

Windows 10 Enterprise / Office 365 FAQ

Licensing

Q. Can we purchase just an Office 365 license?

A. No – you must purchase both the Windows 10 Enterprise Upgrade license and an Office 365 license at the same time. They will not be made available individually.

Q. Are these licenses a one-time purchase?

A. No – Microsoft is moving to subscription licenses for their software. These licenses will require renewal at regular intervals.

Q. Are these licenses purchased per computer name or per user name?

A. They are purchased per user name/login name which is a different direction from previous upgrade licenses. If 2 people share one computer, you will need to purchase 2 licenses – one for each user.

Q. If any employee transfers out of an agency, do they keep their license?

A. No – the license stays with the user name/login name. When the agency fills the vacant position, that license will be assigned to them. The employee's new agency will be responsible for providing a license for them.

Q. Will LANDesk be able to track these licenses?

A. Yes – this will not be an issue.

Finance

Q. How will we be billed for the licenses?

A. This is still a work in progress. Ideally BIT would purchase all the licenses and then the agencies would pay monthly as part of their BIT billing.

Q. Can we purchase licenses for a few employees at a time?

A. No – licenses for the entire agency will need to be purchased at one time.

Q. Will there be Educational pricing for Windows 10 Enterprise and Office365?

A. Yes but only for K-12 and University use. DOE staff are now considered state employees, not educational employees, with the new versions of Windows and Office.

Compatibility

Q. Will Internet Explorer 11 still be the standard web browser?

A. No, Microsoft Edge will be the default web browser for Windows 10. This is a significant change from IE 11 so agencies need to be diligent in testing their web apps or web access to outside sources in Edge to make sure they function properly.

Q. Will Skype work on Windows 10?

A. Yes. It is actually part of Office 365 so all employees with Office 365 will have a valid Skype license to either attend or host a meeting.

Q. When will we have to have our machines upgraded to Windows 10 Enterprise and Office 365.

A. The completion for the conversion is slated to be complete July 1, 2019. Desktops purchased after July 22, 2016 and portables purchased after April 12, 2016 will need to be transitioned by July 15, 2018. Microsoft will no longer support Windows 7 on these newer models after this date.

Q. Will the new version of Windows and Office be HIPAA compliant?

A. Yes – Windows 7 is currently compliant and that compliancy will follow into the new version. There will also be some additional server-based tools that BIT can implement to further protect HIPAA data.

Q. If a user currently has an exemption for a non-standard web browser, will that remain in place for Windows 10?

A. Yes – this exemption will remain in place until that version is no longer supported by the vendor.

Q. When will agencies be able to start testing their applications in Windows 10 Enterprise and Office 365?

A. The current target date is July 1, 2016 but that is in no way a firm date.

Miscellaneous

Q. How many Windows 10 Enterprise installs can we have for one user name/login id?

A. As many as you need. Since the Windows 10 Enterprise license is tracked by user name, you can have Windows installed on as many computers as you need to do your work tasks.

Q. So do we also have an unlimited number of Office 365 installs?

A. Unfortunately, no. You will be able to install Office 365 on 5 desktops/laptops, 5 tablets, and 5 smartphones.

Q. Are there devices on contract that will only run Windows 10?

A. Yes, there will be. The Microsoft Surface Pro 4 will become available once the agreement with Microsoft is finalized. There will also be a Hewlett-Packard Windows 10 only device placed on contract to replace the Revolve 810 units that are end of life.

Q. How will users receive upgrades?

A. BIT will have an upgrade server which will allow us to test the updates, approve, and then deploy them. It should work extremely similar to how we are updating Windows 7.

Q. Will there be Cloud capabilities?

A. Yes – the state will have an in-house Cloud available. At this time, state agencies will not be accessing an externally hosted cloud service.

Q. Will there be Windows 10/Office 365 training?

A. Yes – BHR is working on creating a training class for Windows 10 and Office 365.

Q. Will the Windows 10 Enterprise just be an upgrade to Windows 7?

A. No – the Windows 10 Enterprise install will require a complete install from scratch and fresh installations of all the user's applications.

Q. What are the benefits for the new Office 365 software?

A. The 5-5-5 installation rule will cut back on the number of licenses that need to be purchased. New versions of the Office software will be available immediately through the update process so employees will always have the most up-to-date version of their applications.

Q. Will Adobe applications need to be upgraded?

A. Not with this process. There may be other ITAM-related compliancy projects that would require these upgrades but not due to Windows or Office.