



# Tech Alert

from the Customer Delivery Division  
"Your Gateway to OTech Services"

## TA 14-19: Microsoft Windows 2003 Server--End of Support

**ATTENTION:** Windows 2003 Customers

**ACTION REQUESTED:** Evaluate Computing Environment and Formulate Remediation Plan

**DUE DATE:** November 14, 2014

### Background:

On July 14, 2015, Microsoft will end support for Windows Server 2003 and 2003 R2 operating systems (O/S). Security updates (patches) and problem resolution will no longer be available from Microsoft.

### Overview:

Customers utilizing these O/S versions past July 14, 2015 will put their OTech hosted computing environment at risk. Customers should immediately evaluate their computing environments and formulate plans to either discontinue their server platform, or refresh the operating system with a newer, supported version.

### Options:

Customers have the following options:

1. Refresh Windows 2003 O/S to a currently supported version - Windows 2008 or 2012.
2. If the customer is unable to upgrade to a supported version of Windows, enrollment in a Custom Support Agreement with Microsoft is strongly recommended. Based on previous similar experiences, the best estimates for enrollment costs can range from \$300,000 to \$2M, depending on the server environment, with an additional \$40,000 for each patch.

Customers unable to implement these options should plan, in conjunction with their agency ISO, to engage OTech's Security Management Branch to develop a strategy for mitigating the impending risk.

### When:

Customers should implement one of the above two options by July 14, 2015.

### Requested Action:

Customers should immediately evaluate their computing environments to formulate a plan of action, and inform their OTech Account Lead of the department's remediation plan.

**Due Date:**

Finalize and communicate remediation plans, to your Account Lead, no later than November 14, 2014.

**Contact:**

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5390.

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