SWAN NHS Transition National Communication

1. Introduction

The Scottish Wide Area Network (SWAN) Programme is designed to deliver a single public services network available for the use of any, and potentially all, public service organisations within Scotland. The SWAN initiative aims to enable infrastructure and service sharing that will produce cost efficiencies and facilitate the creation of public services that are high quality, continually improving, efficient and responsive to local needs.

The SWAN implementation phase is now in progress and this communication outlines the high-level requirements to transition site(s) from the existing NHS networks, including N3, to the new SWAN service. This activity is scheduled to commence from mid-July 2014.

Implementation of SWAN will involve two different approaches as detailed below.

2. Cloud Transition Process

The Cloud Transition process will involve moving sites from the existing NHS network(s) to SWAN but continuing to utilise the existing network infrastructure. This will encompass existing DSL technology sites and will be performed without the need for site visits. In essence, bulk remote configurations performed overnight.   All connections to Pharmacists and Dentists are in this category together with smaller Hospital and GP sites.

Most of the Cloud Transition activity will be completed in the background and have minimal impact upon users. Further site-specific communications will be issued in advance of the Cloud Transition activity and again immediately after the activity has completed.

 In the event that the Transition of a site fails, corrective action will be undertaken immediately and if required, a site visit arranged.

Post successful transition, the new SWAN service provider (Capita) will assume responsibility for the provision of your service.

 Some sites will require a second step. This work will involve the replacement of existing Customer Premises Equipment (CPE) e.g. circuits and routers with new equipment. This activity is planned to commence around October 2014.

3. Non-Cloud Transition Process

Non-Cloud Transitions will encompass existing fixed wire services and may require a number of site visits. This category consists mostly of sites with a large number of staff such as the larger hospitals and health centres.   These visits will include:-

- ➢ Site survey by the Communications Provider (only required for certain types of sites)
- ➢ Site circuit installation performed by the Communications Provider
- ➢ Final site visit by the Capita engineer to install the CPE and commission the new service - this visit will ordinarily happen within 48 hours of the circuit installation

In the event that there are issues with the CPE install, then the service would not Transition and the site would remain on the existing service until the issue was resolved.

A more detailed communication complete with timelines and site information will follow. In the meantime could you please cascade this communication as appropriate, within your organisation.

If you have any questions please feel free to contact us at SWAN.NSS@nhs.net

Regards,

SWAN NHS Implementation Team