Presentation to NHS-HE Forum

The Scotland Wide Area Network (SWAN)

Edinburgh 8th October 2015

National Information Systems Group,
NHS National Services Scotland

Topics

- Background
- Who has joined SWAN
- Contract Structure & Governance
- SWAN Services
- HE opportunities?
- NHS Non SWAN programmes

What is SWAN?

- Scottish Wide Area Network
- Scotland PSN but with two tier security approach
- Enables secure sharing of information between Public Sector Organisations
- Is a Contract that is available to all Public Sector entities in Scotland
- Delivered by Capita

Progress

- 43 Organisations have now joined SWAN
- Over 3000 sites live
- Roll-out slower than expected
- Service issues between October 14 and June 15.
  - Independent Audit
  - Service Improvement plan (SIP)
  - Major incidents significantly reduce
- Value added services (VAS)
  - Development delayed due to Service and roll-out issues
  - However Managed LAN now available and more to follow in the next year

Who has joined SWAN?

- NHS Scotland
  - all 22 NHS Boards
- Local Authorities (14)
  - Argyll & Bute Council - Highlands Council
  - Orkney Islands Council – Moray Council
  - The Highlands Council
  - Comhairle nan Eilean Siar
  - Dumfries & Galloway Council
  - Scottish Borders Council
  - West Lothian Council - East Renfrewshire Council
  - Inverclyde Council - Aberdeen City Council
  - North Lanarkshire Council
- Education
  - Education Scotland - Interconnect 2.0
  - University of Highland and Islands
- Others
  - Skills development Scotland
  - Historic Scotland
  - SEPA
  - Scottish Natural Heritage
- Scottish Government

Progress to Date

No.	Customer	Circuits to be Delivered	Circuits Delivered	Start Date	End Date	RAG	Current Re-Forecast End Date
	SWAN Progress to Date as at 16/09/2015						
1	NHS	3029	2950	Sep '14	Mar '15	R	Dec '15
2	Edication Scotland	51	46	Oct '14	Dec '14	R	Nov '15
3	Parthfinder South	376	200	Dec '14	May '15	R	Jun '16
4	Pathfinder North	690	0	Nov '15	Sep '16	G	
5	West Lothian Council	182	72	Apr '15	Nov '15	A	
6	Skills Development Scotland	82	3	Oct' 14	Nov '15	A	
7	East Renfrewshire Council	58	0	Oct '15	Nov '15	G	
8	SEPA	24	0	Sep '15	Jan '16	G	
9	Historic Scotland	174	0	Sep '15	Feb '16	G	
10	Scottish Natural Heritage	28	0	Dec '15	Mar '16	G	
11	Inverclyude Council	68	0	Dec '15	Apr '16	G	
12	University of the Highlands & Islands	39	0	Jan '16	Dec '16	G	
13	Abderdeen City Council	184	0	Nov '15	Oct '16	G	
Sub-Total		4985	3271				
14	North Lanarkshire Council	240	0	Jan '16	May '16	N/A	
15	Scottish Government	134	0	Nov '15	Apr '16	N/A	
TOTAL		5359	3271				

Pathfinder North = Highland, Argyll & Bute, Moray, Orkney and Western Isles Councils

Pathfinder South = Dumfries and Galloway and Scottish Borders Councils

Further Engagements

- A further 41 organisations are currently engaging with SWAN

South Lanarkshire Council	ACCESS / Glasgow City Council
Angus Council	Fife Council
East Ayrshire Council	Aberdeenshire Council
Perth & Kinross Council	North Ayrshire Council
West Dunbartonshire Council	East Lothian Council
East Dunbartonshire Council	Midlothian Council
Falkirk Council	Shetland Council
Loch Lomond & Trossachs National Park	Cairngorms National Park

- Only 6 Organisations have so far declined to join SWAN, includes:
  - City of Edinburgh Council
  - Renfrewshire Council

Contract Overview

Framework Agreement

Membership Agreement

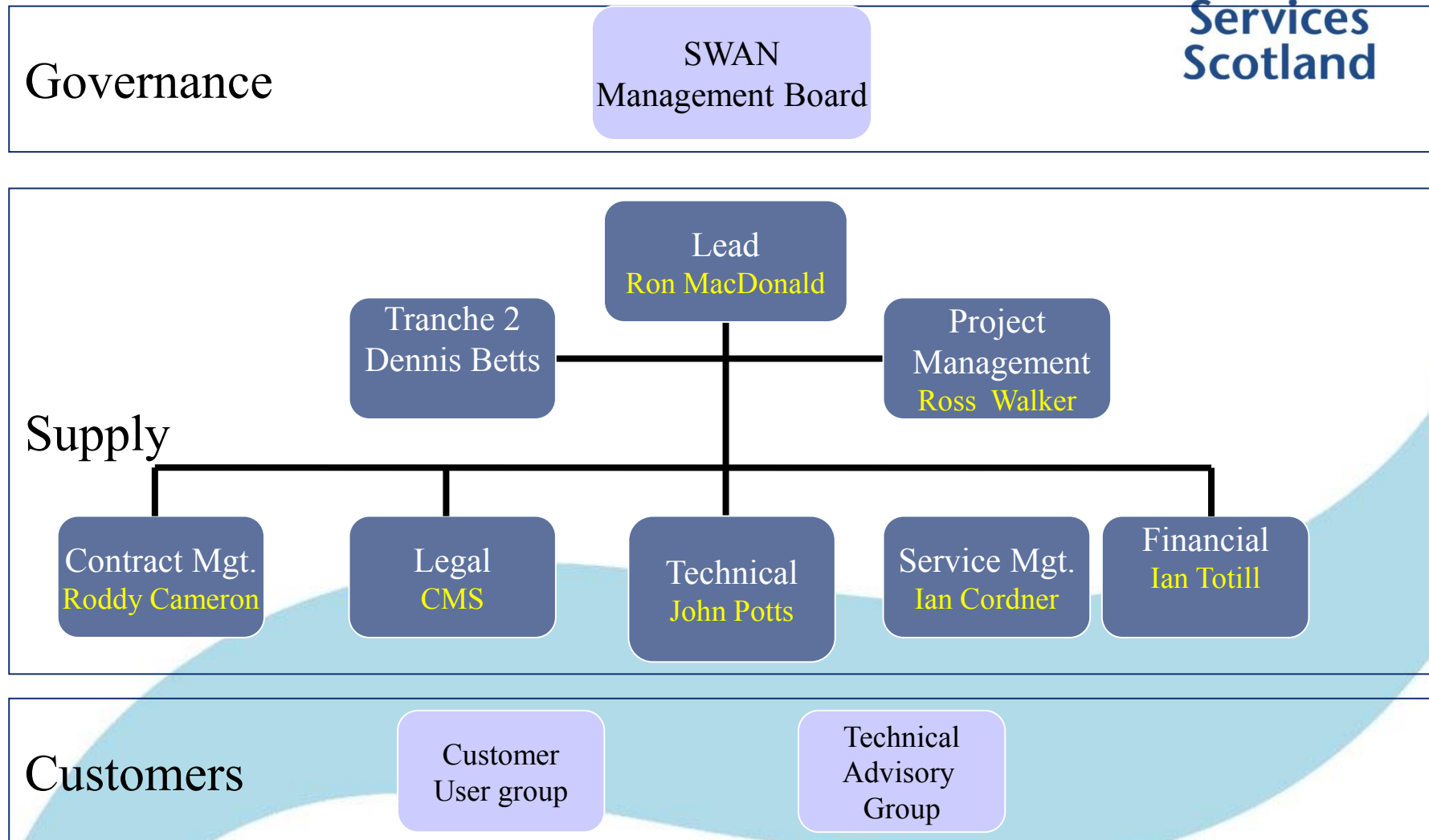| Call-Off Contract | Call-Off Contract | Call-Off Contract | Call-Off Contract |

Shared Services Call-Off Contract

NSS SWAN Central Team

- Manage the SWAN Framework Agreement & Shared Services Call-Off under instructions from the SWAN Management Board

- Perform the required SWAN Framework Agreement & Shared Services Call-Off contractual commitments

SWAN Governance Structure

Governance

SWAN Management Board

Supply

Lead
Ron MacDonald

Tranche 2
Dennis Betts

Project Management
Ross Walker

Contract Mgt.
Roddy Cameron

Legal
CMS

Technical
John Potts

Service Mgt.
Ian Cordner

Financial
Ian Totill

Customers

Customer User group

Technical Advisory Group

SWAN Design Authority and SWAN User & Delivery Forum

- SWAN Design Authority
  - Considers design, technical, architectural, resilience, innovation and security matters of SWAN Services
  - Reviewing possible additions and deletions to the Catalogue and Shared Services
  - Includes the SWAN Information Assurance Panel
  - Includes representation from existing and any eligible future Call-Off Customers.
- SWAN User and Delivery Forum
  - Considers all matters regarding the delivery and functioning of the Services
 - Only Service Recipients able to attend

Services - High level

- Broadband connectivity
  - A catalogue approach
  - Different bandwidths from 1M to 1Gb/s
  - Option of secondary circuits
  - User and site VPN
 - Gold, silver bronze service level approach

- Gateways to
  - JANet
  - PSN
  - N3
  - Internet

SWAN Shared Services

- Shared services
  - Service desk
  - Network management
- Technical services
  - DNS (hosting and resolution)
  - NTP
  - Mail Relay (including AV, anti-spam)
  - Web filtering (IWF and URL)
  - Secure Gateways (internal and external)
  - Remote Access (per-user cost)
  - Network monitoring (Solarwinds Orion)
  - CPE management and support
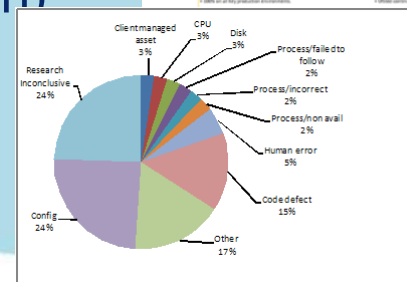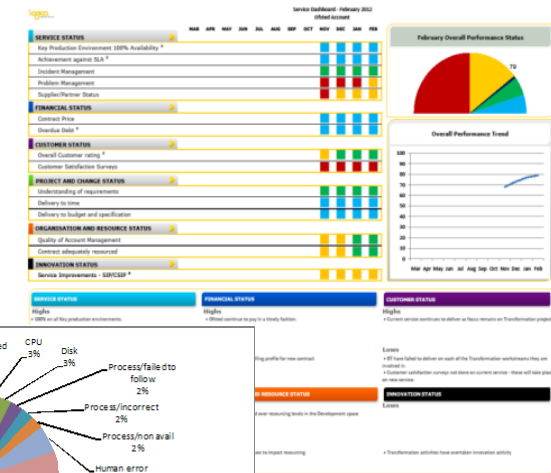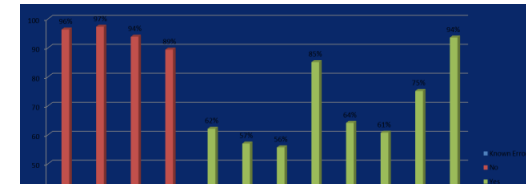
The SWAN Security Architecture
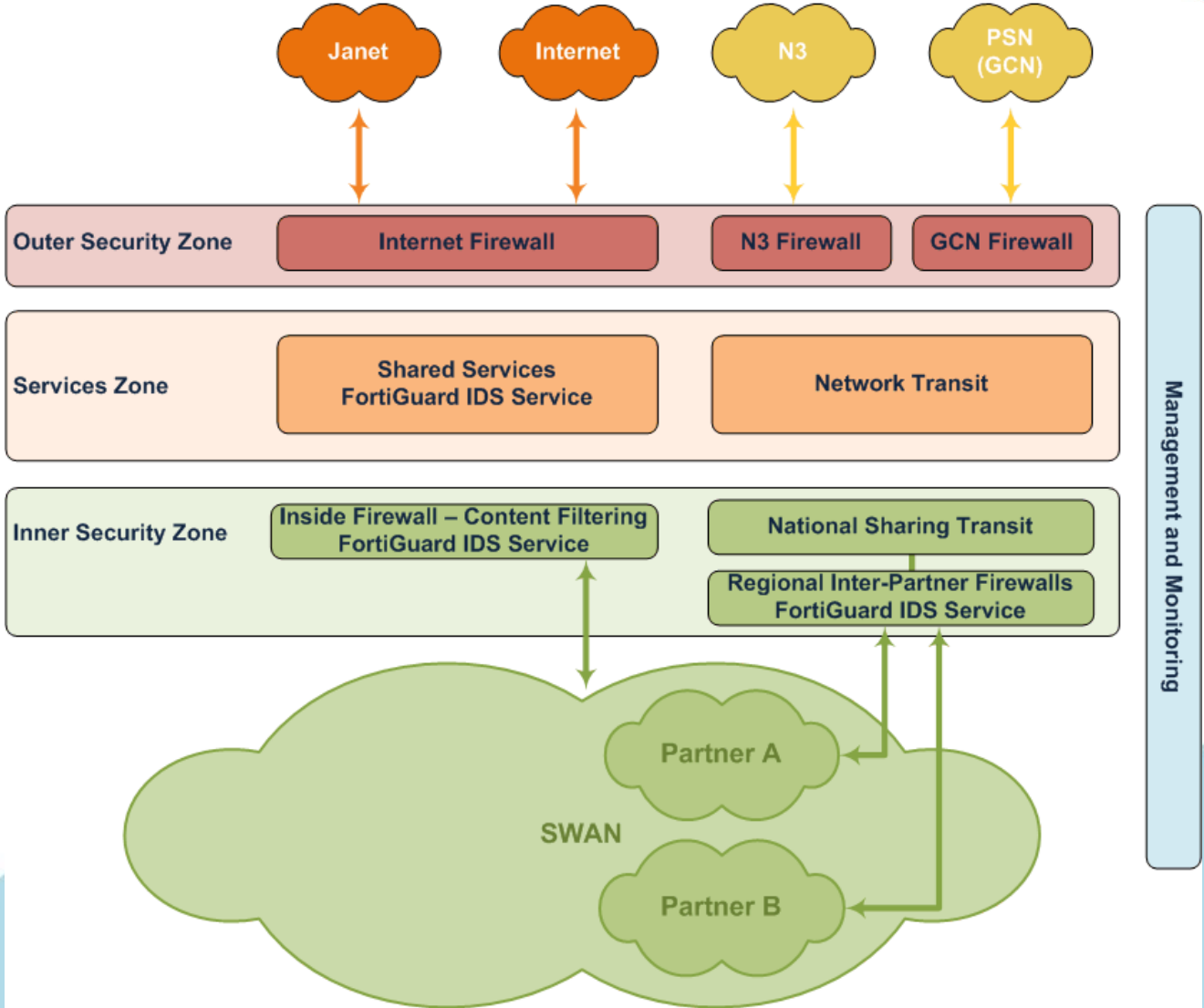
Value Added Services

1. Managed LAN Service
2. Small Site Secure WiFi
3. Voice Services
   - SIP Trunks
   - Non Geographic Numbering Services
   - Managed IP Voice Services (including IP PBX and Hosted)
4. Building and Campus WiFi
5. Professional Services – to include for example
   - Specialist consultancy and technical skills
   - Specific disciplines e.g. Project and Program Management
6. Virtual Information Security Manager
7. SWAN Roam
8. Billing as a Service
   - SWAN circuits and related charges on behalf of Call–Off Customers
   - Onward Voice Billing for Call-Off Customers to end customers
9. Video Conferencing
10. Lone Worker

Areas for Collaboration?

- SWAN Roam
  - At concept stage
  - Does not have to be delivered by Capita
  - HE Representation on SWAN Design Authority
- Video Conferencing
  - Guest Access to allow non SWAN organisations to communicate
  - Not operated by Capita

Next steps

- Speed up roll-out
- Add more organisations
- Develop VAS services
  - Including SWAN Roam

NHS Non SWAN Activities

- NHSmail2
  - To replace NHSmail services for over 100,000 NHSScotland staff
  - Procurement complete
  - Microsoft platform in a private cloud.
  - More optional services such as
    - Skype for Business
  - Accenture awarded contract
  - Transition starts March 2016.
- NHSScotland looking at Office 365

NHS Non SWAN Activities

- PACS
  - Upgrade (V11) programme complete
  - Enhanced functionality including compression of images to save cost.
  - Secure sharing with HE Farr

Questions and Answers