1. **Introduction**

1.1. **Purpose**
To upgrade the Northeastern State University PC inventory to the Windows 7 operating system.

1.2. **System Overview**
Windows XP is currently at the end of life and is expected to be unsupported by Windows in the near future. Fortunately, Windows 7 Enterprise offers the most advanced Windows operating system for business PCs. This operating system is designed to meet the evolving needs of the PC user and has become industry standard for Windows-based operating systems.

1.2.1. **Benefits of Windows 7**
- Faster startup and shut down times
- Better memory handling
- 64-bit
- Energy conscious operating system
- Easier software upgrading
- New and improved OS features
- Ease of use

1.2.2. **Assumptions and Constraints**
- The adoption of Dell KACE (Systems Management Appliance)
- The Windows 7 Implementation plan timeline is dependent upon the University’s Computer Replacement Plan.
- The University currently owns all Windows licensing needed for a Windows 7 implementation
- Exact roll out schedule to be announced in the future
- Conflicts with outdated software will exist, users will be expected to migrate to a new software solution and abandon software that is unsupported by Windows 7
- Conflicts with outdated hardware will exist, printers have been identified that do not have Windows 7 compatible drivers, users will be expected to migrate to a new hardware solution and abandon hardware that is unsupported by Windows 7

1.2.3. **System Requirements for Windows 7**
- Processor: 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- Memory: 1 gigabyte (GB RAM (32-bit) or 2 gigabyte (GB) RAM (64-bit)
- Disk: 16GB available hard disk space (32-bit) or 20GB (64-bit)
- Graphics: DirectX 9 graphics device with WDDM 1.0 or higher driver

2. **Management Overview**

2.1. **Description of Implementation**
The implementation of Windows 7 will coincide with the Computer Replacement Plan as new machines that are placed on campus will be imaged with the Windows 7 platform. The implementation is 5 Phase approach beginning early in the Spring 2012
semester. As part of the implementation, a comprehensive website will be dedicated to publishing the plan, along with schedules, news, and frequently asked questions. Additionally, there will be a major informative campaign and user training to assist users with the migration.

2.2. **Points-of-Contact—Implementation Team**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Contact Number</th>
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<tbody>
<tr>
<td>Project Lead</td>
<td>Stephanie Gillen</td>
<td>x5817</td>
</tr>
<tr>
<td>Team Lead</td>
<td>Jim Gargone</td>
<td>x6615</td>
</tr>
<tr>
<td>Technician</td>
<td>Ronnie Summerlin</td>
<td>x5889</td>
</tr>
<tr>
<td>Technician</td>
<td>Bobby Lee</td>
<td>x5868</td>
</tr>
<tr>
<td>Hardware and Software</td>
<td>Carolyn Hadden</td>
<td>x5810</td>
</tr>
<tr>
<td>Technician</td>
<td>David Farley</td>
<td>x6625</td>
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<tr>
<td>Technician</td>
<td>Ryan Tusia</td>
<td>x6670</td>
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<tr>
<td>Technician</td>
<td>Rob Alfred</td>
<td>x5714</td>
</tr>
<tr>
<td>Tahlequah Team Lead</td>
<td>Mike Franke</td>
<td>x5710</td>
</tr>
<tr>
<td>Muskogee Team Lead</td>
<td>Erik Harris</td>
<td>x5023</td>
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<tr>
<td>Technician</td>
<td>Brandon Goad</td>
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<tr>
<td>Trainer</td>
<td>Jamie Stocks</td>
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<tr>
<td>Trainer</td>
<td>Terry Mynatt</td>
<td>x5856</td>
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<tr>
<td>Trainer</td>
<td>Mike Allen</td>
<td>x5712</td>
</tr>
<tr>
<td>Trainer/Graphic Design</td>
<td>BJ Foreman</td>
<td>x5852</td>
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</tbody>
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2.3. **Major Tasks**

- Provide overall planning and coordination for the implementation
- Provide appropriate training for personnel
- Ensure that all internal procedure and policy manuals applicable to the implementation are available when needed
- Provide all needed technical assistance
- Perform inventory surveys before implementation
- Provide personnel for the implementation team
• Acquire needed hardware
• Assist with data conversion as needed
• Prepare site facilities for implementation

2.4. Implementation Schedule

Phase 1: Early adopters
Phase 2: Common learning spaces
Phase 3: Faculty and staff by building
Phase 4: Laptops
Phase 5: Cleanup

2.4.1. Phase 1: Early Adopters
ITS will select 100 early adopters across campus to migrate to Windows 7. When feasible, ITS will select lab administrators, faculty members teaching in computer labs, and faculty members teaching computer courses. These decisions will be made based on the following criteria; ability to upgrade these machines, upgrading a variety of models, when the machine is due for replacement per the Computer Replacement Plan, even distribution across campus, and approval from the appropriate account sponsor. Muskogee will be used as a test group for early Adopters.

2.4.2. Phase 2: Common learning spaces
Common learning spaces will receive the upgrade in order to provide better services to NSU students. These spaces include but are not limited to, computer labs, ITV classrooms, lecture classrooms, meeting rooms, science labs, and machines in public areas.

2.4.3. Phase 3: Faculty and Staff by Building
Remaining faculty and staff machines that are not migrated through early adoption or are scheduled to be replaced with the Computer Replacement Plan will be addressed on a building by building basis. The users will be informed in advance as to what day the migration will occur.

Tahlequah Campus
Fitness Center
Webb Building
Leoser Complex
Wyly
University Center
Grand House
Library
Haskell Hall
Journalism
B & T
Seminary Hall
Fine Arts
Administration
Science and Health Professions
Bagley Hall
2.4.4. **Laptops**
ITS will send out notifications to users with laptops. Users will bring their laptops to the Service Desk and the machine will be migrated within a 48 hour time frame. After a specified date, any laptop brought in for service or repair will be upgraded to Windows 7. This will be mandatory.

2.4.5. **Cleanup**

3. **Implementation support**

3.1. **Hardware and software**
3.1.1. **Hardware**

Any computer that is covered under the Computer Rotation Plan, but is in incompatible with Windows 7 will be replaced first. Any computer not on the Computer Rotation Plan will need to be listed as an appliance (a machine not under an ITS service agreement), or will need to be added to the computer rotation plan. Adding the computer to the Computer Rotation Plan will require an account sponsors approval and be added to the inventory of the department. All computers not on the Computer Rotation Plan will need to be reviewed on a case by case basis.

3.1.2. **Software**

Upon implementation of Windows 7, only software supported on the Windows 7 platform will be installed by ITS. ITS will make recommendations to users whose software will be unsupported in Windows 7. ITS will provide quotes for software updates, when needed. Additionally, ITS will upgrade any campus standard software as necessary to meet these requirements.

**Campus Standard Software**

- Microsoft Windows 7
- Microsoft Office 2010 (32-bit)
- VIPRE
- Adobe Acrobat Reader 10.1.1
- WinDVD
- Java 6
- Internet Explorer 8
- Print Director
- PCS Director 6.6
- FM Audit Agent
- Dr. Paper 6.0
- Adobe Flash Player
- Adobe Shockwave Player
- Blackboard Collaborate
- Microsoft Updates

3.2. **Using Dell KACE for implementation**

- Driver Management
- Windows user state migration
- Inventory assessment
- K-imaging is a flexible file-based imaging format.
- Asset management
- Patch management
- Pre and post deployment configuration helps make it easy to bundle relevant Windows 7 applications while utilizing thin images.
- Remote site management
- Windows user state migration can permit retention of user-specific files and settings when installing Windows 7.
- Inventory assessment helps check machines for Windows 7 readiness.
- K-imaging is a flexible file-based imaging format.
- Network OS install allows you to automate the build out of Gold Master reference machines used for Windows 7 image capture. The KACE Appliance slipstreams drivers along with a network OS install, helping to provide a hardware independent option to deploy Windows 7.
- Asset management helps track Windows 7 operating system and software license compliance.
- Patch management allows deployment of relevant Windows 7 patches and updates to machines on local and remote networks as they become available.
- Pre and post deployment configuration helps make it easy to bundle relevant Windows 7 applications while utilizing thin images, a systems deployment best practice.

3.3. Personnel

3.3.1. Staffing requirements
Additional resources have not been made available for this implementation, regular ITS Client Services staff will provide the needed support for this project.

3.3.2. Training of implementation staff
Training of the ITS Client Services staff is to be done on their own.

3.4. Performance monitoring
- Dell KACE will provide comparative reporting capabilities to show the expected performance improvement
- HEAT reporting and monitoring will track the issues related to Windows 7 machines.

3.5. Support
- ITS will support both Windows XP and Windows 7 from January 1, 2012 – December 30, 2012.
- ITS support for Windows XP will cease on December 31, 2012. Any supported PC running Windows XP, which is on the Computer Replacement Plan which is brought to Client Services attention, will be upgraded to Windows 7.

4. Internal Communication Plan

4.1. Overview
This section outlines the communications requirements for the project. It includes the nature of the communication required, the frequency, and any sign off requirements that may apply.

4.2. Implementation Team Meetings
Windows 7 Implementation Team meetings will be held each week by the Project Lead. The purpose of these meetings will be to review the status of the project, create team assignments, plan for forthcoming activities, work collaboratively to both set time lines and reach goals accordingly.

4.3. Project Status Reports
Project Status Reports will be produced monthly on the last Thursday of the month. The
Project Status Reports will be prepared by the Team Lead(s.) The purpose of this report is to document the following items:

- Overall status
- Status of project milestones
- Summary of project activity
- Key goals
- Issues and items requiring attention

The Project Status Report will be delivered and presented to the implementation team on the last Thursday of each month.

4.4. **Project Log**
The project log will be the primary means for managing and tracking issues, decisions, and follow up items. Updates will be made to the project log during each meeting.

4.5. **Project schedule**
A project schedule, including key project time lines, will be developed and maintained by the implementation team.

5. **End User Communication Plan**

5.1. **Overview**
Communications to the users should cover new policies and processes, set user expectations and gain user buy-in. Buy-in from the user community is key to the success of this project. Gaining user buy-in involves:

- Providing information about the overall project
- Providing information about the new products
- Explaining how this will change and improve the business processes
- Soliciting feedback
- Answering questions
- Addressing concerns
- Providing timeline information
- Setting expectations of user involvement

5.2. **Comprehensive Website**
This site will provide basic project information, online training, schedules, and provide a forum for user questions and comments.

5.3. **Email Newsletter**
A bi-weekly email newsletter containing project updates should be circulated on an established schedule. The email newsletter should be concise, providing a manageable amount of information in a 1 page layout.

5.4. **Targeted Emails**
At specific points in the project when users need to know specific pieces of information, need to take action, or need to provide information to the team, targeted emails should be used.

5.5. **Training/Seminars**
Instructor Led Training will be offered to faculty and staff on all three campuses. Additionally, short seminar sessions will be offered to larger groups and students.
5.6. **Printed Materials**
Printed training materials, posters announcing training and seminars, tip sheets, and informative notices may be used as a means of communication to the end user.