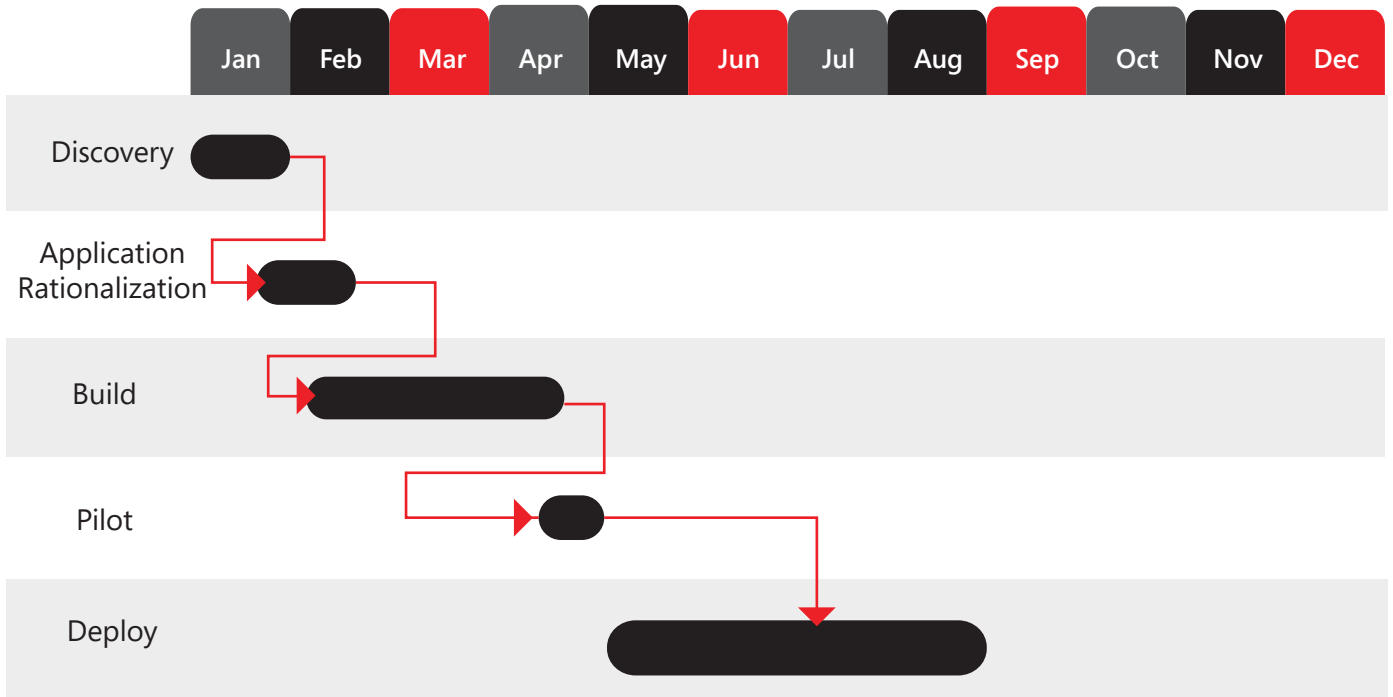


# 11 CONNECTIVITY

- All the major offices are connected via a fully meshed 50 Mbps MPLS
- Remote offices are connected to the head office through a 4Mbps to 8Mbps MPLS



# 12 INDICATIVE MIGRATION TIMELINES





Microland accelerates the digital transformation journey for global enterprises enabling them to deliver high-value business outcomes and superior customer experience. Headquartered in Bangalore, India, Microland has more than 4,000 professionals across its offices in Australia, Europe, India, Middle East and North America. Microland partners with global enterprises to help them become more agile and innovative by integrating emerging technologies and applying automation, analytics and predictive intelligence to business processes.

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