

Enclosure: 202400422097

From: [Redacted - Section 38(1)(b)] @cosla.gov.uk>

Sent: Wednesday, July 10, 2024 4:56 PM

To: [Redacted - Section 38(1)(b)] @gov.scot>

Cc: [Redacted - Section 38(1)(b)] @gov.scot>; [Redacted - Section 38(1)(b)] @gov.scot>

Subject: RE: Changes to Microsoft licensing - Glow - 10th July 2024

Hi [Redacted - Section 38(1)(b)]

Thanks for this. We have shared with colleagues in ADES and LGDO, and have asked for their views so may be back in touch.

We provided a holding line to the media saying we are aware of the issue and continuing to work with partners.

Thanks,

[Redacted - Section 38(1)(b)]

From: [Redacted - Section 38(1)(b)] @gov.scot

Sent: Wednesday, July 10, 2024 3:46 PM

To: [Redacted - Section 38(1)(b)] @cosla.gov.uk>

Cc: [Redacted - Section 38(1)(b)] @gov.scot; [Redacted - Section 38(1)(b)] @gov.scot

Subject: Changes to Microsoft licensing - Glow - 10th July 2024

Hi [Redacted - Section 38(1)(b)]

Following on from our call.

Microsoft announced global changes to A1 licenses in August 2023. One of these changes will mean that all customers on this licence type (not just those within Glow) will no longer be able to download the desktop versions of Microsoft apps onto home or personal devices. We notified our local authority Glow Key Contacts at the time of this announcement and, since that time, have provided further communication on the issue via email and regular monthly meetings on a number of occasions. However, it appears that some councils haven't assessed the impact in their areas until very recently.

In effect, this change means that only web versions of Microsoft products can be used after 1 August 2024 – web versions require users to be online. As we currently understand it, the impact within schools will be confined to a small number of local authorities (3 at last count) as most councils do not rely on this free provision for classroom delivery. There are a few very specific functions of the desktop apps which relate to Business IT and Computing (such as macros) which are not currently possible on the web versions. In councils where local licenses have not been purchased to support classroom delivery, the use of these particular features will be impacted. However, general use across other subjects is unlikely to be impacted.

Learners accessing Microsoft products at home via Glow will be impacted if they do not have connectivity – these products will now only be usable when a device is connected to the internet. Councils may already have made local provision for learners without connectivity at home (this is potentially more likely in authorities who have carried out device rollouts), but we don't hold data centrally on this to understand the scale of the potential impact. Our £10m for digital inclusion will help to support this challenge by providing funding for devices and connectivity to disadvantaged families with children who are currently experiencing digital exclusion.

We wrote to all councils on 3rd July asking for detailed information on the impact in their areas and any mitigating actions they have identified or put in place (which will vary depending on how they make use of these products and how they have decided to deploy technology locally). We have had 12 responses so far, the majority of which do not detail any significant impact to the delivery teaching and learning.

I've included our response to the media enquiry below.

Let me know if you have any questions.

[Redacted - Section 38(1)(b)]

FOR INFO RESPONSE

The Scottish Government's contractual arrangement with Microsoft means Glow users will have the benefit of the A1 license until September 2027. We are working to determine the future shape of national digital services.

Issued Lines

"The loss of free Microsoft Office downloads is the result of an enforced change by Microsoft, announced in August last year. Since then, Education Scotland has been engaging closely with local authorities.

"The Scottish Government will invest £10 million this year for the provision of devices and connectivity to support digital inclusion for low income families struggling with the cost of living."

[Redacted - Section 38(1)(b)]

Team Leader | Digital Learning Unit | Learning Directorate | Scottish Government |