

Dear Colleague,

As part of the ongoing transformational work being undertaken by NEL ICB IT please read the following statement:

*Microsoft have announced that the support for Windows 10 ends in October 2025. NEL ICB who are part of an enterprise agreement had been given a further year of extended support; however this now only leaves 10 months and there is an urgent need for organisations to migrate to Windows 11 by October 2025. To ensure that the NEL ICT estate remains up to date and supported by Microsoft and continue receiving important system updates and security patches.*

*To continue receiving the Windows 11 licence allocation from NHSE, organisations must demonstrate they are making progress with removing Windows 10 from their estate, as the ongoing Windows 10 support will incur a cost to NEL ICB for each device that remains on Windows 10.*

*The primary objective of the programme is the migration of all in scope devices running the Windows 10 operating system to the Windows 11 operating platform. This will provide mitigation against security risks and ensure devices receive fundamental software patches. In addition to the operating system upgrade, a second objective is to address the aged unsupported hardware in use across the GPIT estate, which will be achieved by replacing some of these devices with new hardware.*

*NEL IT are asking for your support whilst this upgrade work takes place, by ensuring that when you/your practice are contacted by our scheduling team, you respond to their email and accommodate the date and time offered for the migration/upgrade work.*

*Can you please ensure that any NEL ICB provided laptops are brought in to your practice on the agreed date to ensure that they can be updated to Windows 11 – if these devices are not updated, they will be disabled by our management system and will not be able to access the practice network or resources.*

*If you have any questions around this work, please reach out to the project team - [nelondonicb.nelwindows11gprolout@nhs.net](mailto:nelondonicb.nelwindows11gprolout@nhs.net).*

*Kind regards,*

*NEL ICB ICT PMO*