



HM Courts & Tribunals Service

To: Senior President of Tribunals

From: Lynda Woodford, Head of Judicial and RCJG Digital and Technology

Date: 10 November 2024

IT Provision and Support for fee paid judicial office holders

- 1) This briefing is aimed at addressing a question raised by the Forum of Tribunal Organisations:

“Whilst it is understood that this is ultimately an HMCTS matter concerns have been expressed about the Window 10 End of Life on 14 October 2025 and what support there will be for fee-paid judges and members. I understand that any Windows 10 device must be replaced or (if compatible) upgraded to Windows 11 by 14 October. As virtually all fee-paid judges and members use a laptop for judicial work, they are likely to require technical support and are seeking reassurance that this will be made available. Associations would also like to enquire about the possibility of financial support or corporate discounts for the new equipment.”

IT Provision

- 2) HMCTS provides every Judicial Office Holder (“JOH”) with a Microsoft 365 licence to enable access through any device to secure HMCTS and Judicial services. All fee paid judiciary, including tribunal members will receive a licence that allows access to Online Microsoft 365 applications and full access to the eJudiciary service.
- 3) HMCTS provides a shared device solution (predominantly laptops) which should be available at all HMCTS locations, for use when attending an HMCTS location. These laptops are not available for use outside of an HMCTS location.
- 4) Aside from providing, on request, access to a shared device when a JOH attended an HMCTS location, HMCTS does not provide personal laptops or any other device to fee paid JOHs. There is an expectation that these users will either use a shared device, or else will use their own personal device to access HMCTS and judicial services. This applies to all fee paid JOHs across all courts and tribunals. It therefore includes Magistrates, Deputy District Judges, Recorders, Deputy High Court Judges, fee paid tribunal judges, and judges who sit in retirement. There has never been a policy of providing personal laptops or other devices to fee paid judges, and there has never been the budget available for such provision.
- 5) Assistive technology provision is managed under a defined HR process for all JOHs.

IT Support

- 6) HMCTS provides support for all JOHs (both fee paid and salaried) for use of HMCTS and Judicial services, including eJudiciary, Microsoft 365 and case management systems.
- 7) HMCTS provides full device support for salaried JOHs and for the shared devices solutions across HMCTS locations. HMCTS does not provide IT support for personal laptops or devices, but it will

use its best endeavours to provide advice and guidance on device security and how to access HMCTS and judicial services.

Impact of Windows 11

- 8) Microsoft are withdrawing support for Windows 10 22H2 on 14 October 2025. It should be noted that previous versions of Windows 10 are already no longer supported.
 - a. Windows 10 21H2 ceased on 23 June 2023
 - b. Windows 10 20H2 ceased on 9 May 2023Cessation of support means that no security patches or software updates will be applied to any device using these versions of the operating software.
- 9) HMCTS are in the process of ensuring that all shared devices are upgraded prior to 14 October 2025 to maintain security of provisioned services.
- 10) HMCTS is unable to offer direct support to users to upgrade their own devices, but we can signpost users to the appropriate [Microsoft guidance](#).

Financial Support and Corporate Discounts

- 11) HMCTS does not offer financial support to fee paid judicial office holders in either provision or maintenance of devices. The current funding model for IT provision for the judiciary does not make allowances for this.
- 12) HMCTS is unable to make an agreement with manufacturers or suppliers in relation to corporate discounts for laptops for personal use by the judiciary and is unable to recommend makes and models.
- 13) As eJudiciary users, JOHs are able to take advantage of the [Microsoft Discount Program](#) which offers reduced pricing for Microsoft 365 subscriptions, enabling full use of Office client software to complement the licence provided by HMCTS in addition to access to personal accounts.