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Sent: 20 February 2025 17:44
To: [REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED]
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Division) <[REDACTED]>; [REDACTED] (ECWL - Education - Schools Digital
Services Division) <[REDACTED]>
Subject: RE: Hwb Migration Plan

Hi [REDACTED],

Thank you for sharing the detailed plan for Hwb adoption and rollout across your schools. We have discussed internally and recognise the considerable efforts being made by Cardiff to adopt a Hwb 1st approach across your schools. especially considering the scale and complexity of your school landscape.

As you have outlined, a migration journey is not without its challenges, although there are several working solutions which have already been implemented in other local authorities that will resolve some of the issues highlighted. As discussed earlier, we can arrange a technical workshop where we can work together to address the specific challenges you're encountering with Intune, MFD devices, scope tags, iPad app migrations, and other concerns. We have briefly discussed internally and are confident we can find solutions that will mitigate many of the issues and barriers highlighted.

Although we are happy with the timeline in principle, this is on the understanding that migration activity starts sooner rather than later. Therefore, resolving the funding dependency is something we are keen for you to resolve. If necessary, I'd be happy to support by escalating this internally and arranging a discussion with our EdTech Strategy Service Owner (Deb), to further highlight the Welsh Government's investment in the Hwb Programme, ongoing activity with Hwb licensing agreements, and the financial implications on Welsh Government if the programme isn't fully embraced across Cardiff. Once you've had a chance to have those internal

discussions, please let me know if you can provide reassurance that the funding dependency has been resolved, or if you'd prefer to arrange a conversation to help emphasise the importance of a firm commitment.

In the meantime, I'll review our calendars and suggest some available times for the initial technical workshop so that we can start addressing the existing challenges. If there's anything else we can do to support you in the interim, please don't hesitate to reach out.

Thanks

[REDACTED]

From: [REDACTED] >
Sent: 18 February 2025 17:33
To: [REDACTED] (ECWL - Education - Schools Digital Services Division)
<[REDACTED]>
Cc: [REDACTED] >; [REDACTED]
<[REDACTED]>; [REDACTED]
<[REDACTED]>
Subject: Hwb Migration Plan
Importance: High

Hi [REDACTED]

Please find below our roll out plan for full Hwb migration.

Firstly, there are a few caveats:

1. We don't currently have the capacity to deliver this plan without finding additional resources which we will need to build in to our internal financial model. We would estimate this cost around £250K for the project.

2. Will need to assess the capacity of schools to engage as we go through the process and amend the plan in light of delivery experience.
3. We will need the issues already noted below to be mitigated **before** we can start this new rollout plan. In addition, any further issues identified with the Intune platform could add delay to the delivery of this plan.

Roll Out Plan for Hwb Intune Migration

Main Aims / Scope

- Initial focus to migrate all primary and special schools (110 schools) as they are fully Cardiff managed.
- Secondary schools as part of the “full” Cardiff managed service will follow, with the remaining secondary schools addressed on a case by case basis.
- Migrate all Windows device management to Intune.
- Migrate all iPad management to Intune.
- Migrate all data to OneDrive / SharePoint.
- Make Hwb email the primary mail service for schools (and use Domain Masking where possible).

Target Timeline

- The overall target will be to migrate four schools per month.
- The majority of the work will need to be carried out during term time as staff will be requiring the use of their devices during holiday periods. All devices will need

to be fully rebuilt / factory reset in order to migrate to Intune management. There will also need to be handover sessions so staff understand how to use the new environment.

- We expect to complete the project within two and half years of commencement.

Challenges that Need Mitigating / Considering

Whilst Cardiff have migrated three schools fully to Intune, some challenges have become apparent. These will need to be addressed before any further rollout can continue:

- Current circuit bandwidth limitation – the majority of primary schools in Cardiff have 100Mbit/s circuits and are struggling to cope with current traffic demands. Migrating to full Intune management and cloud storage will increase demands on bandwidth significantly both during migration and in day to day use. During migration, bandwidth limitation could extend timescales depending on the number of devices per school being migrated and the complexity of configurations, applications and volume of data.
- Most circuits will therefore need to be upgraded. This could further add to the timescales as well as the cost. It is also not clear if the PSBA is currently scaled to cope with the demand from all Cardiff schools if bandwidth was increased to circa 300Mbit/s for all primary schools, or, in some cases 500Mbit/s. **Perhaps you could confirm if there are any implications here?**
- There are currently a number of issues that have been raised within the Hwb Intune platform that have previously been noted, however these will need remediating before further rollout:
 - Currently, MFD devices (of which there are several makes and models) cannot scan securely. We are in the process of progressing the Ricoh devices, however we know several other vendors are in use.
 - There is a known limitation in the number of “scope tags” within Intune which cannot currently exceed 100. These scope tags are used to identify individual schools. As Cardiff will be migrating over 100 schools, this issue needs to be addressed before any significant rollout commences in case

any remediation work is required to accommodate the required changes to allow for over 100 schools to be enrolled.

- Paid iPad apps cannot currently be migrated to Hwb Intune. This needs to be resolved as neither the school nor the local authority can afford to rebuy thousands of pounds worth of apps. In addition there are ongoing issues with adding credit to ASM for Hwb Intune which will also need resolving in order to purchase future apps.
- Currently it is not possible for Teaching Assistants to be added to be added to Apple Classroom.

Defender

As you know, we have attempted to show commitment to migration by utilising Hwb's Defender End Point Security platform, however we have been advised that this is not technically licensed in our current deployment. If this cannot be resolved in the interim, we may need to roll back the Defender onboarding and deploy a third party End Point Protection solution, adding to the cost, as well as undermining confidence with schools in the Hwb platform.

We did find this note from Microsoft about Intune licensing – which may give a steer on this – so it would be useful to understand the next steps for Defender.

Review license usage

The license usage report is estimated based on sign-in activities on the device. Defender for Endpoint Plan 2 licenses are per user, and each user can have up to five concurrent, onboarded devices. To learn more about license terms, see [Microsoft Licensing](#).

To reduce management overhead, there's no requirement for device-to-user mapping and assignment. Instead, the license report provides a utilization estimation that is calculated based on device usage seen across your organization. It might take up to one day for your usage report to reflect the active usage of your devices.

Should you need any further information or wish to discuss anything further, please don't hesitate to get in touch.

Kind regards



**Rheolwr Gweithredol, Gwansanaethau TGCh / Operational Manager, ICT Services
Cyngor Caerdydd / Cardiff Council**

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Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech

ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhowch wybod i'r anfonydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.
