Audit of the key ICT project Workplace systems 2020
Federal IT Steering Unit

Key facts

The Workstation systems 2020 programme is designed to migrate over 44,000 federal workstation systems to Microsoft Windows 10. After its implementation, the production platforms of the Federal Office of Information Technology, the Armed Forces Command Support Organisation and the Federal Department of Foreign Affairs IT service providers will also be harmonised. For example, user provisioning processes are to be automated in order to save costs.

The audit focus of the Swiss Federal Audit Office (SFAO) covered project progress, risk management, dealing with exceptions and potential savings. Implementation to date has been successful. The programme remains financially below budget, and the migration was completed shortly after completion of the audit work at the end of March 2019.

Migration has been successful, but forthcoming projects to harmonise the production platforms are showing delays

The programme originally had a financial volume of CHF 89 million, but around CHF 8 million of the total credit will not be used. With a few exceptions, the technical migration of users within the Federal Administration has been completed.

The challenge remains the complete replacement of the Windows 7 infrastructure, as this has to be operated in parallel until the migration of the last client with corresponding cost consequences.

Risks exist above all in the next stage of the projects to harmonise the production platforms. Delays of several months have occurred, mainly for resource and complexity reasons, so that the planned programme completion deadline is proving challenging. On the other hand, achieving the savings targets of Workstation systems 2020 depends on the successful implementation of these projects.

Exceptions to uniformly delivered basic configuration are unavoidable

Delivery to the ICT service providers takes place centrally as a uniform basic system configuration. The service providers then make adjustments, where unavoidable, for conceptual reasons and depending on individual specialist applications.

The aim is to remove existing exceptions to the defined basic ICT protection by the end of the 2020 programme. If these cannot be removed by this time, requests for exceptions must be made. In order to ensure that this requirement is met, the Federal IT Steering Unit should be notified of their timely removal.

The costs of longer-term exemptions, which require the operation of obsolete operating systems, must be borne by the service recipients.

Increased security

The level of security has been increased with the new system and through more consistent use of tools such as AppLocker, which block unauthorised software. Existing local administrator rights on the clients are to be removed as quickly as possible.

Original text in German