

A vibrant, cartoon-style illustration of a Dutch landscape. In the background, a grey windmill with four orange-bladed sails stands on a grassy bank next to a calm blue river. A large, fluffy white cloud is positioned behind the windmill. In the foreground, a black and white cow with a pink nose is grazing on green grass. To the left, a ninja character in a black suit with orange accents and a red and blue headband is in a dynamic pose, holding two black swords. The sky is a clear light blue with a few small white clouds and a tiny bird in the distance. The overall scene is bright and cheerful.

The shift to cloud native, but how?

Let's find out!



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About Mattias

Focus

Intune, Windows, automation & Debugging

From

Denmark

My Blog

MSEndpointMgr.com / blog.mindcore.dk

Certifications

Does drone certificate count?

Hobbies

Who needs a hobby when you have kids 🧒

Contact





Agenda

Key takeaways:

- **Insights on a fully automated complex transition LARGE SCALE**
- **Be inspired to get started with your cloud-native journey**



What paths are possible

Which paths exist to start the cloud native journey



Cloud-native strategy and vision

Having your strategy and vision defined is important



Provisioning and transitioning

Ways of transitioning a device to cloud-native



Fully automated solution

Automation can be expensive, but it will save you in the long run



What's next?

What has happened since we transitioned to cloud-native



Cloud native definition

- **Cloud-na·tive** [kloud]-['nādiv].

Endpoints or devices that can be deployed from anywhere. They receive their applications and configurations dynamically from the cloud and can easily be reset or restored.

- Cloud-native endpoints are Windows devices that are deployed using Windows Autopilot, joined to Microsoft Entra ID (Entra joined), and are automatically enrolled into Microsoft Intune.

Why cloud?





Scaleability and cybersecurity threat

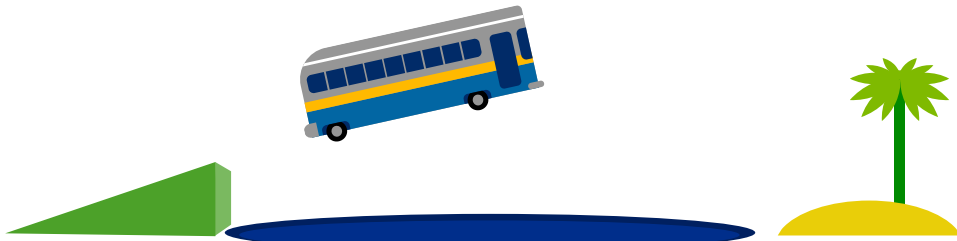
- Current on-prem situation cannot take the load of 1200 new employee every month
- Easier to open new offices worldwide without need to build infrastructure.
- Too many hands to be involved to configure "normally" simple stuff making it complex.
- If hit by ransomware no good solution back to working state within reasonable time.
- Expertise on Configuration Manager decreasing while cloud goes up.
- Windows 10 going out of support.



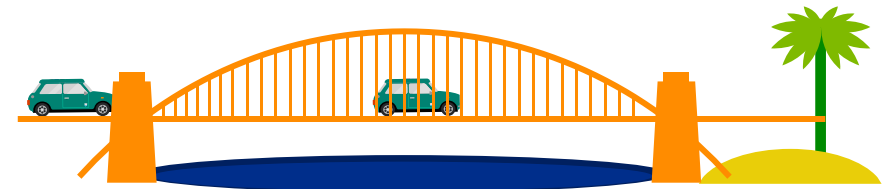
What paths are possible

Which paths exist to start the cloud native journey

Different paths to Cloud Native



Big Switch Transition
(hardware refresh)

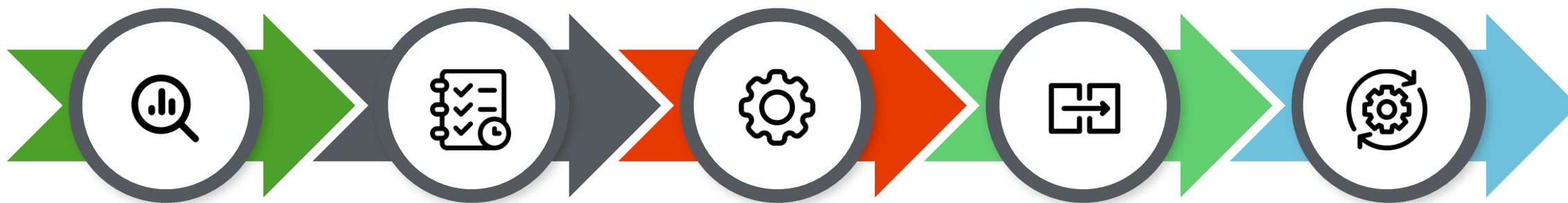


Workload transition
(Co-management)





Careful planning and execution



Assess

Inventory environment and assess assets and resources

Plan

Create project plan and determine, organizational sponsorship

Configure

Build and configure necessary actions for a successful transition

Transition

Execute transition project plan with through the organization

Operate

Move from a project phase to an operational phase















Cloud-native strategy and vision

Having your strategy and vision defined is important



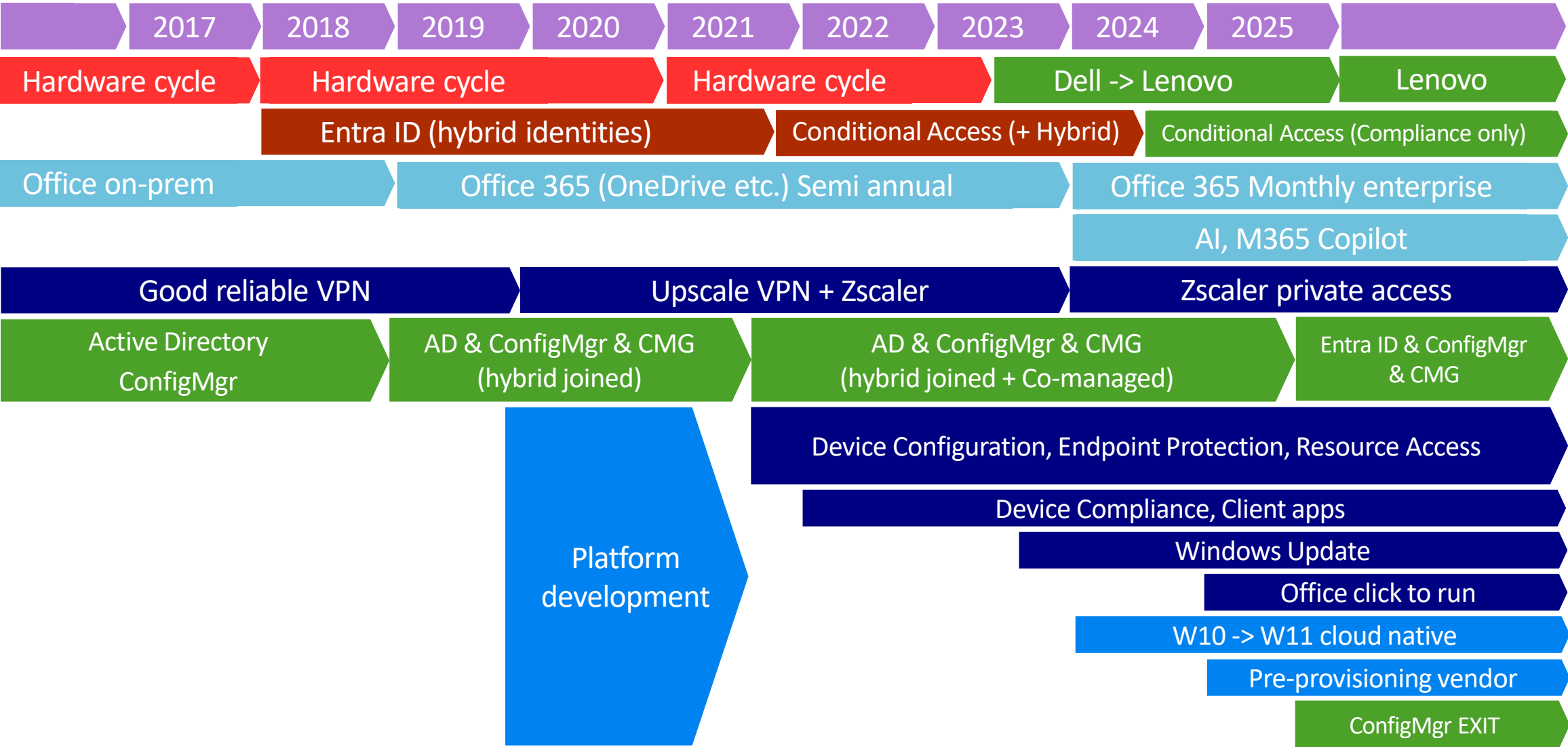


Strategy definition and principals

	Platform agnostic	
	Cloud first	
	No customizations	
	Everywhere	
	Total Cost of Ownership	
	Built-in security & agent-less	
	Service Performance	



Historical aspects and prerequisites



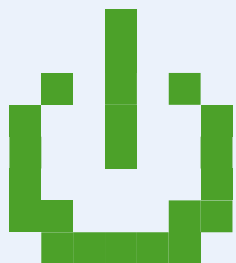


What are we migrating from?

Windows 10 hybrid joined co-managed	Windows 11 cloud native with cm agent to handle apps
Office 32 bit	Microsoft 365 apps for enterprise x64
Trillex antivirus (Former McAfee)	Microsoft Defender
Trillex DLP	Microsoft Purview with DLP policies from Intune
Fireeye	Microsoft Defender for Endpoint (M365 E5)
Cisco AnyConnect	Zscaler zero trust private network access
Some GPO hardening	Full CIS baseline ASR Applocker full constrained language mode
On-prem PKI	Cloud PKI
Regular secured network 802.1x	Zero trust cisco ISE protected 802.1x



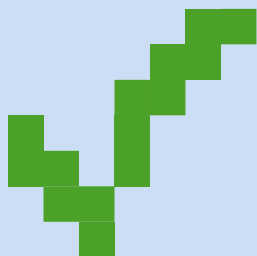
GOALS for transition



UPGRADE PROCESS

Time to complete the upgrade and onboarding to tenant is on average within 120 min

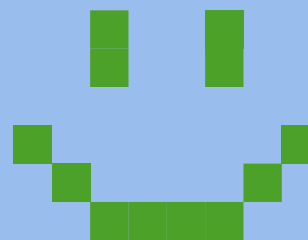
Measure: Time through LogAnalytics
Tool: LogAnalytics



SUCCESS RATE

The user must be able to complete the upgrade without support 95% of the time

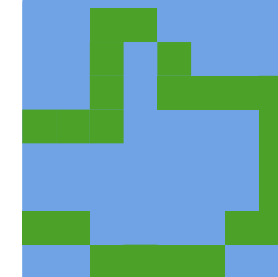
Measure: Tickets & Devices Upgr.
Tool: ServiceNow & LogAnalytics



USER EXPERIENCE

Baseline user satisfaction with the upgrade experience (3 out of 5)

Measure: User Experience Surveys
Tool: Survey & NPS measure



SUPPORT READY

Support documentation have been drafted and knowledge transferred

Measure: Incidents escalated to L3
Tool: ServiceNow



Be aware and choose what fits you

- There are no supported path from hybrid to cloud native without a wipe.
- Either way it will be inconvenient for the end user
- Wipe and load – Pros and cons
- Swap hardware for all users – Pros and cons
- Upgrade the existing OS to Windows 11 and wipe – Pros and cons

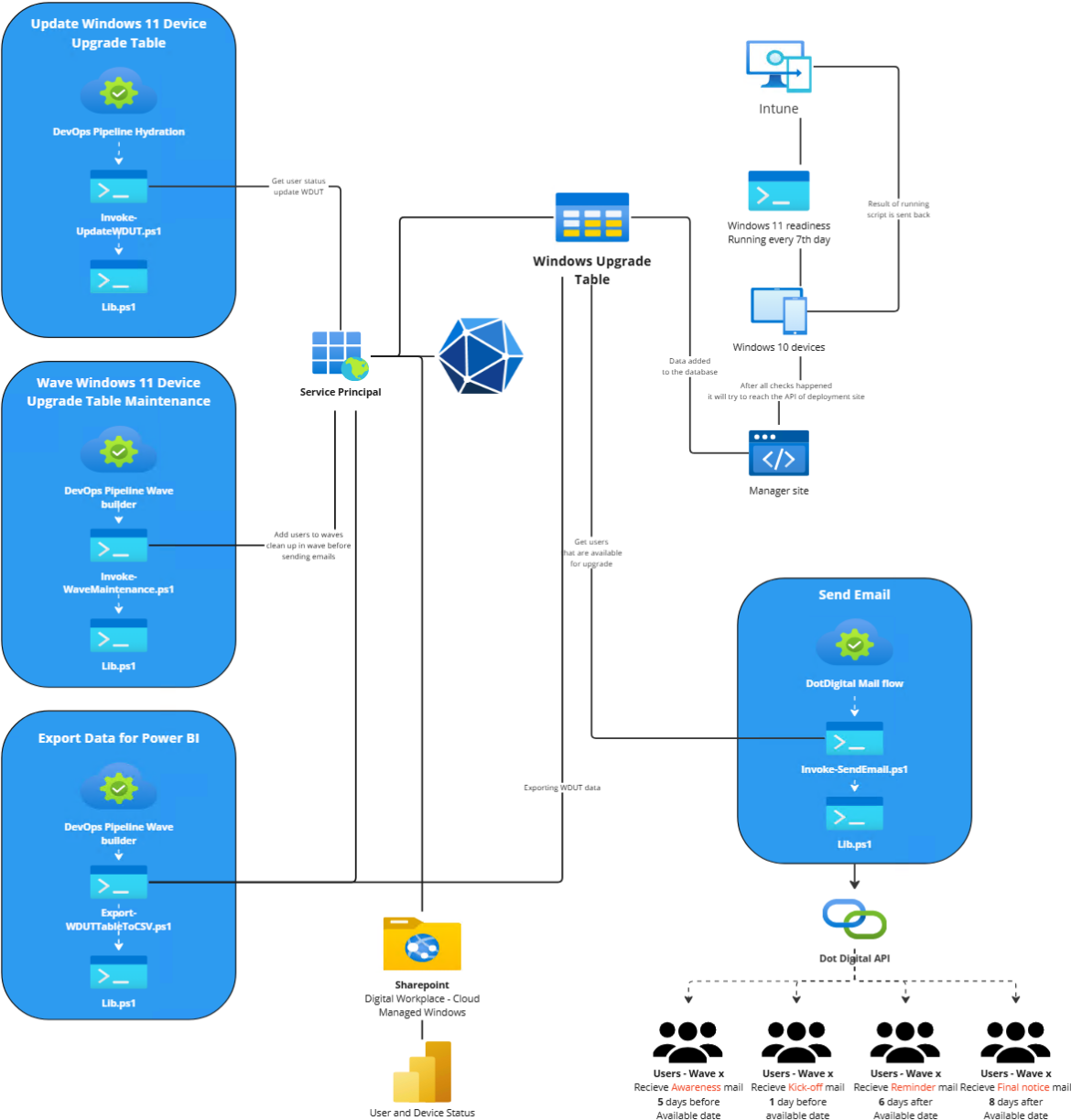
Before going into Automation mode 🧐

- We ensure all the bits and bytes are on the devices before continue
- Pre-caching Windows 11 on users devices before starting to upgrade will save you massive of time
- Deploying an upgrade task sequence to everyone ahead of time
- Deploying an app called "upgrade assistant" – We will look closer at that later.
- Have a mechanism in place to upload all hardware hash to Autopilot.





A masterpiece of information





Database – Azure storage table

- 36 different information is gathered like user capabilities and device capabilities

And/Or

Field

Operator

Type

Value

+ × □

PartitionKey

=

String

partition1

+ × □ And

WaveNumber

=

Int32

3

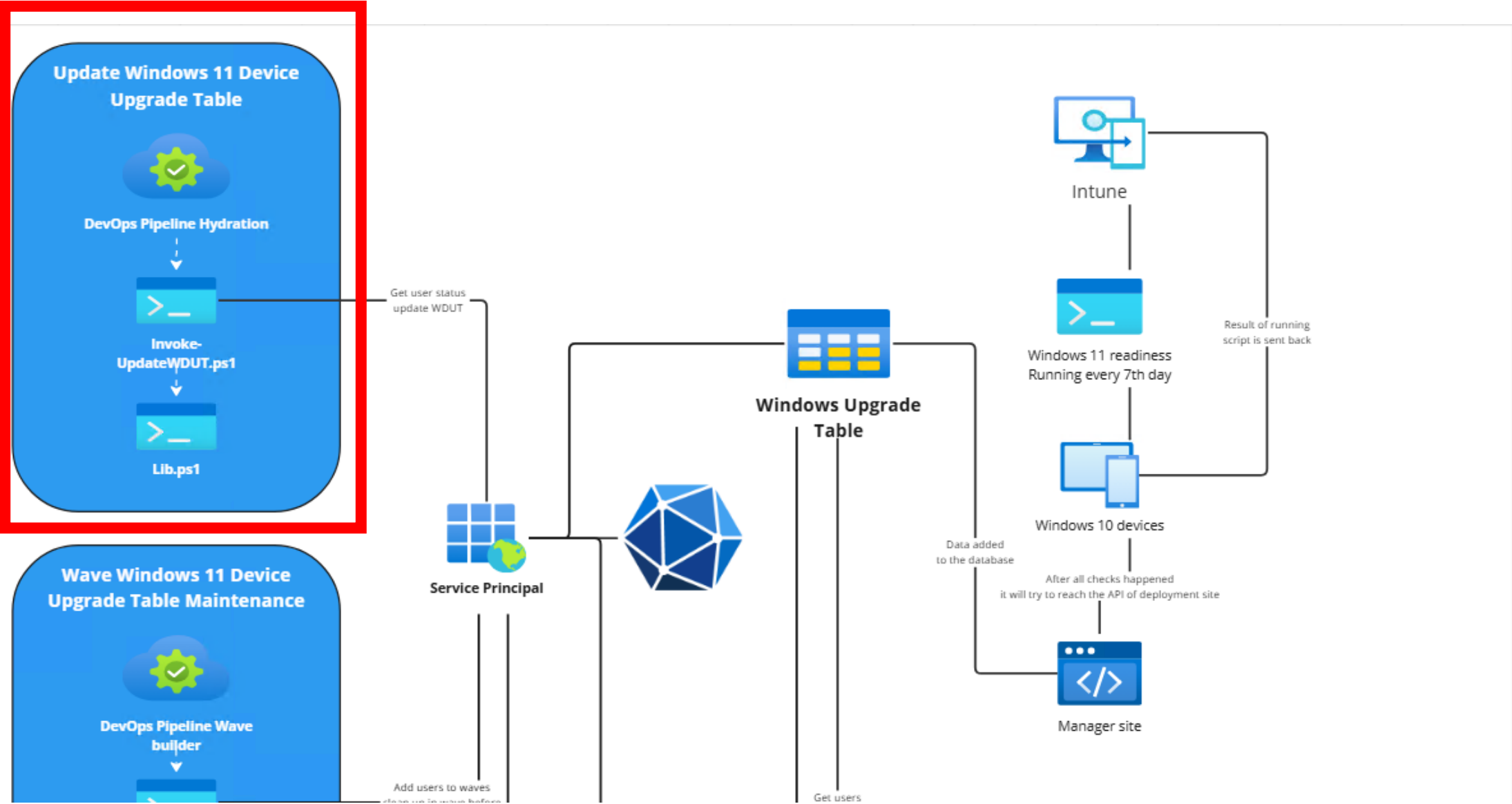
+ Add new clause

> Advanced Options

DeviceName	HardwareReadiness	HardwareReadinessFailure	IntuneDeviceID	LastSyncDateTime	MFAEnabled	ManagerUPN	ManagerUserID	MemberComplianceApp	MemberExcludedDevices	MemberExcludedUsers
	CAPABLE		be9e5a13-e802-42a5-880d-b1ea...	2025-01-27T11:51:41Z	true		25f1ec98-0ecb-4ebc-8edf-0c8cfe...	true	false	false
	CAPABLE		cf06d653-45ee-434b-856b-45aa...	2024-12-17T12:22:12Z	true		036d0b0b-6b4e-42f4-9887-a16d...	true	false	false
	CAPABLE		1f8346ab-41de-40d3-a1d7-5f98...	2025-01-28T15:32:02Z	true		25f1ec98-0ecb-4ebc-8edf-0c8cfe...	true	false	false
	CAPABLE		cd330f44-85b7-48f9-8790-51d56...	2025-01-29T14:33:04Z	true		b67da127-cd3f-412b-9b0c-6d9e...	true	false	false
	CAPABLE		54651184-f3b3-4335-b6ed-f9f1c...	2025-01-29T10:46:40Z	true		0fb0c5e7-11cf-469b-9007-18713...	true	false	false
	CAPABLE		7573cf74-5c3e-4696-b30a-45ca4...	2025-01-29T15:17:08Z	true		ec7caffa-be46-4569-83cc-56e09a...	true	false	false
	CAPABLE		6a121332-f2f9-4fa4-8675-5f4a37...	2024-11-25T17:36:25Z	true		19b6d086-71eb-4a46-aff7-c3534...	true	false	false
	CAPABLE		f241f3fe-c734-4ed8-9d9b-4c655f...	2024-11-22T08:04:31Z	true		cc67d6d3-f4fd-4329-8ac1-a4d7c...	true	false	false
	CAPABLE		70f615fa-07c6-4bb4-8b7c-8ca20...	2024-11-18T07:32:20Z	true		25f1ec98-0ecb-4ebc-8edf-0c8cfe...	true	false	false
	CAPABLE		c7d49e92-6611-4b3a-9c5c-c726...	2025-01-25T16:44:56Z	true		f148a4d4-9b3c-4dd3-a225-7163...	true	false	false
	CAPABLE		c8704f3c-7e67-4439-ba52-da33a...	2025-01-30T02:28:52Z	true		40dd6c75-e0b5-4eef-a296-874c...	true	false	false
	CAPABLE		58ab0f56-0118-42a1-bfb9-8e828...	2024-11-18T03:36:40Z	true		b67da127-cd3f-412b-9b0c-6d9e...	true	false	false
	CAPABLE		23a48d6f-4a45-4e11-9e10-bad0...	2025-01-14T12:18:20Z	true		c56f8a61-2fee-4598-9621-3ac1d...	true	false	false
	CAPABLE		21e434eb-e52f-4138-8534-1ee0...	2025-01-22T15:04:38Z	true		19b6d086-71eb-4a46-aff7-c3534...	true	false	false
	CAPABLE		358f047f-1dd4-4019-b1ef-e42b1...	2024-11-22T09:33:20Z	true		392b0282-2cfd-4b19-b63a-585b...	true	false	false
	CAPABLE		19454993-b56a-47bd-b7e0-e0cd...	2025-01-19T15:03:59Z	true		420f1f33-c0c7-49ac-b7ef-e0b177...	true	false	false
	CAPABLE		853b1983-8b34-4d32-8e17-67aa...	2025-01-20T04:31:21Z	true		a2e8cea5-88fc-478d-a13b-35d12...	true	false	false
	CAPABLE		86beb219-6c5d-446d-9641-53a3...	2025-01-29T20:11:33Z	true		19b6d086-71eb-4a46-aff7-c3534...	true	false	false
	CAPABLE		28299d80-988e-4e41-b190-2522...	2025-01-20T18:37:25Z	true		90cb7101-750a-401c-9ad9-f0bc9...	true	false	false
	CAPABLE		ecbc7bd3-db44-4a60-8cc5-db86...	2025-01-21T00:41:45Z	true		daffd16d-3c21-40d9-9b24-37db...	true	false	false
	CAPABLE		e625881f-1b76-4469-b6e8-dcc7...	2025-01-24T13:53:34Z	true		37f396d1-bcb4-406a-b72a-696b...	true	false	false
	CAPABLE		435b15cc-3249-49b4-8cfa-b6b4...	2025-01-20T08:17:40Z	true		50488e18-7812-4a2c-8439-c897...	true	false	false
	CAPABLE		999bde8c-b32f-45c3-9080-9b5d...	2025-01-28T14:16:17Z	true		2ad2fd0d-e337-4733-b380-3b66...	true	false	false
	CAPABLE		df54833f-0821-432a-96f2-8446e...	2025-01-19T15:25:30Z	true		515cd4de-c1ec-4d44-8dc7-4005...	true	false	false
	CAPARI F		437a6ad0-ch4c-4213-81e6-cde7...	2025-01-27T18:25:11Z	true		c49cf66c-6f9f-4ce3-9aa3-eef069...	true	false	false



Updating database with information





User eligibility

- Does the user have a manager?
- MFA enabled?
- Member of compliance app in workspace ONE?
- User Password Hash enabled?
- User part of a group enabled for joining device to entra?
- User has Zscaler zero trust enabled?
- User has Self service password reset enabled?
- User is Windows Hello for Business capable?
- User is NOT excluded?



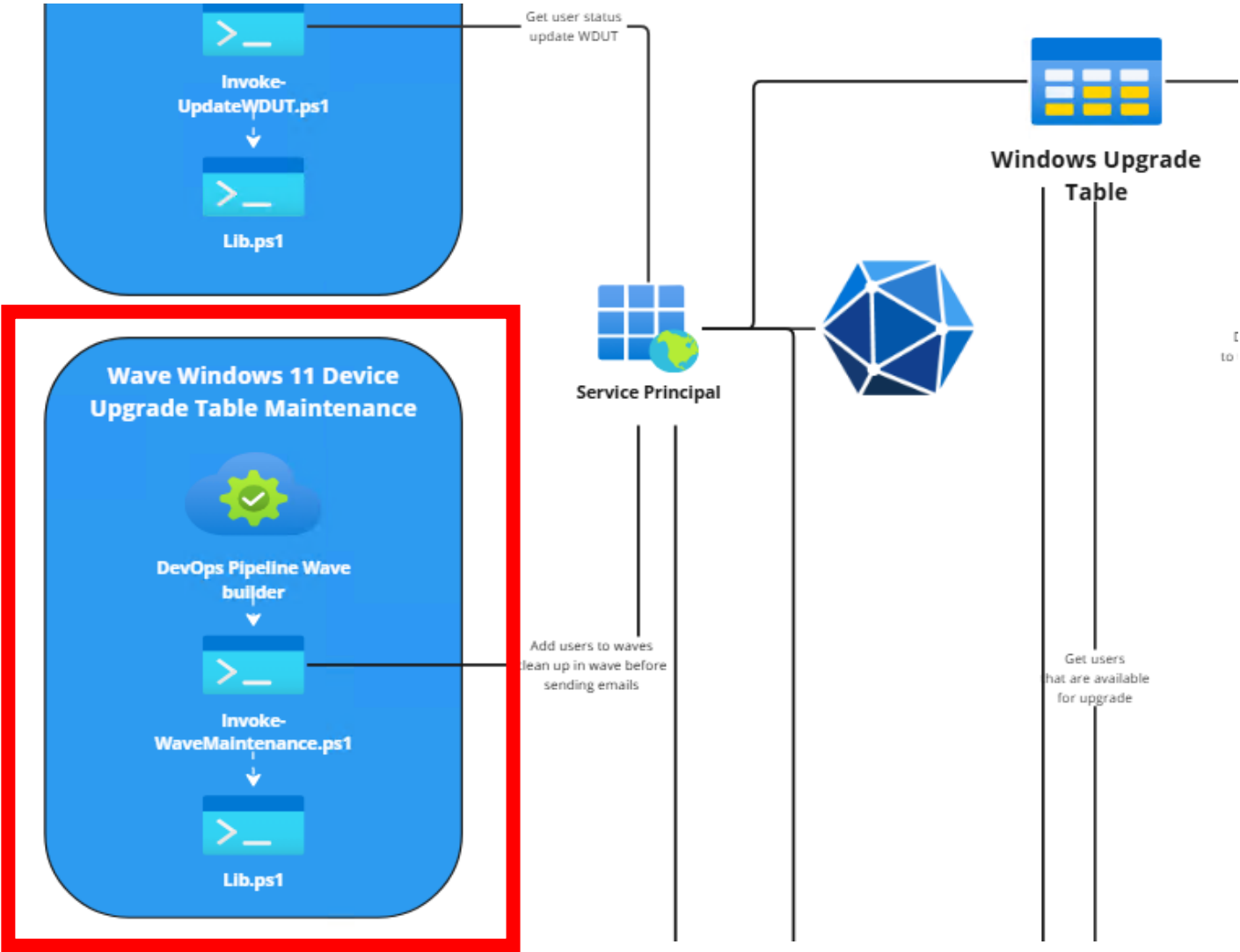


Device capable

- Devices is NOT a Windows 11?
- Freespace 30+GB?
- System RAM minimum 4GB?
- TPM present and enabled in at least version 2.0?
- Secureboot enabled?
- WinRE enabled?
- CPU family supported?
- Device registered in Autopilot?
- Device is NOT excluded?



Wave maintenance





Waves

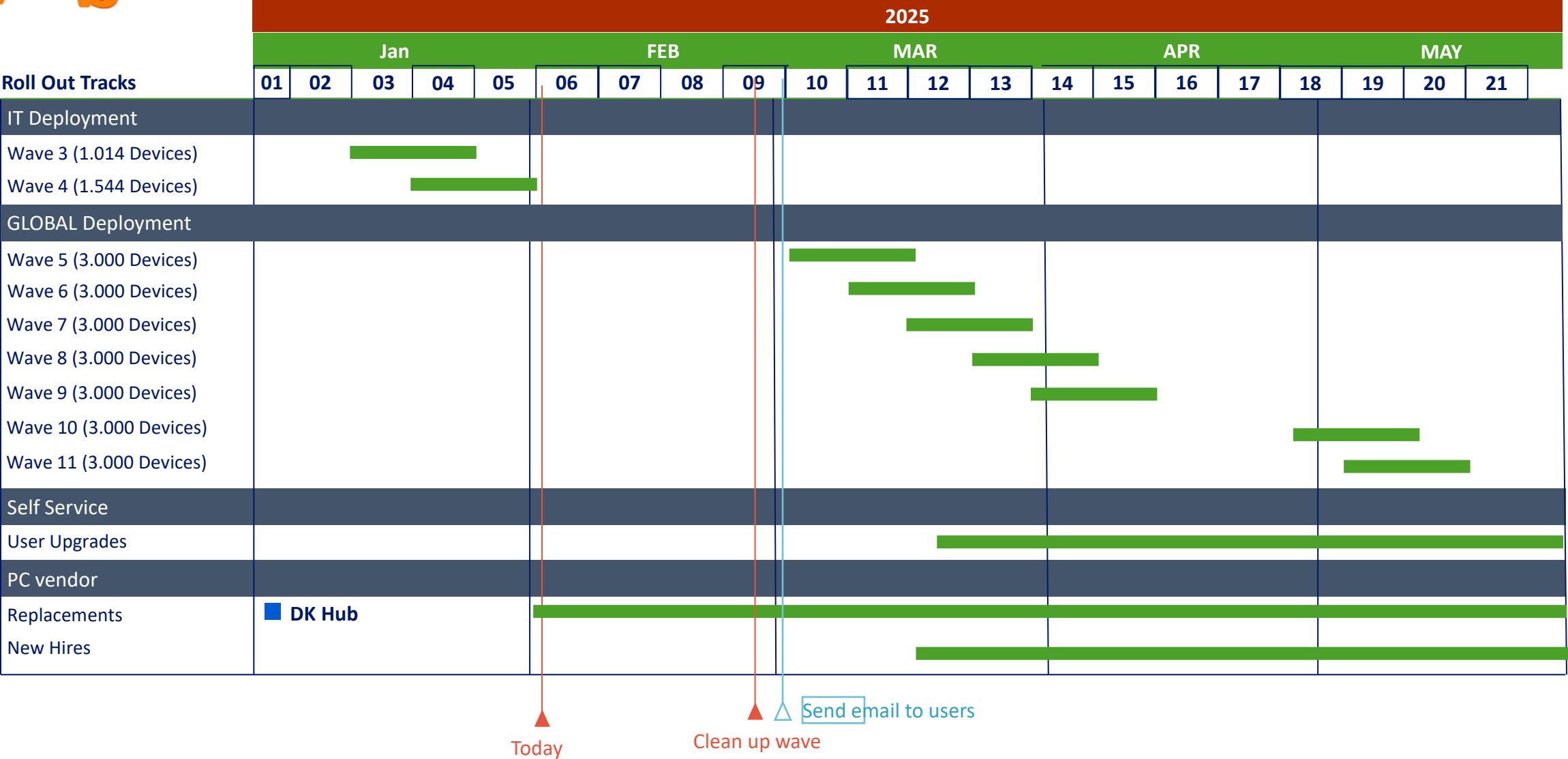
```
VERBOSE: Command [Set-AzContext] succeeded.
[03:31:22:Main]::Running against azr table 'WDUT'
[03:32:10:Main]::Found '96928' devices, calculated '3343' for each wave, and found '127' devices (non-eligible or with missing availability - in the past from '2025-02-10T00:00:00') to move to future waves starting from '2025-03-10T00:00:00' and forward
```

WaveNumber	AvailabilityDate	DeadlineDate	CurrentWaveCount
1	2024-11-18T00:00:00	2024-11-27T00:00:00	0
2	2024-12-09T00:00:00	2024-12-18T00:00:00	187
3	2025-01-20T00:00:00	2025-01-29T00:00:00	897
4	2025-01-27T00:00:00	2025-02-05T00:00:00	492
5	2025-02-03T00:00:00	2025-02-12T00:00:00	0
6	2025-02-10T00:00:00	2025-02-19T00:00:00	0
7	2025-02-17T00:00:00	2025-02-26T00:00:00	0
8	2025-02-24T00:00:00	2025-03-05T00:00:00	0
9	2025-03-03T00:00:00	2025-03-12T00:00:00	347
10	2025-03-10T00:00:00	2025-03-19T00:00:00	2629
11	2025-03-17T00:00:00	2025-03-26T00:00:00	2626
12	2025-03-24T00:00:00	2025-04-02T00:00:00	2626
13	2025-03-31T00:00:00	2025-04-09T00:00:00	2627
14	2025-04-07T00:00:00	2025-04-16T00:00:00	218
15	2025-04-14T00:00:00	2025-04-23T00:00:00	355
16	2025-04-21T00:00:00	2025-04-30T00:00:00	381
17	2025-04-28T00:00:00	2025-05-07T00:00:00	2729
18	2025-05-05T00:00:00	2025-05-14T00:00:00	2627
19	2025-05-12T00:00:00	2025-05-21T00:00:00	3184
20	2025-05-19T00:00:00	2025-05-28T00:00:00	2628
21	2025-05-26T00:00:00	2025-06-04T00:00:00	2628
22	2025-06-02T00:00:00	2025-06-11T00:00:00	2628
23	2025-06-09T00:00:00	2025-06-18T00:00:00	2627
24	2025-06-16T00:00:00	2025-06-25T00:00:00	2626
25	2025-06-23T00:00:00	2025-07-02T00:00:00	2628
26	2025-06-30T00:00:00	2025-07-09T00:00:00	2628
27	2025-07-07T00:00:00	2025-07-16T00:00:00	2626
28	2025-07-14T00:00:00	2025-07-23T00:00:00	2628
29	2025-07-21T00:00:00	2025-07-30T00:00:00	2626
30	2025-07-28T00:00:00	2025-08-06T00:00:00	2629
31	2025-08-04T00:00:00	2025-08-13T00:00:00	2627
32	2025-08-11T00:00:00	2025-08-20T00:00:00	2628
33	2025-08-18T00:00:00	2025-08-27T00:00:00	2628
34	2025-08-25T00:00:00	2025-09-03T00:00:00	2628
35	2025-09-01T00:00:00	2025-09-10T00:00:00	2629

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5	2025-02-03T00:00:00	2025-02-12T00:00:00	0
6	2025-02-10T00:00:00	2025-02-19T00:00:00	0
7	2025-02-17T00:00:00	2025-02-26T00:00:00	0
8	2025-02-24T00:00:00	2025-03-05T00:00:00	0
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10	2025-03-10T00:00:00	2025-03-19T00:00:00	2629
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12	2025-03-24T00:00:00	2025-04-02T00:00:00	2626

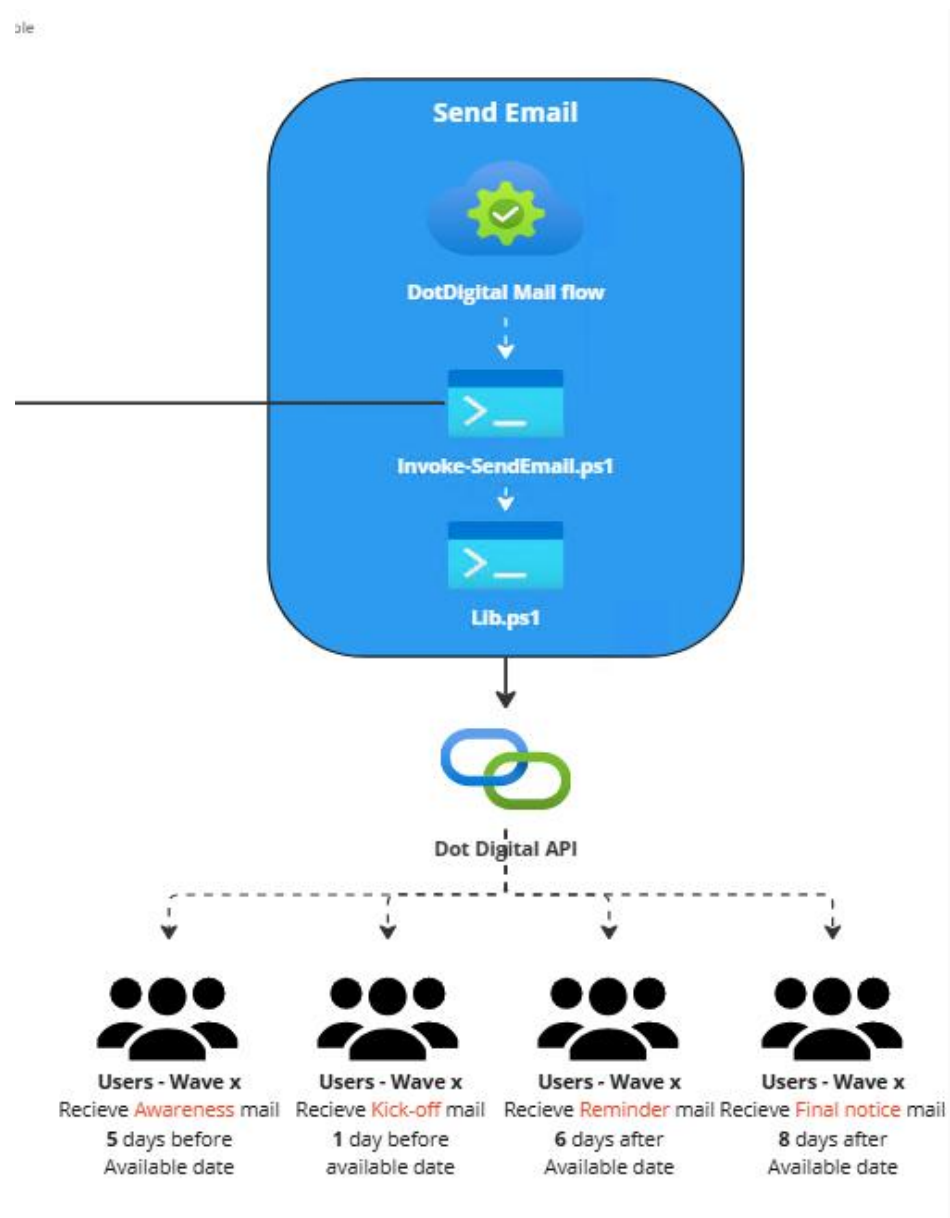


Maintenance and clean waves





Sending email logic





Available wave - Monday morning ~10.30



Windows 11 available

Great news - your PC is ready for Windows 11, and you can upgrade now or schedule it for later. The upgrade will take around 2-3 hours. In the beginning, you can continue to use the PC; later you will have to apply your PC settings. [Access the Upgrade guide.](#)

Be aware that your PC will be completely wiped during the upgrade process, so make sure to save your files, favorites and other local stored content.

You can schedule the upgrade until **21 August 2025**, after which the upgrade will install automatically.

Remind me later

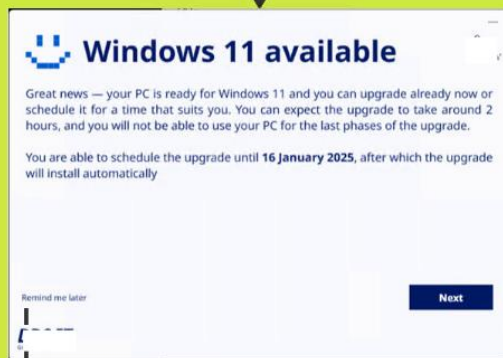
Next



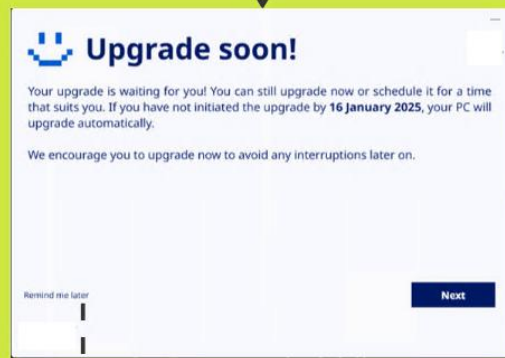
Upgrade experience first layer – end user

Upgrade Assistant First Experience

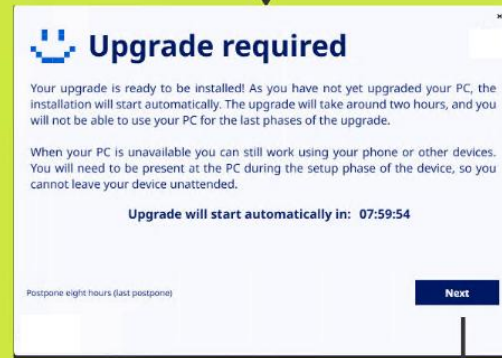
START



Deadline more than 6 days away



Deadline 6 days away



Deadline Date reached and the user has seen the UA on a previous date



Deadline Date reached and it is the first day where the UA has been seen by the user



Upgrade experience second layer – end user

Upgrade Assistant Postponement Experience

Schedule upgrade

You can schedule the upgrade to install, when you are not using your PC. You can schedule the upgrade until **16 January 2025**, after which the upgrade will install automatically.

Schedule the upgrade for: CET

To ensure things go smoothly:

- Keep your PC plugged in.
- Don't turn your PC off or close it.

The upgrade assistant will prompt you at the scheduled time.

Upgrade scheduled

Your upgrade is now scheduled for **13 November 2024 01:00**. The Upgrade Assistant will remind you to start your upgrade at that time.

You can start the upgrade at any time by clicking on the Upgrade Assistant from the start menu.

You will get a choice to postpone
Within the range from available
to deadline.

When the day arrives you will be
asked to upgrade. No further
postponement

Upgrade Assistant checking and preparing Experience

Preparing your PC

We are making sure your PC is ready to go.

Status	Component	Result
✓ Available		The Windows 11 upgrade is available for your device.
✓ Technical reqs		All requirements are fulfilled
✓ Power		Connected to power
✓ Connectivity		Cloud resources available
✓ OneDrive status		OneDrive sync healthy

Your PC is ready, but please note the warnings above.

Upgrade will start automatically in: **14:00**

Upgrading your PC

You can still use your PC, but make sure to save your work often. You will be notified when it is time to restart your PC, which will happen automatically after 15 minutes. During the restart the upgrade will finish, and in this period you will not be able to use your PC. You will need to be present at the PC at various stages of the upgrade process, so don't leave the PC completely unattended.

Remember that you can still use other devices e.g., phone, attend a short meeting, take calls and other kind of work.

☐ This will take a while. You can keep working. ☐ Your files will be in OneDrive

☐ Remember to save your work ☐ Keep your PC plugged-in and turned on



Upgrade experience last layer – end user

Upgrade Assistant failed Experience

Preparing your PC

We are making sure your PC is ready to go.

Status	Component	Result
✖	Available	The Windows 11 upgrade is not available for your device yet. You will receive more information when it is available to you.
✖	Technical reqs	Technical requirements are not met (read more)
✖	Power	Connect to AC power before continuing
✖	Connectivity	Connect to the internet before continuing
⚠	OneDrive status	OneDrive status unknown (read more)
⚠	Pending restart	Restart is required before update can continue

Your PC is not ready for the upgrade. Please resolve the issues above.

[Go back](#)[Restart](#)

Preparing your PC

Technical requirements

User has not completed Security Journey (read more)
Free disk space must be at least 30GB. Clean drive and try again.
Error: TPM, WinRE.

[OK](#)

Preparing your PC

Resolve OneDrive sync problems

We recommend to resolve issues with OneDrive, so you are sure to get all your files with you.

[Continue anyway](#)[Read more on Sharepoint](#)

Oh snap! Something bad happened

Unfortunately an error occurred while trying to start the upgrade. Please try to reboot your device and try again. If the error persists, please contact your local IT support.

Errors:

Invoking WUI failed:

[Copy error message and close window](#)

Preparing your PC

Restart now?

Remember to save your work.

[Remind me later](#)[Restart](#)



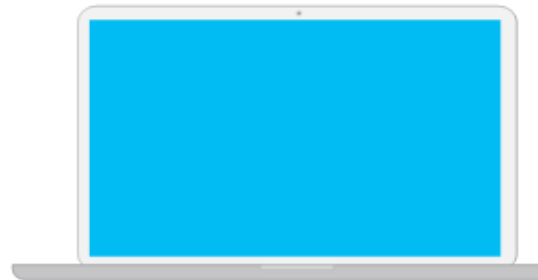
The user process explained

www.wpninjas.eu
#WPNinjaS

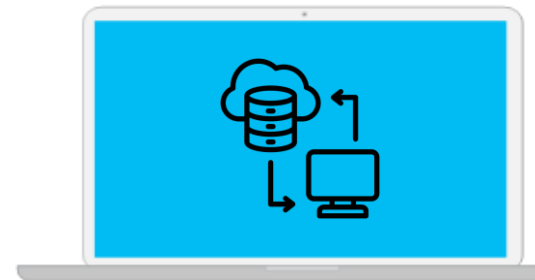
Verify user has MFA,
SSPR, ZPA and password
hash enabled



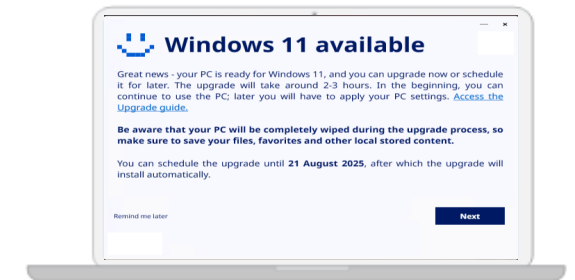
Pre-validate that the
device can upgrade to
Windows 11 and add to
wave



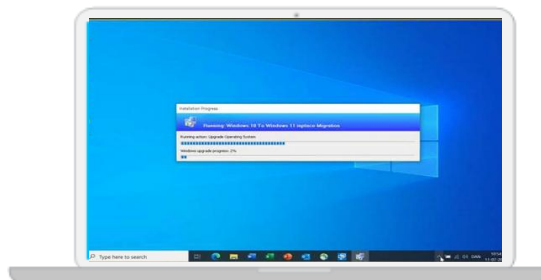
Everything pre loaded
on the device, Windows
11 etc



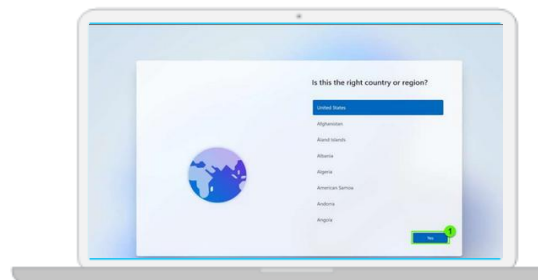
User receive windows 11
shortcut and launch the
process when suited



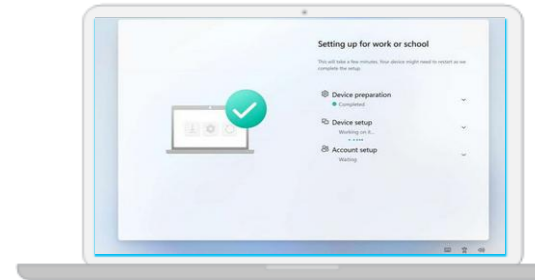
Task Sequence initiated
upgrade with reset at the
end



Windows 11 starts in
OOBE, ready for
provisioning



Device preparation
phase with minimum
apps



Device has been
transitioned to cloud-
native





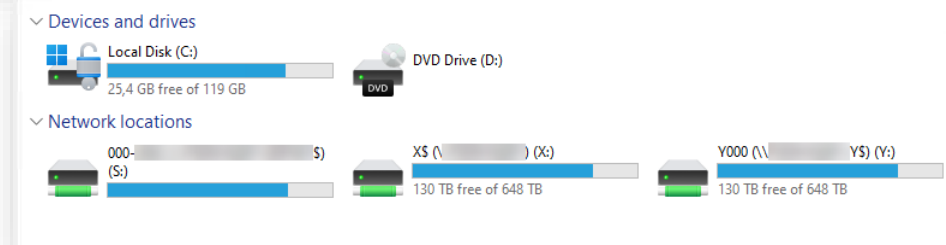
Assign printers or mapped drives

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```
PS C:\Repos> .\AzureFunction.ps1
[AzureFunction.ps1:716]Grabbing Certificate thumbprint
[AzureFunction.ps1:731]UPN set to 
[AzureFunction.ps1:739]Sending function query
[AzureFunction.ps1:746]Response received
[AzureFunction.ps1:752]Setting region
[AzureFunction.ps1:762]Region set to da-DK
[AzureFunction.ps1:861]Adding printer for location code 1017
[AzureFunction.ps1:869]Adding printer FollowMeLP
[AzureFunction.ps1:869]Adding printer FollowMeDKKN
[AzureFunction.ps1:876]Printer FollowMeDKKN added
[AzureFunction.ps1:879]Script complete
```



PartitionKey	RowKey	Timestamp	Printer	Location	Ret
0001	0001	2025-01-07T14:55:39.5874012Z	FollowMeCNTJ	6909	No
0001	0002	2024-11-14T08:34:10.4755299Z	FollowMeBA	1001	No
0001	0003	2024-11-14T08:34:21.3022839Z	FollowMeBACampus	1001	No
0001	0004	2024-11-27T15:01:40.4930999Z	FollowMeLP	1017	No
0001	0005	2024-11-14T08:41:49.6814778Z	FollowMeHJ	1008	No
0001	0006	2024-11-14T08:42:04.1351452Z	FollowMeKA	1002	No
0001	0007	2024-11-14T08:42:22.3336559Z	FollowMeMAA	1012	No
0001	0008	2024-11-14T08:42:37.1221328Z	FollowMeAAL	1020	No
0001	0009	2024-11-14T08:42:46.4797404Z	FollowMeGE	1003	No
0001	0010	2024-11-14T08:42:56.3060784Z	FollowMeHI	1007	No
0001	0011	2024-11-14T08:43:05.0310514Z	FollowMeKV	1014	No
0001	0012	2024-11-14T08:43:15.6499313Z	FollowMeSOE	1013	No
0001	0013	2024-11-14T08:43:24.2070012Z	FollowMeATVA	1301	No
0001	0014	2024-11-14T08:43:33.4356835Z	FollowMeBEBX	10	No
0001	0015	2024-11-14T08:43:41.478052Z	FollowMeCHZH	322B	No
0001	0016	2024-11-14T08:43:49.9251839Z	FollowMeCHZH	1	No
0001	0017	2024-11-14T08:43:58.8600365Z	FollowMeCHZH	322	No
0001	0018	2024-11-14T08:44:06.8764266Z	FollowMeCHZH	322A	No
0001	0019	2024-11-14T08:44:18.1489244Z	FollowMeCHZH	322C	No
0001	0020	2024-11-14T08:44:33.2652167Z	FollowMeCHZH	380	No
0001	0021	2024-11-14T08:44:42.209065Z	FollowMeCSPR	95	No
0001	0022	2024-11-14T08:44:51.0429765Z	FollowMeDEHC	301	No
0001	0023	2024-11-14T08:45:00.016807Z	FollowMeDKCO	1038	No
0001	0024	2024-11-14T08:45:09.6502586Z	FollowMeDKKG	1023	No
0001	0025	2024-11-14T08:45:18.2543018Z	FollowMeDKKN	1023	No
0001	0026	2024-11-14T08:45:42.9460825Z	FollowMeDZBL	5801	No
0001	0027	2024-11-14T08:45:56.1005049Z	FollowMeDZBL	5803	No
0001	0028	2024-11-14T08:46:06.4495448Z	FollowMeEGCA	81	No
0001	0029	2024-11-14T08:46:16.4727763Z	FollowMeESMA	12	No
0001	0030	2024-11-14T08:46:36.0834791Z	FollowMeFIES	9	No
0001	0031	2024-11-14T08:46:45.2332041Z	FollowMeFRBO	59	No
0001	0032	2024-11-14T08:49:24.4950483Z	FollowMeIEDU	24	No
0001	0033	2024-11-14T08:49:33.4518724Z	FollowMeNLAR	14	No
0001	0034	2024-11-14T08:49:43.5800204Z	FollowMeNORU	701	No



Printers & scanners

Add a printer or scanner

Add device

Fax

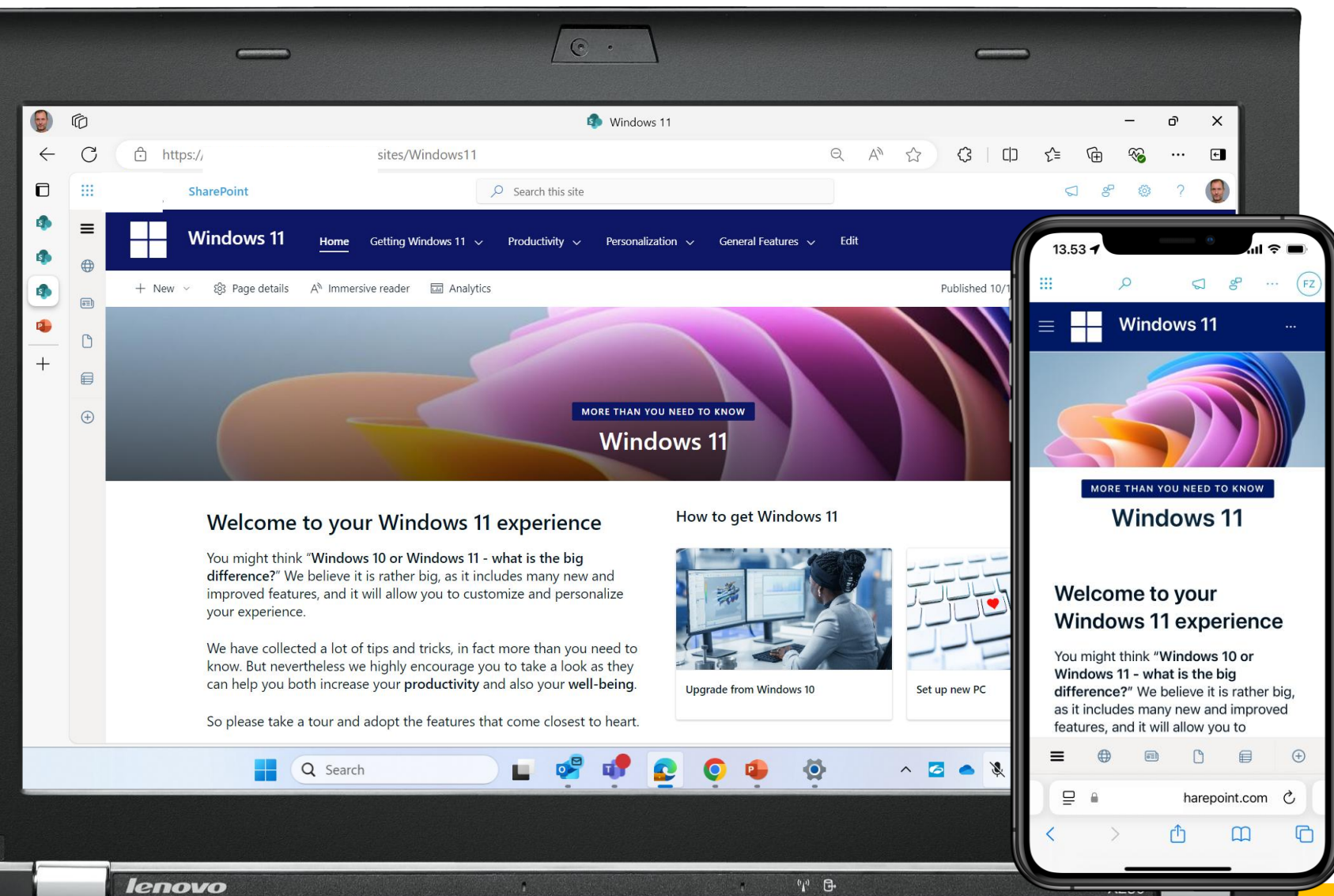
FollowMeDKKN on
PRTDKHQ
Offline

FollowMeLP on PRTDKI
Offline



Importance of adoption

- Windows 11 – More than you need to know site (URL shortcut; Win11/Windows 11)
- Windows 11 Upgrade app for iOS
- Windows 11 Community
- Windows 11 Webinars
 - Upgrade progress explained
 - Get started with Windows 11
 - Windows 11 – All About Files





What is a user is in freeze zone?

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Windows 11 Deferral Requests

Welcome, [User Name]

Use this form to defer one or more of your subordinates' devices from the Windows 11 upgrade.

[Read more](#)

☐ Show excluded devices

Search

	<input type="checkbox"/>	Employee	Device Name	Upgrade Available from	Upgrade Deadline
+	<input type="checkbox"/>			6/23/2025	7/2/2025
+	<input checked="" type="checkbox"/>			7/14/2025	7/23/2025
+	<input type="checkbox"/>			8/4/2025	8/13/2025
+	<input type="checkbox"/>			9/15/2025	9/24/2025
+	<input type="checkbox"/>			9/29/2025	10/8/2025
		Total	5		

Showing 1 to 5 of 5 rows

Offset days: 260

Environment: Production

Defer selected devices



Give the people needed info

Search for User

All

Search for Device

All

Location

All

71374

Users Displayed

96035

Devices Displayed

User and Device Status

- Please use the filters above to find the User or Device you want to check, for more information, use the button on the right to find the data descriptions
- The coloured columns give the overall Device Capability and User Eligibility status, the columns to the right show the details (D=Device, U=User)
- If a user is not eligible because of SecMEMCMWALL, L3 support can add the user to the group

 Explanation on User Eligibility and Device Capability

Device Name	Wave	Upgrade Deadline	Device - Capability	D - Hardware	D - Details	D - Exclusion	D - Excluded Group	D - Model	User - Eligibility	U - Exclusion	U - MFA
LS	16	6/18/2025 12:00:00 AM	DEVICE READY	CAPABLE		false			USER READY	false	true
91	32	10/8/2025 12:00:00 AM	DEVICE NOT READY	NOT CAPABLE	WinRE,	true	Sec-MEM-CMW-Windows11Upgrade-ReplacementPCs-Devices	Precision 5570 - Dell Inc.	USER READY	false	true
348R	31	10/1/2025 12:00:00 AM	DEVICE NOT READY	NOT CAPABLE	SecureBoot,	false			USER READY	false	true
51	14	6/4/2025 12:00:00 AM	DEVICE NOT READY	BLANK		false			USER READY	false	true
36AE	15	6/11/2025 12:00:00 AM	DEVICE READY	CAPABLE		false			USER READY	false	true
25	15	6/11/2025 12:00:00 AM	DEVICE NOT READY	NOT CAPABLE	WinRE,	true	Sec-MEM-CMW-Windows11Upgrade-ReplacementPCs-Devices	Latitude 5320 - Dell Inc.	USER READY	false	true
50B	17	6/25/2025 12:00:00 AM	DEVICE READY	CAPABLE		false			USER READY	false	true
9	36	11/5/2025 12:00:00 AM	DEVICE NOT READY	CAPABLE		true	Sec-MEM-CMW-Windows11Upgrade-ReplacementPCs-Devices	Latitude 5320 - Dell Inc.	USER READY	false	true
6KN	20	7/16/2025 12:00:00 AM	DEVICE READY	CAPABLE		false			USER READY	false	true
32K5	33	10/15/2025 12:00:00 AM	DEVICE READY	CAPABLE		false			USER READY	false	true
179	39	11/26/2025 12:00:00 AM	DEVICE NOT READY	NOT CAPABLE	SecureBoot,	false			USER READY	false	true
33CT	32	10/8/2025 12:00:00 AM	DEVICE READY	CAPABLE		false			USER READY	false	true
MGFD	14	6/4/2025 12:00:00 AM	DEVICE READY	CAPABLE		false			USER READY	false	true
34	28	9/10/2025 12:00:00 AM	DEVICE NOT READY	UNDETERMINE		true	Sec-MEM-CMW-Windows11Upgrade-	Precision 7560 - Dell Inc.	USER READY	false	true



KPI performance

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KPI Dashboard for Windows 11

Filters: Service Offering: Cloud-Managed-Windows; Ticket-type: Incident



Upgrade Process to Windows 11

Select Time Period Upgrade Date

to have comparable results, select the same time period in both filters

19/11/2024

30/01/2025



Total Device Upgrades

1111

Devices Upgraded

Average Upgrade Time

103

Minutes

Target: 120 minutes



Upgrade numbers are dependent on a remediation script to be run once a day, and can therefore show a delay

Support Readiness in Incidents

Select Time Period Incident Created

to have comparable results, select the same time period in both filters

19/11/2024

30/01/2025



Total Incidents Reported

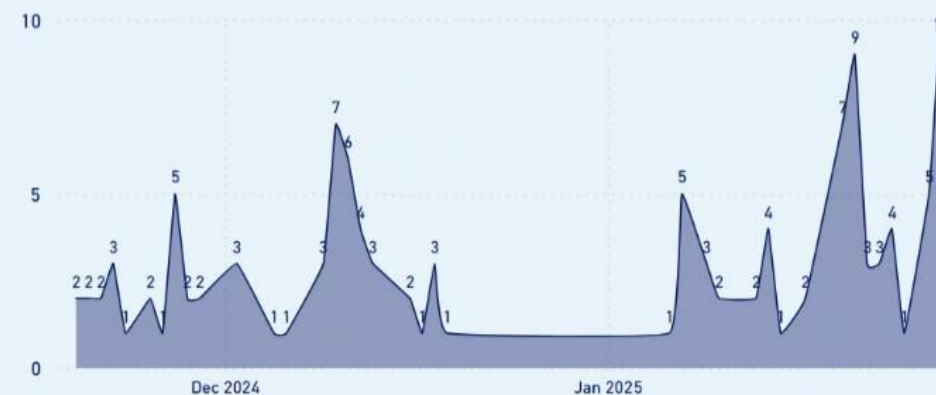
124

in time period selected

Tickets Assigned to L3

63

L3 assigned tickets



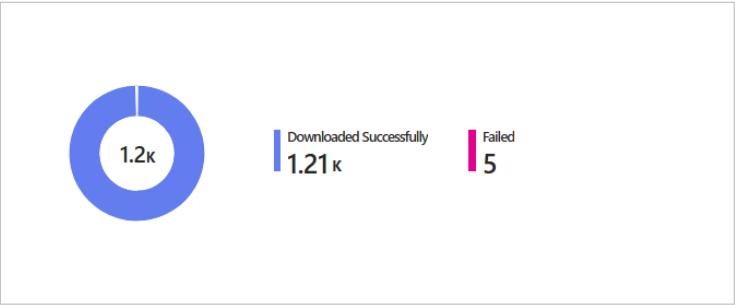


Custom Autopilot measurement

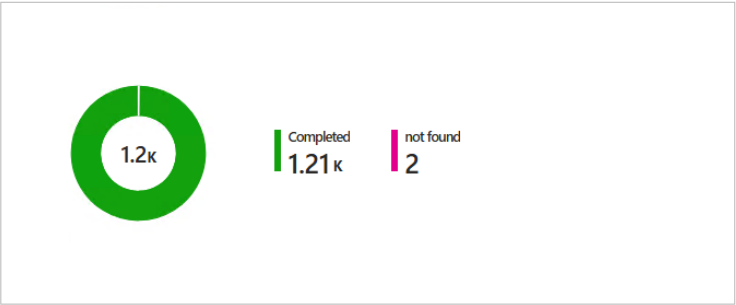
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Time Range: Last 24 hours

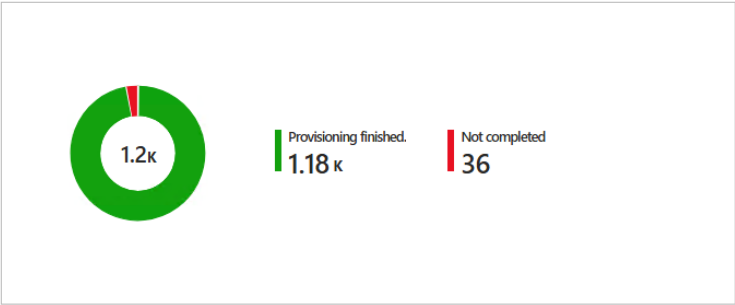
Autopilot JSON Downloaded



Autopilot ESP tracked policies



Autopilot Fully Provisioned



Device details for Autopilot Provisioning

Search																		
DeviceName	↑↓	User enrolled device	↑↓	Autopilot Provision start	↑↓	Autopilot Provision ended	↑↓	Autopilot Provision Total	↑↓	AP profile downloaded	↑↓	AP ESP Status	↑↓	AP Full Provisioning	↑↓	Count ESP apps↑↓	Zscaler Version	↑↓
PF4QTK15								minutes and seconds		Downloaded Successfully		Completed		Not completed		8	Zscaler 4.4.0.324	
PF4S0DQW								minutes and seconds		Downloaded Successfully		Completed		Provisioning finished.		8	Zscaler 4.4.0.324	
TEST-PF4LN48V								Not possible to calculate		Failed		not found		Not completed		8	Zscaler 4.4.0.324	
FLVPZH3								21 minutes and 59 seconds		Downloaded Successfully		Completed		Provisioning finished.		8	Zscaler 4.4.0.324	
PF4PW5DR								32 minutes and 30 seconds		Downloaded Successfully		Completed		Provisioning finished.		8	Zscaler 4.4.0.324	
PF4DHQJ2								32 minutes and 47 seconds		Downloaded Successfully		Completed		Provisioning finished.		8	Zscaler 4.4.0.324	



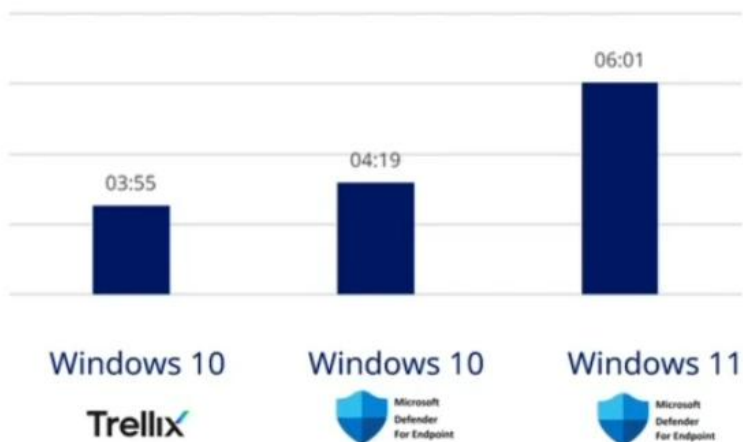
Performance increase

Performance of running Microsoft Defender for Endpoint (MDE) vs. Trellix

Novo Nordisk®



ThinkPad T14 Gen 3



ThinkPad T14 Gen 3

24 minutes increase in battery life in average will be obtained when rolling out MDE as replacement for Trellix on **Windows 10**.

This is most likely due to more effective and less resource intensive background processes of MDE compared to Trellix.

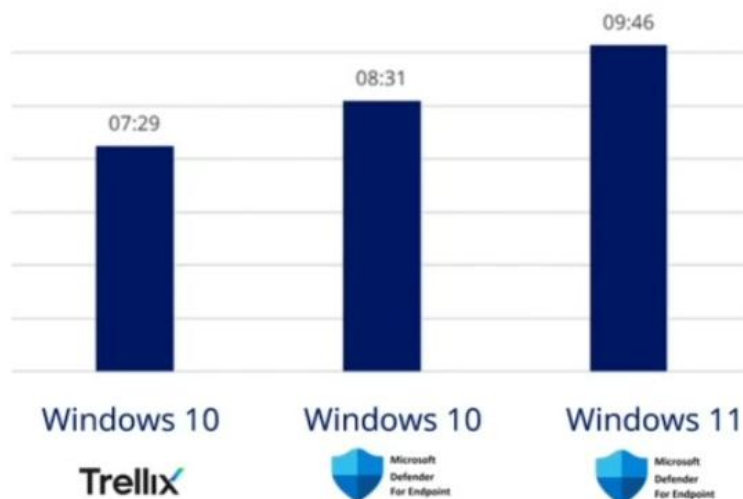
Going to **Windows 11** adds **additionally 01:42 hours!**



Performance increase



ThinkPad X13 Gen5



ThinkPad X13 Gen5

The faster model X13 Gen 5 has better power management and more power-efficient architecture leading to a very high overall battery life. The roll-out of MDE as replacement for Trellix will add a **1 hour and 2 minutes increase** in battery life in average.

Going to **Windows 11** adds **additionally 01:15 hours!**



User feedback

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*All Set to use
Windows 11 -
successfully
upgraded now*



*Everything has been
running smoothly.
Computer feels faster
than before*



*Thanks for a smooth
ride! I upgraded this
morning and everything
works well thus far*



*With Windows 11, my
programs (excel, word,
outlook) are opening
much quicker*

Extra positive fact

Win11 users* scores an average of **6** on PC Performance

"Significant performance upgrade. Boot time is <1 min from power on to first app opened (Teams)."

- User from Denmark

"Windows 11 Login Time is much quicker than Windows 10."

- User from Australia



*(n=17)



Thank You

