WINDOWS 10 AND SCCM MIGRATIONS

Civil Aviation Authority

Delivering software currency, better security and the platform to fully exploit Microsoft 365

SERVICES
- Workplace Technology Procurement
- Workplace Technology Integration
- Windows 10 Transformation
- Microsoft 365 Transformation
- Expert on Demand
- Professional Services

USER EXPERIENCE
- Enhanced agility and mobility
- Faster access to new features
- Improved communication and collaboration
- Maximised efficiency
- Improved performance
- Improved user satisfaction

BUSINESS IMPACT
- Hardware consolidation
- Improved productivity and sustainability
- Increased security
- Standardisation
- Supported digitalisation

OBJECTIVE

As part of its Digital Transformation agenda, the Civil Aviation Authority (CAA) wanted to optimise Microsoft 365 and exploit its new features, but to do so, the organisation needed to migrate its employees from Windows 7 to Windows 10. The migration was also seen as an opportunity to improve security and minimise the disruption of future operating system upgrades.

The CAA were looking for a partner to perform the design and build of both Windows 10 and Microsoft System Center Configuration Manager (SCCM), and to then either procure and deploy appropriate workplace devices or replace the hard disks of existing devices to be able to accommodate Windows 10.

SOLUTION

Based on many years of a successful supplier and partner relationship, the CAA selected Computacenter to deliver on their objectives.

Computacenter subsequently led the design and build of Windows 10 for the CAA, to NCSC standards, and the design and build of SCCM. This was followed by deployment of Windows 10 in a pilot for up to 180 employees, and subsequent deployment to the remaining 1,020 employees in scope. In doing so, Computacenter and the CAA had to work around changing conditions caused by the COVID-19 pandemic, having to adapt their deployment method accordingly.

OUTCOME

Despite complications caused by COVID-19 lockdowns, the project was delivered to time and budget, with the CAA particularly pleased with the outstanding collaboration between the Computacenter and CAA project teams.

With Windows 10 established throughout the organisation, the CAA now has a modern and current Operating System and can fully exploit the functionality of Microsoft 365. Information Security has also been considerably improved, and future Operating System upgrades will have minimal impact upon their users, reducing the impact to business activities. Cost savings were also realised by switching to Microsoft Defender as the company's anti-virus solution.

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> Primarily this was about ongoing support and currency, and an ambition to ensure we are maximising the value of Microsoft 365 and taking advantage of new capability as and when it is available.
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> **Simon Sheeran,
> Head of IT Operations,
> Information Services,
> Civil Aviation Authority**
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OBJECTIVE

Migration to Windows 10 and optimisation of Microsoft 365

The Civil Aviation Authority (CAA) uses Microsoft 365 extensively and has a stated intent to optimise this suite of products. As Simon Sheeran, Head of IT Operations at the CAA explains: "Primarily this was about ongoing support and currency. We use Microsoft 365 extensively and our IT strategy sets out an ambition to ensure we are maximising the value of this investment and take advantage of new capability as and when it is available."

To realise this objective, the CAA needed to migrate their employees from Windows 7 to Windows 10 – this being part of their wider Digital Transformation agenda. The CAA therefore required a partner to perform the design and build of Windows 10 to National Cyber Security Centre (NCSC) standards, along with the design and build of their Microsoft System Center Configuration Manager (SCCM) solution as well. The supplier was required to follow this up with a procurement and deployment of around 400 workplace devices which would run the newly built and tested Windows 10 and SCCM images, while the remaining c.800 employees required hard disk replacements to accommodate the upgraded software.

The CAA also had other objectives from the Windows 10 migration. As Simon Sheeran explains: "Information Security is also of paramount importance to us, and Windows 10 offers a modern and safe security foundation. A move to Windows 10 also promises to change the way in which our Operating System upgrades are undertaken in future, smoothing out the disruption of big bang rollouts and establishing the processes to keep our systems up to date whilst reducing the knock-on impact to business activities."

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> Computacenter are a long-standing supplier and partner to the CAA and their knowledge of our environment and the systems in use made them the outstanding candidate to deliver the project.
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> **Simon Sheeran,
> Head of IT Operations,
> Information Services,
> Civil Aviation Authority**
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SOLUTION

Delivering Windows 10 upgrades to 1,200 employees, via new laptops and hard disk replacements

Based on many years of a successful supplier and partner relationship, the CAA selected Computacenter to deliver the Windows 10 and SCCM project. As Simon Sheeran says: "Computacenter are a long-standing supplier and partner to the CAA and their knowledge of our environment and the systems in use made them the outstanding candidate to deliver the Windows 10 project."

CAA's Project Lead, Rob Foskett, agrees, saying: "Having the benefit of a continuous working relationship with Computacenter allowed us to embed a colleague with local knowledge within the project team, which I think hugely helped with some of the more specific requirements."

Computacenter's responsibilities for the solution were as follows:

- To lead the design and build of Windows 10, working to NCSC standards.
- To provide technical resources to support the CAA with the interpretation and subsequent adoption of NCSC guidelines for Windows 10, and to then update previously assured designs accordingly.
- To build and test SCCM Current Branch as per the previously assured designs for deploying and managing Windows 10 updates.
- To replace Sophos, CAA's current anti-virus solution, with Microsoft Defender. The intention here, was to bring the management of this product within the SCCM Management system, and to reduce licencing costs, as MS Defender is already paid for as part of E5 licencing.

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> **Head of IT Operations,**
> **Information Services,**
> **Civil Aviation Authority**
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- To create a standard operating procedure for the deployment of Windows 10 software and Windows 10 feature updates.
- To facilitate knowledge transfer with CAA's existing support teams via the creation of Knowledge Base Articles.
- To manage the deployment of Windows 10 in a pilot for up to 180 employees
- To manage the deployment to the remaining 1,020 employees within scope, as part of live rollout.

All deployments took place at the CAA's UK headquarters (known as Aviation House) at Gatwick Airport with an approach that minimised employee disruption and optimised employee experience. This was thanks to Computacenter developing the appropriate build and then creating a Windows 10 "Gold Image" as part of the project, meaning that all devices – whether new or refurbished – were built on site with the new pre-tested image. One third of employees (c.400) received a replacement laptop device running the Gold Image, and two-thirds (c.800) received hard disk replacements – again, running the new Gold Image.

As this project was due to be delivered in the first half of 2020, there were inevitably some timeline challenges caused by the onset of the COVID-19 pandemic. The original delivery approach became impossible to sustain during times of lockdown, and the combined Computacenter/CAA project team had to reconvene to define an alternative remote deployment method. As Simon Sheeran explains: "We altered the approach to deliver in a COVID-friendly way, adjusting as and when lockdowns were tightened and eased. This ensured that the project kept rolling and delivering the numbers required before the end of 2020."

OUTCOME

Delivery of currency, security and business productivity through Windows 10 upgrades, to time and budget

The project was delivered to budget, and all milestones were achieved on-time, despite the impact of having to work around COVID-19 lockdowns. When asked about this, Rob Foskett said: "Yes, the project concluded absolutely on budget (and to agreed dates too), and there were no nasty surprises around costs which always plays well! Milestone invoicing was very efficient, too. Particular thanks must go to Computacenter's Project Management team, who managed the project super-efficiently."

Simon Sheeran adds more: "We are very pleased with the way that the Computacenter team was aligned to work with the CAA and recognise the individual contributions made to this effort at all stages, with the team working extremely effectively with CAA colleagues as one very effective unit.

"Special mention to the Computacenter Project Management team, who ran the day to day operations of the project admirably and did everything possible to ensure both progress and an excellent experience for CAA employees by arranging, collecting and returning kit. This outstanding contribution was called out by numerous colleagues and was very much appreciated!"

The CAA also appreciated the level of communication provided by Computacenter throughout the project. This was particularly the case regarding the flagging of challenges in a timely and effective fashion, thereby enabling the project to remove obstacles and keep moving towards its challenging goal.

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> **Project Lead, W10 Deployment**
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On the project as a whole, Simon Sheeran says: "Ultimately delivery of the project is key, and we feel that Computacenter listened to our feedback in respect of the project mobilisation and worked with the CAA to achieve a commercial proposal that was viable for the Authority. This has enabled us to deliver the number of machines across the estate within the timelines agreed."

With Windows 10 now established throughout the organisation, the CAA now has Operating System currency and can fully exploit the functionality of Microsoft 365, particularly taking advantage of new capability as and when it becomes available. Information Security has also been considerably improved, and future Operating System upgrades will have minimal impact upon their users, thereby reducing the knock-on impact to business activities.

Another beneficial outcome was that Sophos was replaced by Microsoft Defender as the CAA's anti-virus solution. This had the effect of reducing licencing costs given Microsoft Defender is already paid for as part of the CAA's E5 licencing cover.

In terms of lessons learned, these are all positive. As Simon Sheeran explains: "Both Computacenter and the CAA must take into future engagements the very open and constructive dialogue in scoping and mobilising the project, and the effective teamwork across project team members regardless of the organisation they work for. There were also some really interesting and creative communication ideas used by the team to ensure that CAA colleagues had all of the information needed to deliver the project."

ABOUT THE CIVIL AVIATION AUTHORITY

The Civil Aviation Authority (CAA) was established in 1972 and is the UK's independent aviation regulator with all civil aviation regulatory functions (economic regulation, airspace policy, safety regulation, consumer protection and aviation security regulation) integrated within a single specialist body.

The CAA regulates approximately:

- 50,000 active professionals and private pilots
- 12,400 licensed aircraft engineers
- 2,350 air traffic controllers
- 206 airlines
- 241 licensed aerodromes
- 950 organisations involved in the design, production and maintenance of aircraft
- 2,400 ATOL holders and 19,000 aircraft registered in the UK

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