

PC & Laptop Replacement

Over the next 9 months, Digital Services is refreshing/replacing PCs over 5 years old and Laptops over 4 years old.

Replacing end-of-life equipment ensures that staff can access clinical systems quickly and easily, and enables us to use modern software to protect from cyber security threats.

FAQs

I log in to my PC remotely. Can I complete the survey at home?

If you are accessing your PC desktop remotely via Citrix remote access yes, you can complete the survey at home.

If you access via Direct access you will have to come on-site or ask a colleague to complete it on your behalf.

I am no longer working from my office, and I have not logged onto my machine for a year. Do I need to complete the survey?

Only if you need access to your PC in the future. Any machine that is off the network for more than 12 months will be removed.

Will all my applications run on the new Windows 10 machine?

The Trust has already migrated to Microsoft Windows 10 operating system for laptop and desktop computers and application compatibility testing has been completed.

If we encounter any compatibility issues our Technical Team will resolve these and provide support.

Will I have access to all my documents?

Yes, your files are safely stored on our network file servers and are made available to you on any Trust computer.

Will I still have access to all my usual applications?

Yes, the Deployment Team will try to ensure you have the same experience on your new PC. You will be provided with support contact details should you encounter any issues.

However, if you are using a non-standard application then you need to record this information on the survey.

Will the deployment team be able to help with other IT issues?

No, you will need to contact the IT Helpdesk to log any other IT issues.

Will there be any new applications?

A new secure logon screen will be standard on all PCs and Laptops.



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