Healthcare Secure Remote Access Service service definition G-Cloud 12

G-Cloud edition
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redcentric

AGILE • AVAILABLE • ASSURED

A statement from our CEO

We have been part of G-Cloud since its launch and are proud to partner with public sector organisations to help them gain the benefits of digital transformation. Today our commitment and focus remain as clear and strong as ever – to help you transform, modernise and evolve your IT infrastructures and to be trusted to deliver the quality, success and value you expect.

Our track record under G-Cloud and across the public sector should give you confidence in our credentials. We've driven innovative change projects at both the Department of Justice and the Department of Work and Pensions. We've won awards for our work with the Ministry of Defence. For many years we've worked side-by-side with NHS Digital and the Department of Health, playing an integral role in the new HSCN as both the peering exchange provider and the first accredited CN-SP. And we remain committed to progressive collaborative groups and framework agreements, such as Midlands Accord, YHPSN and BLMK.

We also continue to invest heavily – in both our infrastructure and our strategic relationships – to better support our customers in their journey. A major refresh of our IaaS platform has taken performance and resilience for G-Cloud services to new levels. We've built out our hybrid capability, with a proven ability to connect to hyperscale environments such as Azure, AWS and Google. And we're working ever more closely with key vendors including Microsoft, Cisco, Fortinet and VMware.

What hasn't changed is our recognition that the journey will be different for everyone – and our pledge that we will always be the same professional, reliable partner that has characterised our time on G-Cloud.

I hope that in reading this service document you gain all the insight you need, but if there's anything you'd like to ask or clarify then please contact a member of the Redcentric team and we'll be delighted to help.

Kind regards

Peter Brotherton
CEO, Redcentric

G-Cloud introduction

What is G-Cloud?

The G-Cloud Framework Agreement allows all public sector organisations to purchase cloud services from a wide range of approved suppliers, including many small and medium-sized enterprises (SMEs). The Framework Agreement complies with the Official Journal of the European Union (OJEU), removing the need for OJEUs to be issued and thereby accelerating and simplifying the procurement process.

What is the Digital Marketplace?

The Digital Marketplace is an online catalogue of ICT services available for purchase, developed within the G-Cloud strategy.

It lists the services, their main features and pricing; it also offers advanced search criteria designed to narrow down the most relevant options; and it sets out supplier terms and conditions.

When should G-Cloud and the Digital Marketplace be used?

If a buyer has a project whose requirements can be fully met by commoditised cloud services, then the Digital Marketplace should be the default procurement mechanism. It helps avoid tie-ins to long contracts and those custom-built solutions which can take a long time to develop and are expensive to manage, change and upgrade.

The rapid deployment nature of cloud services should appeal to those who need solutions up and running quickly and the essential up-scaling/down-scaling and off/on capability within cloud will appeal to those needing a trial or proof of concept, or where a project may flex or shrink over a period. That cloud principle is there again – you only pay for what you need, making it a cost-effective option for even the most agile organisation.

What are the advantages of using G-Cloud and the Digital Marketplace?

Buying through G-Cloud and the Digital Marketplace has many advantages, the most obvious being that it is quicker and easier to choose a service provider, removing as it does the laborious process of issuing OJEUs while still ensuring compliance with procurement regulations.

The readily available list of approved suppliers, the commoditised nature of the services and the transparent pricing also combine to strip cost out of the process, as well as make the deliverables cheaper. And by opening Digital Marketplace up to many more companies, especially SMEs, there is a consequential uplift in choice, innovation and competitiveness. By harnessing the fundamental pay as you use principle of cloud computing, buyers are guaranteed to only pay for what they actually need, eliminating the waste associated with over provisioning.

What else do I need to know?

It is important to appreciate that what characterises services in the Digital Marketplace is that they have been designed – and priced – as a standard commodity. Under procurement regulations, G-Cloud suppliers cannot modify their Digital Marketplace services to meet specific requirements; bespoke rework has cost implications and risks undermining the good value inherent within commoditised ICT. For Digital Marketplace to work, you need to be sure from the outset that the functionality you need is indeed available ‘out of the box’.

G-Cloud service overview

Redcentric's Healthcare Secure Remote Access Service offers a robust, flexible and secure way for healthcare professionals to access technology applications offered by the National Health Service (NHS) whilst away from their usual work location.

Redcentric's Healthcare Secure Remote Access Service is NHS approved and offers field-based Health workers the opportunity to take advantage of new approaches to healthcare designed to help reduce overhead expenditures, facilitates data exchange and enhances Customers' experience.

A piece of software on the user's PC, tablet or other remote device communicates with the resilient Redcentric platform across a ubiquitous Internet connection and a secure tunnel is built between the two. The user's data is passed through this tunnel, then from the secure remote access platform through Redcentric's resilient N3/HSCN gateway to access healthcare applications and resources. The Healthcare Secure Remote Access Service includes highly secure two-factor authentication to ensure that only legitimate users can connect. Strong encryption is implemented on the tunnel between the user and the platform to protect sensitive information in transit.

Service description

A small piece of software is deployed on the end-user's Lap-top (or similar). With suitable Internet access (possibly Wi-Fi or mobile Internet connection), and when initiated by the user, the software builds a secure communication tunnel across the Internet to Redcentric's remote access platform. The end user identifies them self to the platform using a supplied software authentication token which can run on a laptop, Mac or smartphone (or optional hardware fob).

This user authentication is dependent on two factors; something the user knows and something the user has. When prompted for authentication, the user inputs a pin-code they have memorized plus the output from the token.

This robust, secure authentication, in conjunction with the encryption applied to the data tunnel provides the security to meet current NHS Security requirements.

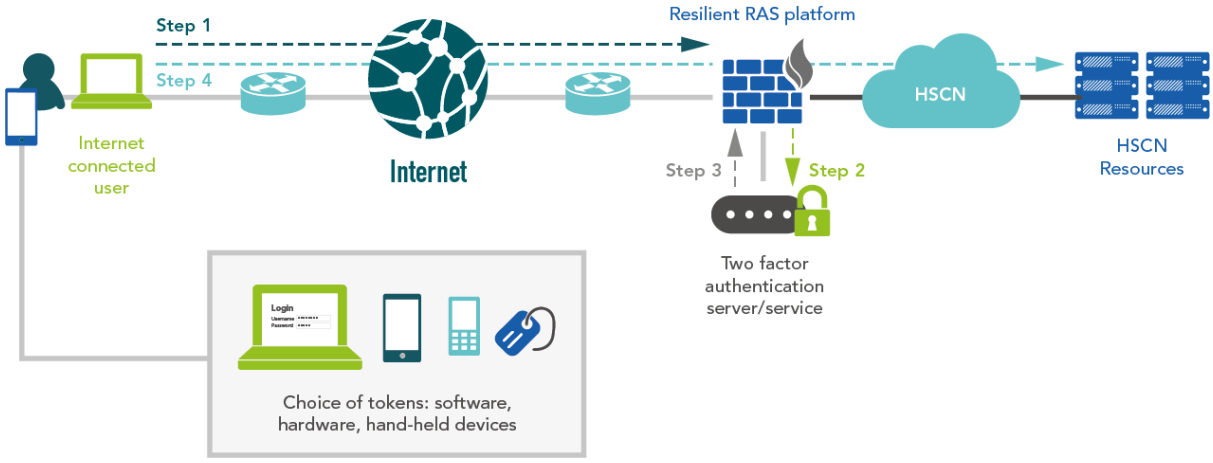
Benefits

- Facilitates remote working. Enables frontline healthcare staff to access key resources remotely, supporting such services as Tele-health, community care nursing and out of hour's GP
- Supports business continuity. Allows users to continue working away from their formally connected offices, enabling business continuity and recovery from disastrous events
- Increased front-end focus. Allows Customers to concentrate on their core business activities
- Scalable and flexible. Delivers best-of-breed remote access connectivity and can scale easily to meet the needs of Customers large and small
- Access to value-adding service propositions. Designed to support and enhance the entire Redcentric portfolio of cloud-based services

Basic operation

The steps shown in the diagram below illustrate how users are connected to healthcare resources from a remote location:

- Step 1: The user establishes a connection to the platform using preconfigured client software which is loaded on their end device. During negotiation, the user presents their username and authentication credentials i.e. Factor-1 - Their PIN and Factor-2 - The output from their token (also supplied)
- Step 2: The remote access platform sends the user's credentials to the two-factor authentication platform
- Step 3: The authentication platform validates the user's credentials
- Step 4: Assuming the user is authenticated, the encrypted tunnel is built, and the user is provided access to the HSCN network and its resources



VPN Client software

Most modern Operating Systems on laptops and other mobile devices include a suitable VPN client. However, Redcentric also supplies a client that can be used on a wide variety of devices and operating systems including Microsoft Windows, Apple Mac OS X, and various mobile platforms.

Authentication token types

Redcentric offers both Hardware and Software authentication tokens.

The hardware token is a robust device, having a steel outer shell. Its low weight and size make it ideal for use on a key-ring or similar.

Software tokens can be deployed on both traditional laptops and also on smart-devices. Software tokens reduce the cost of ownership as they are easier to deploy, support and less likely to be lost.

Redcentric supports software tokens on the following Operating System platforms:

- Apple iOS
- Blackberry
- Android
- Windows phone
- Mac OS
- Windows desktop

Mixing, changing and issuing multiple tokens

It is possible to order a combination of software and hardware tokens across a group of users. For example, it is possible to deploy software tokens on laptops of 30% of users, software tokens on smart-phones of 60% of users and issue the remaining 10% of users with hardware tokens.

It is not possible to swap between software and hardware tokens during the term of the contract.

A single user can be issued with more than one token, but this has a charging implication as the service charge is based on the number of token licenses on the system, not the number of users.

Customer dependancies

The Customer is responsible for:

- Contacting their HSCN software/application supplier(s) and arranging for traffic to/from remote access IP-addresses (supplied by Redcentric after installation) to be allowed.
- Distribution, set-up and support of remote VPN software to individual users
- Identifying and sourcing suitable VPN software for device / operating systems combinations not supported on the supplied software
- Adding user details to the platform, and allocating each user a token licence
- Triggering the software token allocation for each user or physically allocating hardware tokens to users
- Undertaking user support and administration using the Administration Portal (e.g. user password re-set)
- Returning faulty hardware tokens to Redcentric (in batches)
- Making provision for suitable Internet connectivity for end users

Redcentric responsibilities

As part of the Healthcare Secure Remote Access Service, Redcentric performs the following functions:

- Configures the Customer environment on the remote access and authentication platforms
- Loads token licences onto the platform
- Provides the Customer with a link to VPN client software
- Despatches hardware authentication tokens to a single Customer location usually in a single shipment
- Configures the platform to access the HSCN network
- Notifies customer of the IP-address range(s) used for remote access, so that they can be supplied to Software/application suppliers
- Maintains the resilient centralised authentication and remote access platforms

Service provisioning

Administration portal

As part of the Healthcare Secure Remote Access Service, Redcentric provides access to an administration portal. The Customer's help desk staff use the portal to provide support to end users according to the Customer's internal service levels for straight-forward tasks, e.g. soft token re-issue and user password re-sets.

One token/licence is required for each of the Customer's administrators. To enforce security, administrators are required to use the system to log on to the administration portal.

LDAP Agent

Optionally, a Lightweight Directory Access Protocol (LDAP) synchronization agent is available for Customers to deploy in their environment. Once installed, the agent monitors LDAP groups for membership changes and updates user information on the authentication platform to reflect these changes. The agent reads only basic

information from the directory and communication from the agent to the authentication platform uses strong encryption. Specific details of the LDAP agent, including the directories that can be supported, is available on request. LDAP agent set-up and support incurs additional charges.

Monitoring

Redcentric monitors the remote access platform for availability and performance against pre-determined criteria. Redcentric periodically sends an authentication request from a remote device to the authentication platform to ensure that the platform is operating correctly and returning authentication responses. Response time-out, authentication failure of test polls and platform issues automatically trigger the creation of a fault ticket, and the issue is subsequently investigated by a Redcentric engineer.

Support

Redcentric staff support the platform, the administration portal and provide system wide support to the Customer's help desk staff. Redcentric do not offer support directly to end users.

Documentation and training

Redcentric will provide a user guide and an administrator's guide. In addition and if requred, Redcentric will provide telephone support as the Customer adds the first few users to the system via the administration portal.

Reporting

An extensive selection of reports can be accessed from the Authentication Administration Portal including, for example authentication history, token counts & inactive users. No reporting information is available regarding the amounts of data transferred.

Simultaneous use, contention and fair use policy

The platform has been designed to meet the Service Levels set out in section below, under standard operating conditions. The Healthcare Secure Remote Access Service has been built to meet the majority of Customer's needs and to make it cost effective, the platform is built on the basis that only a fraction of potential users will connect at any one time. In the event that a Customer persistently consumes a disproportionate amount of capacity, to the detriment of other Customers, that Customer may have limits applied to the resource they can consume including a limit on their maximum number of simultaneous connections.

Hardware ownership

Redcentric remains the owner of hardware tokens until the Healthcare Secure Remote Access Service terminates, when ownership of hardware tokens is transferred to the Customer. The Customer is required to dispose of hardware tokens (in an ecologically sensitive way) or return them to Redcentric in a single batch for disposal when the Healthcare Secure Remote Access Service terminates**.**

Data processing scope

The Healthcare Secure Remote Access Service facilitates secure transport of IP packets between remote workers and the HSCN healthcare network.

The Healthcare Secure Remote Access Service does not involve any storage or backing up of data.

Data storage and encryption

Industry standard encryption protocols are used to help keep traffic traversing the Internet private.

Redcentric does not capture, inspect, analyse, store or share the traffic/data under normal circumstances.

Under certain circumstances, when managing a support ticket, Redcentric may capture, inspect, analyse and/or store a small sample of the Customer's traffic in order to investigate and diagnose a very specific problem, e.g. to help resolve a problem relating to IP packet corruption. Such diagnosis would involve the examination of a small sample of IP packets.

Data processing decisions

Redcentric does not make any data processing decisions in relation to the Healthcare Secure Remote Access Service. Any processing of data over the systems when using the Healthcare Secure Remote Access Service for transit is instigated, configured and managed by the Customer and/or NHS-Digital.

Redcentric Support can be asked by the Customer to intervene in the event of an issue with the Healthcare Secure Remote Access Service. In such a case Redcentric may make decisions that affect data processing, but such actions will only be undertaken at the request of and in conjunction with the Customer.

Sub -processors

Data traverses the public Internet between the remote user and the Healthcare Secure Remote Access platform gateway. Redcentric uses multiple upstream tier-1 Internet Service Providers (eg. Cogent, Level-3 and LINX etc.) for Internet connectivity. Redcentric has no control of traffic that traverses the Internet with regards integrity, confidentiality and/or reliability. Consequently the Healthcare Secure Remote Access platform makes use of user authentication and data encryption to help maintain data confidentiality and integrity.

Data to/from the remote user traverses Redcentric's N3/HSCN gateway connections to the N3/HSCN network; this is supplied by NHS-Digital.

Redcentric currently uses a product from third party company, Gemalto, to implement multi-factor user authentication. Gemalto hold basic credentials of remote users only. Gemalto does not have access to Customer data that passes between the remote user and the healthcare network.

No other third parties are involved in delivering the Healthcare Secure Remote Access Service, and there are no sub-processors appointed by Redcentric.

Customer access to data

The Customer control its own platforms which use the Healthcare Secure Remote Access Service to carry data, and the Customer therefore has full access to its own data.

Security arrangements and options

The core Infrastructure delivering the Healthcare Secure Remote Access Service is hosted at both Redcentric and third party locations. All locations meet physical security standard ISO27002 section 11.1 or equivalent.

Service ordering

Ordering and service set up

Under normal circumstances, initial and additional user licences would take no more than 15 working days to commission on the platform.

Replacement authentication fobs

Redcentric will replace faulty hardware tokens at no charge during the term of the contract.

Hardware tokens can be purchased to replace those that are lost or damaged.

For large deployments, Redcentric will usually supply a small number of hardware tokens at the start of the contract that can be used as advance replacement for faulty tokens. When this stock is almost depleted, the Customer must return the faulty tokens, and Redcentric will replenish the stock.

Customers with a large estate of hardware tokens are advised to order 'spares' as part of the initial order for use as replacements for lost or damaged tokens.

Software tokens cannot be lost, damaged or become faulty; they can be re-issued, as required, via the administration portal.

Implementation and acceptance

Acceptance criteria

The following are the Acceptance Criteria applicable to the Healthcare Secure Remote Access Service:

- Delivery of hardware tokens to Customer
- User guide supplied to Customer
- Administrator guide supplied to Customer
- Supply of client software to Customer
- One Customer administrator account set-up on the administration portal
- Customer administrator can access portal and confirms licences are in the resource pool
- Token allocation and user set-up for at least one end user – with support from Redcentric if required
- Supply SRAS IP-address range(s) to the Customer so that application access can be arranged
- Test to confirm that end user can connect to the platform and access healthcare resources where permission has been granted

Service levels and service credits

Service levels

The Service Level applicable to the Healthcare Secure Remote Access Service is as follows:

Service Level: Availability **Measurement Period: Month**	
Service Level	Not less than 99.5%

Exclusions from availability

In calculating Availability, in addition to the exclusions listed in clause 6.7 of the General Terms the following shall be excluded:

- An extreme volume of users connecting to the platform as a result of an event that is beyond the control of the parties
- Any failure of N3/HSCN connectivity or services

Floor service level

The Floor Service Level applicable to the Healthcare Secure Remote Access Service in respect of Availability shall be 85% in any given Month.

Service credits

The Service Credits applicable to the Healthcare Secure Remote Access Service shall be calculated as follows:

Service Availability	Service Credit
≥99.5%	none
≥99.0% but <99.5%	5% of MS
≥97.0% but <99.0%	15% of MS
<97.0%	20% of MS

In the above table:

"≥" means "greater than or equal to"
"<" means "less than"
"MS" means the total Charges payable in respect of the SRA Service for the same Month

Redcentric's approach

Customer experience

Your current and future needs are important to us as they will guide the development of our partnership with you.

From day one, you will be supported by an account manager, and a service delivery manager. Your service implementation will be managed a senior project manager, project support and an executive sponsor.

Our UK based customer service operation is available 24/7/365 and you can contact them by telephone, email, or via the customer portal, Inform.

Working closely with you from the offset will be our account management team who will:

- Be your advocate – your account management team will be measured by your satisfaction
- Provide you with an empowered point of contact should escalation be required
- Act as your single point of contact for all non-technical issues. Allowing us to work collaboratively to develop a thorough understanding of your business needs. Through understanding your goals and the technology that is used, we can give proactive recommendations that are specific to you
- Act as your communication channel for the development of critical applications and infrastructure. Your service delivery manager will organise meetings and conference calls with developers, systems integrators and our staff to discuss your service performance and potential upgrades
- Provide you with problem resolution and troubleshooting for medium-term projects to resolve any reoccurring problems that arise
- Take a proactive approach to your critical application/infrastructure environments to ensure that we support your business goals
- Provide trusted advice – the Redcentric account management team becomes an extension, and trusted advisor, of the client's IS/IT department and will foster additional business relationships with the client to achieve common goals.

> "We didn't want to be jumping through hoops to get what we needed, and we didn't want a passive supplier who was content with just going through the motions. The Redcentric account team very quickly switched onto the drivers and dynamics of our business. Their prompt, proactive professionalism has been a hallmark of our relationship to date."
>
> **Cindy Howarth-Stares**
> **Director of IT | Best Food Logistics**

Account management that works for you:

- Your queries will be resolved efficiently by our highly effective and ITIL trained support function
- The skilled service delivery managers and account managers allocated to your account will ensure that your agreed service levels are exceeded
- Service improvements, developments and cost improvements can be made through the identification of simple process modifications
- You will benefit from our 24/7/365 support and operations team, giving you a point of contact for any faults or issues.

Redcentric will unburden your IT operations from the day-to-day running of infrastructure elements. Our managed services model will benefit the organisation by allowing your team to focus on projects that will increase agility and create a real competitive advantage within the market place.

We will design your solution to provide persistently high levels of availability. This will mean less front-end application downtime and a better end user experience.

- **Best-in-class ITIL Certified Account Management**
- **Inclusive of total price**
- **Fostering partnership**

Redcentric's approach

Support overview

Redcentric's support operations meet the highest industry standards. Our service management processes are based on the ITIL*V3 framework (with a view to working towards V4) and are fully supported by Gartner-referenced service management tools and process automation. We have fully documented major incident and customer service plans, which detail how we operate both in business as usual scenarios and during major incidents.

The proposed solution costs are inclusive of our support and account management processes and include:

- Genuine 24/7/365 support, manned, monitored and maintained
- Best-in-class secure monitoring tools, designed to ITIL guidelines.

Redcentric's customer service operation is available 24/7/365 and can be contacted by telephone, email or via the customer portal.

Your calls will be routed directly to our Service Management Centre (SMC) who will log your service call, agree the call priority and assign a customer interaction number which will always allow your request to be identified efficiently and tracked.

From there, the Redcentric Customer Services team takes full responsibility for ensuring that all telephone, email and portal queries are answered and resolved as promptly as possible. Their specific role is to ensure all problems are logged, and technical support queries are handled effectively and in a timely manner.

Using a customer interaction number will ensure our engineers can easily deal directly with customer service team on each query. As your interaction progresses, the team will provide regular updates to making sure you have a full understanding of exactly what is happening.

Within Redcentric's core network is a resilient monitoring and management platform. All core and customer network equipment is consistently polled and interrogated for performance and availability at all times, including third party interconnects, such as Microsoft Azure ExpressRoute and Amazon Web Services DirectConnect, If at any point a threshold for one of these parameters is breached, our browsers will automatically raise alerts and instigate our support process.

Any generated alerts are passed directly to our frontline 24/7/365 team and an engineer will be tasked with verifying the fault and a resolution will progress accordingly. We will communicate faults to you directly. Each interaction will be available to view on Redcentric's InForm portal. Interactions will also be collated and reported in monthly/quarterly service reviews.

Our engineers are available 24/7/365 and are highly skilled in all aspects of Redcentric's portfolio, 70% off all tickets are handled through to completion by this team. They are trained to know when to escalate to the appropriate teams once initial checks have been carried out.

Redcentric operates a transparent support model and full details of the escalation path are provided to you, along with contact details.

Redcentric-owned infrastructure

All hardware in the solution is owned, maintained and managed by Redcentric. Network equipment configurations are routinely backed up to a central location, ready for remedial action of faulty hardware. Replacement hardware is built and taken to site by a Redcentric engineer.

Redcentric employs over 460 staff – 80% are customer facing. Within the support/operations environment we employ 260+ staff with a variety of skills supporting the entire managed services infrastructure.

The skills vary from server and storage specialists (EMC, NetApp and Isilon), to Microsoft and VMware specialist, to network and routing specialists (Cisco, Riverbed etc.), data management and protection specialists (e.g. Symantec, IBM, i365, etc.)

Redcentric's approach

Levels of technical support

Our service management centre is available 24/7/365, with on-call support out-of-hours from 3rd line engineers.

The main functional groups of the service operation are described below:

- **Service Desk:** Redcentric's UK-based service desk function is available 24/7/365 and acts as a single point of contact for you. The desk has access to several pre-written and agreed processes allowing them to provide first-time fixes to help resolve customer requests and incidents faster. The service desk also acts as a bridge to aggregate and assign incidents and requests to the correct teams for faster resolution.
- **2nd Line:** Redcentric's 2nd line team provide in-depth technical knowledge and operate within the network operations centre. They monitor our customer estates to help proactively identify incidents and deal with our complex customer incidents and requests, such as operating system storage, virtualisation, network and backup/ restore. Personnel can be based either in our UK or India offices.
- **3rd Line:** Redcentric's 3rd line provides expert technical knowledge and know-how. This team are deployed to resolve highly complex issues and requests. Each team within 3rd line is highly specialised and focused to deliver quick resolutions for major incidents and complex changes. They will provide in depth support and management for storage networks, virtualisation, WAN, data management, database administration and for managed customer applications. Personnel can be based either in our UK or India offices.

Call logging & management

Each individual fault or request will be logged with the contact details of the person raising the ticket. All information relating to each service issue / incident information is recorded within the Information Technology Service Management (ITSM) tool and assigned a unique reference number. An SLA priority will be determined, inclusive of response and fix target, which will be based on the impact and urgency as agreed with yourselves.

Once logged, each ticket will be functionally progressed through 1st, 2nd and 3rd line resource of ascending skill sets until it is resolved to the user's satisfaction. At any point during the lifecycle of a ticket you can request a progress update from the service desk by quoting the associated reference number.

During the lifecycle of the incident the service desk shall monitor the progress of all fault or enquiry calls to ensure that they are resolved within the agreed timescales.

As a result of work conducted by Redcentric support, the status of the ticket may change. When this occurs, the time of the activity will be recorded within the ticket. Examples of typical status changes are 'calls put on hold', 'reassigned', 'resolved', or 'closed.

Redcentric's approach

Minimising impact during maintenance

Redcentric is committed to continually improving and expanding its core network and data centre capabilities, thus striving to provide the highest levels of service to its customers. To facilitate these improvements, it is necessary to carry out essential work from time to time. These activities are carefully scheduled through the use of an internal change control process which is designed to present maximum visibility on each change and thereby ensure that planning and implementation are carried out to minimise the effect on customers and their network services.

For your benefit, Redcentric will allocate a pre-determined planned window which will be utilised to carry out any core infrastructure changes which may carry a minimal risk of disruption to service, or in some instances a period of service downtime which would be kept to an absolute minimum. In either instance, you will be notified of the full details of the requirement with a minimum of 14 days' notice prior to the maintenance window.

Generally, Redcentric will endeavour to carry out any improvements in the reserved windows; however unforeseen circumstances might dictate that improvements are carried out at other times. Notwithstanding such notice Redcentric shall still provide the services in accordance with the applicable service level.

There may be occasions when there is a requirement for an emergency change to be carried out (e.g. a hardware failure to a core network device which has caused loss of resilience). Emergency Change is only used in exceptional circumstances. Emergency Change records are thoroughly reviewed by the Redcentric Change Advisory Board (CAB) to assure they were justified.

Problem management

Redcentric's problem management process is responsible for managing the lifecycle of all problems. The primary objectives are to prevent problems and resulting incidents from happening, to eliminate recurring incidents and to minimise the impact of incidents that cannot be prevented.

Problem management includes the activities required to diagnose the root cause of incidents and to determine the resolution to those problems; it is also responsible for ensuring that the resolution is implemented through the appropriate control procedures, especially change management and release management. Problem management will also maintain information about problems and the appropriate workarounds and resolutions, so that we are able to work to reduce the number and impact of incidents over time. In this respect, problem management has a strong interface with knowledge management, and tools such as a Known Error Database will be used for both.

Although incident and problem management are separate processes, they are closely related and will typically use the same tools and may use similar categorisation, impact and priority coding systems. This will ensure effective communication when dealing with related incidents and problems. Our service desk and 2nd line Support teams ensure that problem tickets are raised where required. Our 3rd line Specialist teams ensure that they investigate problem tickets in a timely manner and liaise with suppliers where applicable. The operations director ensures that regular reviews of problem tickets are conducted.

- A problem ticket can be raised by anyone in the business but typically this would be by a member of the support organisation (Service desk, 2nd or 3rd line support)
- The ticket is assigned to the relevant specialist team where the manager of the team will allocate according to the resources available at that time
- The specialist will then work on the problem to identify the root cause, determine and test the fix and subsequently raise a RFC (Request For Change)
- The change will then go through a defined change authorisation process before final CAB approval and customer notification (if required) – re the change management policy
- The change will be scheduled; all relevant parties informed, training and documentation provided as required and finally implemented. If successful, a Known Error Record (KER) will be created and stored in the Known Error Database and the problem ticket together with related records will all be closed.

Redcentric's approach

Severity definitions

The following table defines examples of the priorities to be used by the customer and Redcentric when logging calls. Redcentric shall respond to all requests for support in accordance with the table below.

Priority 4 (Low)	Typical Event
Classification: • Advice and guidance requests • Information requests • Change requests Call logging: 24/7/365 Response: within 2 business days	• Advice and guidance will be raised as an interaction only • All standard change requests will be raised as a priority 4 **Redcentric call handling process:** Logged service calls will be progresses between the hours of 08:00 -18:00 until resolved.
Priority 3 (medium)	**Typical Event**
Classification: • Issues with standard care services • Single user but not a VIP Call logging: 24/7/365 Response: within 1 business day	• An incident affecting a single user's BroadSoft account • Data circuit failure (standard care level/availability) **Redcentric call handling process:** Logged service calls will be progressed between the hours of 08:00 – 18:00 until resolved.
Priority 2 (High)	**Typical Event**
Classification: • Error or fault with the installed product or service but which has no critical affect • Operational but degraded product or service • Temporary work-around may be available Call logging: 24/7/365 Response: within 4 hours – 24/7/365	• Backup task/agent failure • System performance degraded • Non-specific fault or problem • Data circuit failure (enhanced care level/availability) **Redcentric call handling process:** Logged service calls will be progressed between the hours of 08:00 – 18:00 until resolved.
Priority 1 (Critical)	**Typical Event**
Classification: • Error or fault with the installed product or service which is causing severe impact to customer operations. • Product or service unusable • Major incidents Call logging: 24/7/365 Response: within 1 hour – 24/7/365	• Escalations of priority 2 call • Complete failure/unavailability of backup service • Data circuit failure (high availability) • Customer unable to connect to internet • Major problem with firewall • System failure **Redcentric call handling/escalation process:** Logged service calls will be progressed 24/7/365 until resolved.

'Typical events' are illustrative only and are not limited to the events listed. Under certain circumstances (on request) we will upgrade the severity of the ticket to offer a higher level of service see examples below:

1. A single user issue (e.g. faulty handset) for a director / CXO (P3>P2).
2. A degraded service which is so badly degraded as to be almost unusable (P2>P1).

Please contact the service desk by telephone for such requests.

Redcentric's approach

Project management

Methodology

As a highly accredited business, Redcentric employs a mature and professionally accredited project methodology, including PRINCE 2 and ITIL Project. Our approach has been engineered to foster close working relationships between our customers and the dedicated project team, your service delivery manager and the technical specialists who will be responsible for the onboarding of your new services. Our structured, yet flexible approach is also based upon our breadth of experience.

We recognise it is important to understand how you would like us to work with you at the start of the implementation stage to ensure a smooth, transparent, and truly collaborative partnership develops. Planning is essential to the success of project delivery. As a result, most of the work is undertaken is at the beginning of the project lifecycle. We will guarantee your satisfaction by ensuring that the scope of the project is understood and defined, this includes identifying the individual activities that need to take place. The key to the planning is defining when these activities need to be completed and by whom; and the length of time the activities will take to complete.

Your project manager will be responsible for implementing all aspects of the project relating to our work package. This includes the logistics of supplying the hardware, software and ancillary components to the appropriate sites in accordance with the project plan's delivery schedule.

Project approach

Project Process:

Project delivery will be aligned to our tired and tested six stage process. Each phase identifies the relevant components, processes and techniques that will be encompassed by each phase of the project.

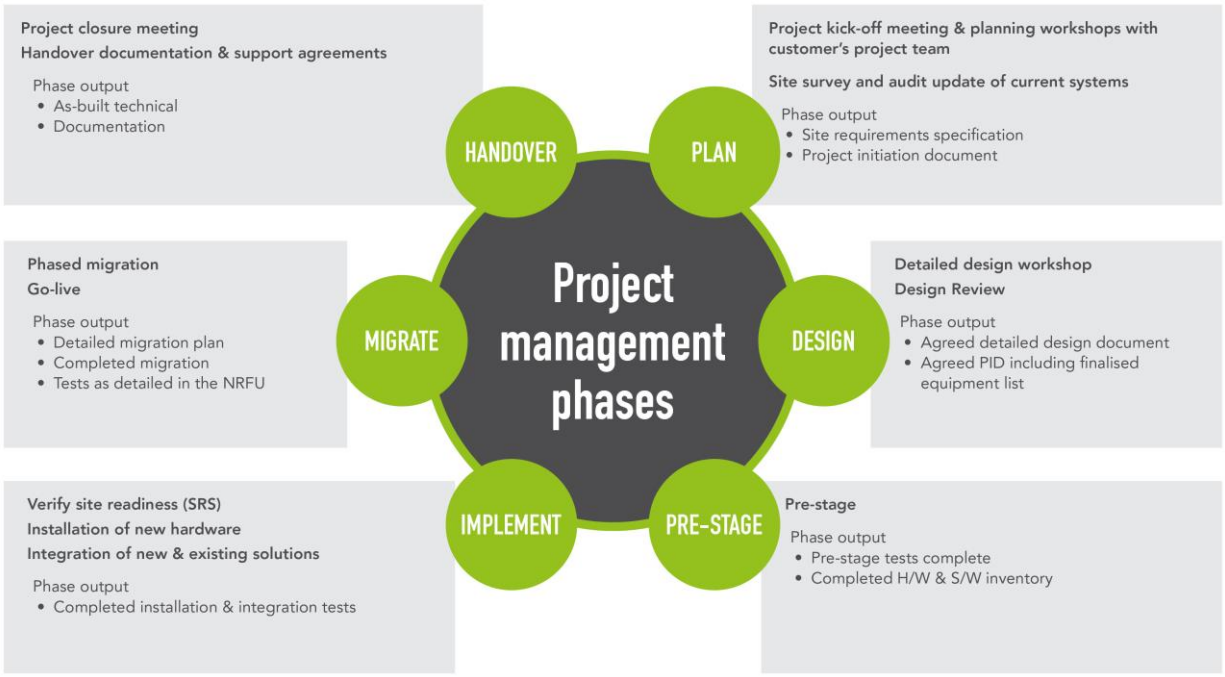


Figure 1. Redcentric project delivery model

Redcentric's approach

Phase 1: planning and initiating your project

Project Kick-off

The phase begins with the project kick-off meeting/technical workshop where the design developed in the pre-sales phase will be built to meet your specific requirements.

Your project kick-off meeting will cover:

- Introductions
- A review of design/kit list
- Timescales, including your availability
- Redcentric, the buyer and third-party responsibilities
- Risk management process and a risk identification
- Acceptance criteria development
- Change control process
- Communications plan
- Information requirements
- Technical options/considerations.

The project initiation document

The project initiation document will be produced by your assigned project manager following the kick-off meeting.

The project initiation document will contain an overview of the project, the high-level technical solution, agreed deliverables, communication plan and scope of the project and will be presented to you to seek your approval.

Once approved, the project initiation document will form the baseline of the project. Any variances to the project will be measured against the content of this document to determine whether the variance constitutes a change to the project scope/deliverables. If applicable the variance will be submitted through change control.

If applicable the variance will be submitted through change control.

Redcentric's approach

Project plan

Your project plan will be based on the outcome of the project kick-off/technical workshop meeting, where the technical detail of the implementation will be investigated, and a technical solution devised. The detailed project plan will be submitted to you for approval. Once approved, it will become a baseline on which the project is measured.

The detailed project plan will consist of the following key elements:

- List of the key tasks, deliverables and project milestones
- Identification of the resources for each component of the project work package
- Work package commencement and completion dates
- Identification of constraints on work schedule, e.g. outage periods, access to buildings/ comms rooms
- Identification of external dependencies on the plan
- Identification of the required resource both from the buyer and Redcentric
- A Microsoft Project Gantt chart showing the schedule of tasks included in the work package.

The lines of communication will be established during start up to ensure that any changes to the project will be communicated to ensure that all parties are made aware of the impact and escalation procedures. Lines of communication will also include any regular project review meetings.

The project manager will record all technical or non-technical project issues that will affect the delivery of the project or work packages within the project plan or risk log. Issues can be raised from any project resource. The project manager will assess the effect on the project, assign responsibility for resolution and, if necessary, come up with a workaround solution. All issues will be communicated back to you.

Production of meeting agenda and minutes

The scheduled project review meetings will be outlined within the project plan. Each review to be the open forum to discuss progress and address challenges. The agenda will be prepared by your assigned project manager in conjunction with you. Notes from project meetings will be produced by your assigned project manager and be distributed with any actions and issues recorded.

Components, processes and techniques

As part of our project management process, you will benefit from the following components, processes and techniques will be used to capture any risks, issues or changes.

- Risk log:

  Your assigned project manager will have responsibility for recording the risks associated with the project or associated work packages. You will be advised will of any risks that will impact the overall project, any changes to the risk severity or the identification of new risks.

- Change control:

  If we identify a required change in the project definition during the project, your project manager will issue a change request with a unique number to all parties. If you identify a required change in the project definition, you must log a change request with us by emailing our project manager. This request will be logged, assigned a unique number and communicated to all parties.

Redcentric's approach

Phase 2: design approach

Technical design workshops

Technical workshops will be carried out at an early stage of the project lifecycle to ensure that any information that is not available at the tender stage is including within the final design.

These workshops will be led by your Project Manager with significant involvement from your Technical Solutions Engineer. Depending on requirements and complexity of the project, workshops may take place at separate intervals throughout the project lifecycle to generate checkpoints to ensure your solution continues to meet your requirements.

Low-level design

The low-level design will be refined using the information captured from our collaborative design workshops. Knowledge and recommendation from our team of highly skilled subject matter experts across our business will also be entwinned into the solution. Our aim is to make sure you are provided with the best and most cost-effective solution to suit your specific requirements.

We will ask you to review the finalised solution and equipment list. It is important to us you are empowered to provide feedback and sign off the solution in preparation for the implementation project to commence. Any changes you wish to make after this point, may affect delivery timelines, so it will be vital we agree on the right solution for you.

Phase 3: pre-stage/test approach

Once the initial solution build phase is complete, early testing of the solution will commence to mitigate challenges and disruption later into the project lifecycle.

We will ensure a suitable time period is incorporated into the project plan to complete early testing of the solution. This will allow both Redcentric and yourselves to make further enhancements to the design to make sure your solution is the very best it can be.

Taking time to carry out early testing will also support the smooth implementation and migration of the systems. Time will also be set aside to allow for your project team to carry out tests of the solution prior to delivery to site.

During this stage a hardware and software inventory will be taken to allow for support documentation to be raised.

Phase 4/5: implementation /migration/go live approach

Prior to your solution migration we will be carry out detailed due diligence on the initial migration plan to ensure absolute accuracy in preparation for completing any work onsite.

Once completed, the finalised onsite installation plans will be approved by Redcentric and yourselves Ttesting of the solution will be carried out to prove readiness to go live in the production environment.

The initial stage of the migration will be to implement the core infrastructure components of your solution. This will enable the testing of all other associated components of your solution. It will provide the connectivity between your existing and new platforms and allow us to manage the migration of users in a controlled manner to minimise any service disruption and allow for a smooth transition of services.

Once all core systems have been established and fully tested, other systems can be overlaid to meet the designs needs.

An extensive set of test activities will be completed to ensure full functionality of the systems and that all services are available as defined in the design meetings. This will be staged in a logical order to ensure nothing is missed and that all systems interoperate with each other.

Redcentric's approach

Migration plan

The plan will specifically focus on site migration elements of the solution build. It will work in conjunction with the overarching implementation and project plan and will be compiled by the project manager and the engineering team to plan the following:

- Proposed installation dates
- Migration/integration strategy
- Buyer pre-requisites
- Installation documentation: site-specific installation guidelines for the implementation
- Roles and responsibilities, including issue resolution strategy, escalation procedures and management briefing
- Risk assessment for the migration activities to cover both health and safety and technical aspects of the solution
- Contingency and back out plans – following contract signature Redcentric will work with you to produce a plan.

The level of detail of the implementation plan may vary depending on the complexity of the design and any of your specific requirements.

Test plan

The system will be tested to prove that the project objectives and success criteria have been met. Furthermore, all the deliverables stated in the project initiation document will be tested to ensure compliance. In order to verify the above, we will produce a Network Ready For Use (NRFU) test document. This document is to be agreed in advance of any testing by both Redcentric and your project personnel. It will contain all the functional tests required to obtain approval for the completed work. If there are several stages as part of the overall project, then the NRFU shall be updated to include the tests required for approval of each stage. Ultimately, the NRFU will form the basis for sign-off of Redcentric's contribution to the overall project in accordance with the agreed contract terms and conditions.

The testing will be carried out according to the NRFU test document. After testing, any issues that arise will be recorded and a plan to finish the work will be compiled. This work will then be scheduled and completed.

Go live/system/commissioning/operational handover

The system will be ready for operational use once operational tests have been completed under the test plans. The project team will ensure that all operational requirements are in place to complete this. This will check that the following criteria have been met:

- Systems are fully operational and have successfully complete the test criteria
- All documentation is in place and is readily available to users and support personnel
- End users have had the correct and enough training to use the new systems
- All support personnel have had the correct training to allow for ongoing support of the systems
- Notification to all personnel (the business/users and support personnel) has been completed.

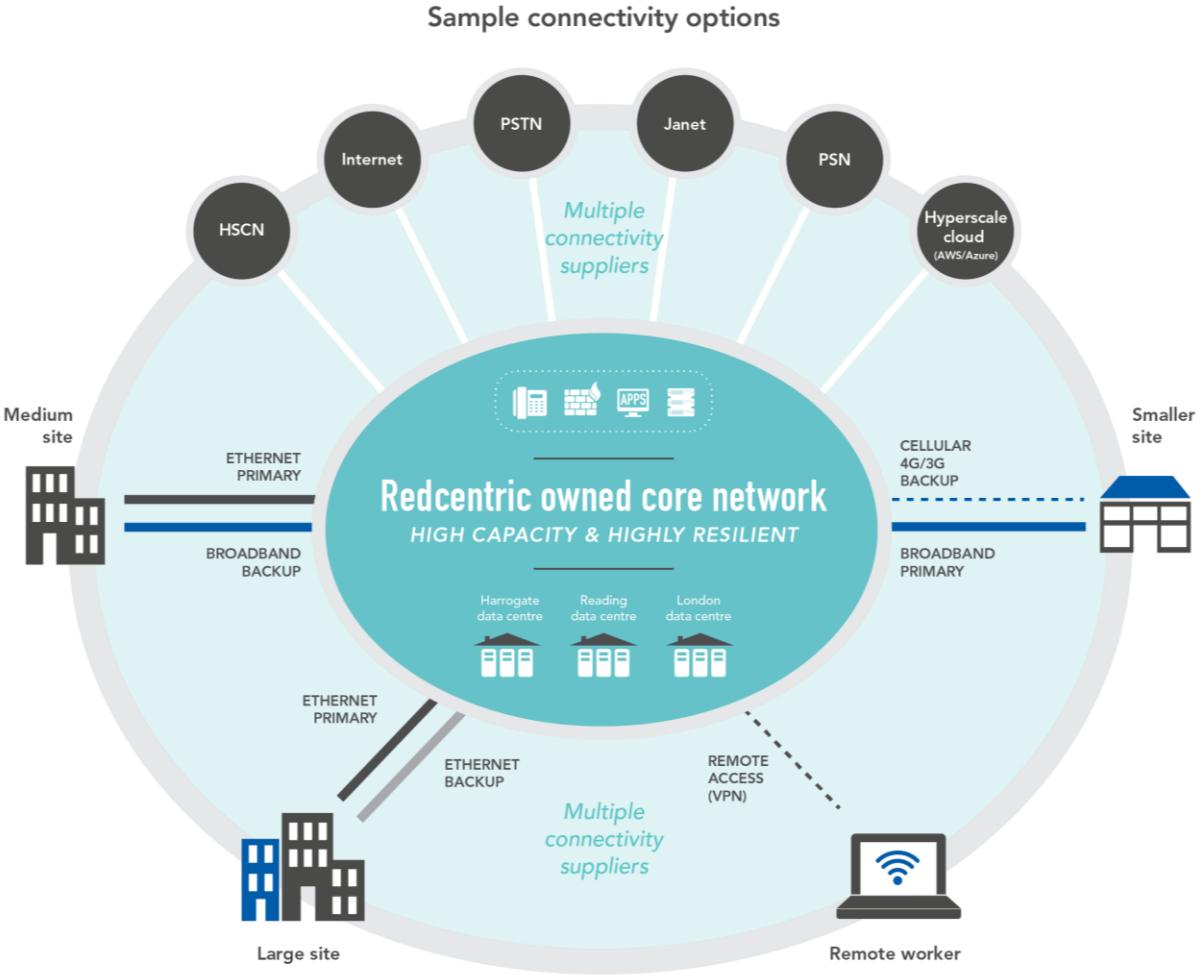
The system will then be fully commissioned and any maintenance and support agreements will take effect.

Connectivity overview

Managed connectivity services allow organisations to tap into specialist IT providers with effective technology, advanced skills and resource, through a single trusted partner. Organisations can get exactly what services they need, without having to own the overhead. Leaving them free to focus on their own core competencies.

The managed service concept ensures:

- Greater cost certainty and control, with better visibility of expenditure across the estate
- Greater cost efficiency, thanks to increased commercial buying power and a tighter alignment of resources to the organisations needs
- Improved performance with optimised connectivity options
- Enhanced environmental credentials, with the decommissioning, reallocation and re-use of resource to minimise waste



Redcentric has been supplying managed services for networks, data, voice and collaboration for three decades. We are proven across the private and public sector. Over the last decade we have become a key player within public health, and are one of the NHS's critical infrastructure partners. We sit on many of the major procurement frameworks and have been an active supplier in G-Cloud.

Our success and pedigree is embodied by our ability to create a heavyweight IT infrastructure – including five data centres and our own private UK-wide network – whilst remaining completely customer focused and service-led. Named account managers, UK-based staff taking support calls and a board that engages regularly with customers, is a reflection of Redcentric's commitment to being available and accountable.

With a service portfolio that complements our infrastructure capabilities – we offer a neat group of solutions that play to our strengths, work agile with our customer's needs, whilst providing expertise and dedicated focus across cloud, networks, communications and security. Our value is not just in the technical commodities we supply but also in the consulting we offer our clients to ensure they are always making optimum choices.

Importantly, investment in our core infrastructure is on-going, the most recent £1.5m refresh resulting in greater resilience, diversity and capacity for customers across the UK.

Information assurance

Redcentric has provided managed services to the UK Public Sector for nearly 30 years, as a highly accredited business, we are proud of the standards and processes for which we are certified/accredited.

Our data centres and all supporting operations are fully English Sovereign and are accredited to;

- The Government's Security Classification Policy ('Official-Sensitive')
- The Government's Previous Protected Marking Scheme classification (BIL4 - Confidential)

Note – Redcentric can also support information and assets classified above the GSCP level of 'Official-Sensitive'

ISO

- ISO 27001:2013 Accredited
- ISO 9001:2015 Accredited for Quality Management
- ISO22301:2012 Accredited for Business Continuity Management
- ISO 14001:2014 Accredited for Environmental Management System
- ISO 20000-1: 2011 – IT Service Management System.

NHS standards

- Registered HSCN CNSP (Health and Social Care Network, Consumer Network Service Provider)
- NHS Certified Commercial Aggregator
- NHS Business Partner
- Authorised to transmit, process and store Person Identifiable Data (PID)
- NHS Digital accreditation – "N3 ISP" (Network Access Agreement 0740)
- NHS Digital IGSoC-compliant commercial third party (NACS code: YGMAP)
- NHS Digital accredited and compliant data centre hosting facilities, including for Clinical Systems environments (Reference: YGMAP)
- NHS Digital-accredited Service Provider (Network Access Agreement Number: 0740).

HMG / other standards

- Cyber Essentials Plus Certified
- Full alignment against the Security Policy Framework
- Authorisation to process HM Government data protectively marked 'Official'
- PCI Compliant for physical hosting services within our care data centre locations
- All services are designed, built, implemented and supported using all relevant and appropriate NSCS GPGs, Cabinet Office and NHS Digital standards
- Fully aligned with ITIL Service Management Standards.

Networks which Redcentric is connected to

- The NHS Transition Network
- The HSCN Peering Exchange
- PSTN
- The Public Sector Network
- The Public Internet
- Via Private or Public IP VPN.

Further information with regards to the Redcentric assurance and governance framework can be found within the Redcentric customer security pack which consist of the following documents:

- Cloud Principles
- Security Management Plan
- Security Statement
- Accreditations and Mappings (lists all business accreditations and relevant controls and standards utilised for Redcentric G-Cloud services)
- Security Control Framework

Copies are available under NDA upon request.

GDPR

General Data Protection Regulation (GDPR)

Data treatment

Redcentric ensures secure, reliable and a legally compliant treatment of confidential customer data pursuant to GDPR, which came into force May 2018.

Data transfer

Redcentric ensures all data is transferred, processed and stored in compliance with EU data protection laws pursuant to GDPR.

Redcentric maintains full compliance against:

- GDPR
- All in-transit, at-rest and at-process controls for sensitive (and UK HMG) data as mandated by the ICO, NCSC, Cabinet Offices SPF and enforced legal guidelines.

Data protection

Redcentric has mechanisms to protect customer confidential data transiting networks (internet, inside

your network, connection to 3rd parties) against tampering and eavesdropping (e.g. network protection, use of encryption).

The exact configuration of customer environments is under the control and direction of the customer; Redcentric delivers the following as standard controls:

- Standards based MPLS
- NCSC security guides
- External interface/network protection.

Customers can also choose to enable the following supplementary controls to meet their requirements:

- Up to layer 7 firewalling
- Unified Threat Management (UTM) consisting of the full suite of Anti-X features
- Intrusion detection/protection
- Full encryption for data in transit for levels up to the GSCP level of ‘Secret’ using CAPS and CPS services.
- Redcentric complies with our obligations under the UK Data Protection Act 2018.

Professional services

The Redcentric Professional Services team is drawn from across the organisation, bringing together a unique mix of experience, know-how and talent to help deliver substantive value to its consulting assignments.

Strategists, designers, developers, technicians, engineers, analysts, security specialists and project managers from the worlds of infrastructure, networks, applications, communications and mobile can come together to deliver expert, targeted, outcome-driven assistance where it's needed.

The common denominator in every professional services engagement is that we are responding to a specific client need. We provide tailored responses to your requests for assistance, whether that's for help of a strategic or tactical nature, short or long-term, on premises or off, single vendor or multi-vendor environment, in a lead role or in support.

If you need to tap into our experience, leverage our knowledge, bring in our people to drive change or improvement, then we can build the team, design the plan and deliver the result.

Typical engagements include:

- IT strategy
- Project management
- Change management
- Design integration
- Staging and installation
- Integration design
- Service migration
- Optimisation and performance tuning
- Physical lift and shifts
- Audits and compliance
- Application development
- On premise and/or remote access support.

Redcentric provides a range of Professional Services, using either our in-house team or approved third parties. Professional Services are not part of the service unless so specified in the customer's order. Professional Services require a separate order or change control procedure and are defined and priced upon application.

Professional services

Our standard day rates are provided below and in the associated SFIA rate card:

Service Element	Details	Charge
Professional Services	Technical consultancy – on-site – UK only	£1,000/day
	Technical consultancy – off-site	£750/day
	Technical consultancy – on-site – UK only (evening/night)	£1,500/day
	Technical consultancy – off-site – (evening/night)	£1,000/day
	Technical consultancy – off-site – rest of the world	£1,200/day + expenses
	Technical project management – on-site	£1,000/day
	Technical project management – off-site	£750/day
Delivery and Installation	Engineer excess hours charges (per hour)	£150/hour
	Engineer out of hours surcharge	£150/hour
	Failed engineer appointment	£1000/visit

Travel and expenses for professional and installation services

Pricing for Professional Services and Installation Services does not include travel and expenses which are chargeable separately.

Within mainland UK, travel and expenses costs are limited to 15% of the total professional services charges. Outside of mainland UK, travel and expenses costs are priced on application.

Company profile

Redcentric is a managed service provider, delivering highly available network, cloud and collaboration solutions that help public sector organisations succeed.

We provide:

Assured availability – Delivering highly available solutions that organisations can rely on to improve productivity and performance

Organisational Agility – Helping organisations to address operational, financial and regulatory challenges at speed

Smarter Working – Enabling and empowering organisations to connect, communicate and collaborate

Our aim is to work in partnership with you to improve efficiencies, drive transformation and enhance the services you provide to your citizens, patients, students and tenants and our services are provided in line with the most stringent public sector standards.

We are here to support you, whether that be with traditional infrastructure or making the move and taking advantage of what the cloud and hybrid environments have to offer.

Today we can offer a rich end-to-end solution portfolio covering the full spectrum of cloud, network and collaboration designed and delivered by our own highly skilled teams from our privately owned, UK based multi-million pound infrastructure.

Our ethos is one of collaboration; our aim is transformation: helping clients secure desired outcomes, substantive gains and a measured route forward for the future.

Our assurance comes from a long track record across both the private and public sectors, characterised by deep domain expertise, continuous innovation, proactive management and an enduring commitment to business improvement through better IT. We'd like to think that there are hundreds of organisations out there where Redcentric has already made a significant and lasting difference.

- Multiple wholly owned UK data centres
- Serving over 800 customers across the UK
- Health and Social Care Network approved CN-SP
- NHS Digital approved N3 Aggregator since 2014
- Accredited to connect and supply over Janet
- Authorised to process HM Government data marked 'Official-Sensitive'
- Accredited to store patient data
- HSCN Peering Exchange Provider
- Accredited to connect and supply over Public Services Network (PSN)
- Accredited and experienced G-Cloud supplier
- 15+ years of N3 experience
- Fully aligned with ITIL Service Management Standards
- ISO 9001, 14001, 27001, 22301 and 20000-1 certified
- Cyber Essentials and Cyber Essentials Plus certified
- PCI Compliant for physical hosting services
- Services designed, built, implemented and supported using appropriate NSCS GPSs, Cabinet Office and NHS Digital standards
- Fully approved HSCN connectivity to Azure and AWS environments.

Company profile

Differentiators

Outcomes focused

We don't define ourselves by the services we offer but the outcomes we secure for clients. Every project starts with the end-game – what you want to achieve, and we work back from there to design and deliver solutions that are best geared to meeting your various objectives: cost savings and cost certainty; greater productivity and reliability; enhanced security and resilience; increased agility and responsiveness; and improved potential for innovation and competitiveness. All while providing support and flexibility throughout the term of any contract and easy exit strategies to ensure working with Redcentric from start to finish is simple.

Multi-service, multi-site

IT now embraces many disciplines and the cost-effective, streamlined delivery of a complex web of technologies is only compounded by the disparate physical estates of many of today's organisations. Our great strength is our ability to be a unifying force: a single, centralised provider of multiple services across multiple sites; a partner who can manage a full range of IT needs however diverse and challenging.

Managed journey

We are not about the provision of one-off IT commodities but rather helping clients over the short, medium and long-term through the strategic alignment of our services to organisational requirements. Managed and cloud-based services, on and off premises solutions, there's a rich potential roadmap for clients and we can guide you on your journey at whatever speed and in whatever direction the need dictates.

Core service infrastructure

We believe that service quality is dependent on end-to-end control and capability, which is why we've spent the past three decades building our own infrastructure and skills base: a UK-wide MPLS network, UK-based data centres, a large ITIL-based support operation, and staff whose average tenure is 10+ years. Such solidity and dependability at our core translates into consistent, high-grade delivery of services and support day in, day out.

Accredited working

We have poured a huge amount of time, money and resource to develop best-in-class systems, processes and people that in turn allow us to attain the highest standards of certification and accreditation. These are not badges of honour, but hard-earned evidence of our commitment to quality, security and integrity, and our efforts to gain trust.

At the leading edge

We are always reviewing our proposition, introducing new proven technologies that dovetail with our existing offering; and bringing these opportunities for further gains to clients as an intrinsic part of contract and relationship evaluation. But this spirit of innovation goes beyond bits and bytes, it is embedded in the very fabric of Redcentric as a service organisation. You may see it equally in a unique supply arrangement or a pragmatic project execution, the common factor being a willingness to think and do differently, to go beyond norms and conventions if that's what it takes.

Organisational health

As an organisation we are committed to investing the most that we can to build a sustainable, successful business that can deliver genuine IT outcomes for clients. We are continually refreshing our core systems or; adding capacity and capability, to the tune of many millions but ensuring this is without penalty to clients. We also invest in our staff and work hard to develop and preserve a culture that prioritises staff satisfaction and motivation. We believe the happier, more engaged and dynamic we are as a service provider the more we can achieve together and ultimately the better service we can provide to clients.

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redcentric

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