

# Q & A – Windows 10 as a Catalyst for Change

Here are some answers to the questions raised in the *Windows 10 as a Catalyst for Change* webinar.

## Windows 10 Technical Questions

### Q **Anyone seen issues with long login times when they moved to Windows 10?**

A As far as logon times go, we concentrated on use of SSDs, ensured optimisation of the local Default User profile and removed any Windows 10 Apps that weren't required. We only had one major timing issue with logon time for student PCs but turned out to be an issue with our logon script- removing the script brought us back to the 50-60 sec logon for students and we were able to reapply the script with no issues by skipping some sections that were no longer required for W10.

### Q **Why did you decide to use Windows Update for Business over WSUS?**

A We are using WSUS for our updates, and are looking to integrate with SCCM in the coming months to get better control. We have had some issues with cumulative updates going to 1607 machines though.

### Q **Were there many issues with application compatibility? Do all your open access applications run fine on Win10?**

A There have been very few applications that will not work with Windows 10.

### Q **How has interaction with wireless / eduroam been, such as certification?**

A Wireless integration hasn't been any worse than Windows 7. We have an eduroam\_setup facility which guides the end user through the process, rather than directly joining to Eduroam.

### Q **What build changes helped with the student login times?**

A Most of our machines are fitted with SSDs so that helps a lot with logon times. Our default profiles are also configured on the build to try to keep the logon process down.

**Q Did Cardiff Met use the in place upgrade to Windows 10 or a wipe/load method for staff PCs? What are others using?**

A Wipe and load

**Q Did you do any application packaging?**

A We are rolling out Application Virtualization using Cloudpaging (Application Jukebox). We have a number of applications being delivered this way to our Windows 10 desktops.

**Q Question about the start menu, have you removed "life at a glance" and "play and explore"? If so, was this via GPO?**

A We configured the start menu by an exported .xml file which is then pumped out by GPO. Fairly good place to start <https://technet.microsoft.com/en-gb/itpro/windows/manage/customize-and-export-start-layout>

**Q We are also looking at deploying Bitlocker Enterprise to all our managed machines, and wondered if this was something you had done?**

A We're Bitlocking all W10 Staff PCs but not Student PCs. We looked at MBAM for Key management but felt it carried a lot of admin overhead and instead store Bitlocker Key Info in AD using Group Policy settings to:-

- Store BitLocker recovery information in Active Directory
- Do not enable BitLocker until recovery information is stored to AD DS for operating system drives

This is supplemented with IT Support Staff ensuring that before undertaking any repair work to a Bitlocked OS or amendment to the AD computer object that they'll either Suspend Bitlocker, Decrypt the Drive (if required) and keep a temp copy of the AD stored recovery key. The use of Corporate Storage Systems in conjunction with OD4B (with Sync Client) as main data storage locations should also minimise the potential for data loss in the event of an unrecoverable hard drive failure.

## Windows 10 Project Questions

**Q How long were your early adopters piloting for?**

A Staff early adopters were upgraded in March 2016, that phase is ending now.

## Office 365 Software Questions

**Q Did students not have O365 before move to win10?**

A Yes, our students had O365 before Windows 10.

**Q If you switched off sync for students did that stop them syncing with their own machines - not just yours?**

A In terms of OneDrive, the sync client has not been enabled on our own machines, and also policy has been applied that will not allow the Sync client to be configured on any machine that is off the domain.

Not allowing off-domain sync presumably ensures that PC's outside the domain don't hold permanent copies of business documents and data.

**Q Are you using Groups in Office 365?**

A Not yet, we're piloting them on L&IS staff in the new year

**Q Do the students not require a mapped drive? Is OfB the only storage medium offered to students? What about data protection?**

A Student still have a small home directory and can use pen drives. There are some paid and free od4b mapping tools - OneDriveMapper looks good but at present we don't provide a mapping for students.

**Q Accidental file deletion - what timescale does the student have to recover the data? Before it is gone forever.**

A At Cardiff Met deleted items will be held in the users recycle bin for 90 days unless a user specifically empties it, and will be further recoverable for 90 days after that by a system admin

**Q How much confusion has there been between Skype and OneDrive personal and "for business" esp. clients**

A There has been *some* confusion, as we do allow both business and personal methods, but this has been mostly amongst people who haven't read the guide or completed the training.

**Q Why the low score with Skype for Business?**

A As Gareth mentions, we had some issues with proxy settings impacting off-site use but soon resolved.

## Windows 10 Training Questions

**Q What was the rough proportion of uptake of eLearning v. Face to Face?**

A Of the 70 early adopters, 10 staff attended (capacity for the room) the face-to-face session. 46 staff attempted the e-learning.

**Q Are they self-learning ok?**

A There seems to be a fair to good level of engagement with the e-learning. 46 staff at least attempted it, engaging on average for 37 minutes (there are a couple of high outliers though). 8 staff completed it fully and attained a score for the course, averaging 55%. (Unfortunately a score is only recorded if *all* questions are answered).

**Q How receptive are your staff users to the change to less tailored support links?**

A There have not been any comments, positive or negative, from our early adopters about the support links.

**Q Do you use Imagine Academy for training?**

A We will be offering Imagine Academy for forthcoming MOS Excel pilot, but only to supplement our main face-to-face training. To be honest, we have found most of the videos quite lacking.

**Q Do you show users how to connect Skype to S4B?**

A Yes, our 2-minute Skype for Business video does include guidance on how to invite Skype (personal) users to a video/audio call through Skype for Business.

**Q How successful has the “clear guidance on when to use OneDrive and when to use SharePoint team sites” been? Has it changed the behaviours you targeting?**

A We haven't measured this particularly well as we didn't record the baseline value. We know how much they are *now* storing on OneDrive, but we don't have a figure to compare it to. For the next phase of adopters we will do a quick survey of where they are storing the data *before* the upgrade so that we can measure whether that behaviour is changed after the upgrade.