

Leader Talking Points

Windows 11 upgrade

These talking points are to support your conversations with your teams regarding:

- Your team's upgrade from Windows 10 to 11.

You can use these talking points as a guide to talk to your team members in a team meeting. When we say 'you' we are referring to your team members.

Information and resources to support this can be found on the [Windows 11 Upgrade](#) intranet page.

We're upgrading to Windows 11 because Windows 10 will no longer be supported after 14 October 2025.

- This means no more security updates, which could leave us, as an organisation, vulnerable.
- The upgrade provides better security, improved performance, and a more modern, user-friendly system.

Our team has a scheduled upgrade date, and it's important that everyone completes their upgrade at that time.

- We are on a tight schedule for the upgrade rollout and have allocated dates to all regions
- You'll receive an email with all the details.
- A technician will be visiting our site or a site close by to complete the upgrade for you.
- I'm here to support you through the process, and the ICT Support Desk is available for technical concerns.

If you're unable to be here on the scheduled day, the Windows 11 project team will arrange a drop-in session or another upgrade time when you return.

- This also applies for those on annual leave, maternity leave, or long service leave.

If your current device is compatible with Windows 11, it will be upgraded.

- If it's not, you will be given a re-imaged device or a new device.

The upgrade process has been designed to minimise disruption, but we encourage you to plan your work on that day around your upgrade time.

- Completing it on the scheduled day will make sure that you are updated by 14 October, which is the final date of service from Windows 10.

Your files and settings will remain the same, but some applications may need to be reinstalled.

- The ICT team will be available to support you with any post-upgrade adjustments.
- I encourage you to complete the pre-upgrade checklist to make sure everything is carried over correctly.

If there are any unused or old devices in storage at your site, they'll be collected as part of this rollout.

If you need help at any stage, you can contact the ICT Support Desk via the #TeamPossible Support Hub or by calling 1300 742 212.

- There's also a Windows 11 Upgrade Intranet page with user guides and FAQs and you will be sent an email with further information for your upgrade soon.