

Welcome to the NHSmail LA webinar

- The webinar will begin at 11am.
- Please synchronise your web and phone presence by inputting your **Attendee ID** into the phone.
- Participant lines will be muted during the presentation.
- The webinar will be recorded.
- You can use the chat messaging feature on the right of the screen to ask questions. Please only use this for questions, not general comments.

NHSmail Local Administrator webinar

Wednesday 26 September 2018 at 11am

Agenda

- **Service status**
 - NHSmail Service update
 - Account management lifecycle switch on
 - Multi-Factor Authentication (MFA)
- **Technical updates**
 - Single Sign On (SSO)
 - Anti-spoofing
 - Impersonation accounts
- **NHSmail Office 365 Hybrid Service**
- **General service information**
 - All-user satisfaction survey

Service status

Tom Blackmore – Service Management, Accenture

NHSmail Service update

- The NHSmail platform service remains stable and available, although a minor issue was experienced with external email delivery delays on 20 September 2018.
- The last NHSmail [Portal release](#) was deployed on 5 September 2018. New functionality added includes:
 - **Self-service account unlock** - this allows end-users to unlock their accounts via the forgotten password link on the login page without needing to also reset their password. Users will still be required to answer their security questions and have a valid mobile phone number present in their profile to access this function.
 - **Resource mailboxes** - resource mailboxes are now available for use by Local Administrators and supporting guidance is in the process of being updated to provide more details regarding creation, administration and usage.
 - **Include Child organisations within Dynamic Distribution List (DDL) rules** - LAs and DDL owners are now provided with the functionality to determine whether a DDL is sent to a specific organisation and whether it should include child organisations as part of the rule. This avoids the need to specifically select each individual child organisation as part of the DDL rule.

Account management lifecycle switch on

- As communicated in the [LA bulletin 14 August 2018](#), the account management lifecycle process is due to be switched on for individual user accounts. This process will commence from mid-October 2018, when inactive, leaver and disabled accounts will begin to be deleted in-line with the NHSmail [Data Retention and Information Management Policy](#).
- LAs should not anticipate all accounts that are eligible for deletion to be deleted immediately following process commencement. Deletions will occur over several weeks on an ongoing basis and will be supported with communications to those accounts in scope for deletion and provide 14-days' notice.
- LAs will not be provided with a specific list of accounts that will be deleted under the account management lifecycle. The Portal Mailbox Report should be used to identify accounts that are eligible for deletion.
- New functionality to allow LAs to restore accounts in a 'deleted' status is planned to be deployed during November 2018.
- LAs should encourage users who wish to keep their NHSmail account to keep their passwords updated and to change them every 90 days – further guidance is available on the [Self-Service Password Management](#) pages of the Portal help pages.
- An 'all-user' communication will be sent out at the end of October 2018.

Multi-Factor Authentication

- Multi-Factor Authentication (MFA) is currently being enabled for all Primary Local Administrators (PLAs) and Local Administrators (LAs) in England. Supporting communications have been issued directly to those PLAs and LAs ahead of enablement.
- MFA is being introduced in accordance with [National Cyber Security Centre \(NCSC\) guidance](#) and therefore this is not optional for users with elevated permissions and will not be removed from accounts.
- MFA is being deployed at a fast pace which reflects the priority of making use of new security improvements as they are made available on the NHSmail platform to protect user and patient data.
- Several methods of carrying out a secondary identity check are offered which include mobile phone calls, SMS messages, app notifications, or office phone calls. This approach may mean some adjustment is required locally to avoid disruption trying to manage NHSmail accounts as Local Administrators.
- Accounts that have their LA permissions removed will not currently be able to have MFA disabled. A decision with regards disabling MFA for users who no longer hold LA rights will be taken following the conclusion of bulk enablement.
- Further guidance is available in the [Multi-Factor Authentication User Guide](#), including details of choosing an authentication method on page 4 of the document.

Questions?

Technical updates

Kieran Brough – Technical Architect, NHS Digital

NHSmail Single Sign-On (SSO)

NHSmail are providing the facility for organisations to enable a single sign on capability to access other applications using users' nhs.net mail identities. Whilst users will still need to login to their laptops/desktop machines using local domain credentials, users will be able to use their normal NHSmail username (username@nhs.net) and password to authenticate against other web and desktop applications.

There are several advantages of implementing this for both users and application administrators.

Users:

- Replacing many of the current disparate user names and passwords with a single NHSmail credential
- User will not be re-prompted for credentials when signing on to multiple applications integrated to NHSmail authentication i.e. OWA, NHSmail Portal, third-party integrated applications etc.
- Self-service password reset and unlock, along with 24x7 helpdesk support for any NHSmail account issues

Local Administrators (LAs):

- Enhances security as users are less likely to write passwords down as they have fewer to remember
- No need to issue new credentials per application and the account management lifecycle is already managed through existing NHSmail account lifecycle processes
- Enhanced security processes – Multi-Factor Authentication (MFA), compromised account detection etc.

NHSmail Single Sign-On (SSO)

The NHSmail Active Directory Federation Services (ADFS) capability supports following Federation Protocols:

- **OAuth 2.0 and OpenID connect** – OAuth 2.0 is the industry-standard protocol for authorisation. OAuth 2.0 focuses on client developer simplicity while providing specific authorization flows for web applications, desktop applications, mobile phones and living room devices.
- **SAML 2.0** – The Security Assertion Markup Language (SAML) 2.0 is an XML-based framework that allows identity and security information to be shared across security domains. The SAML specification, while primarily targeted at providing cross domain Web browser single sign-on (SSO), was also designed to be modular and extensible to facilitate use in other contexts.
- **WS -* (Federation, Trust, Security)** – WS-Security, WS-Trust, and WS-Security Policy provide a basic model for federation between Identity Providers and Relying Parties. These specifications define mechanisms for codifying claims (assertions) about a requestor as security tokens which can be used to protect and authorise web services requests in accordance with policy. This is not the preferred protocol, so further guidance will not be supplied.

Note: Lightweight Directory Access Protocol (LDAP) bind against the NHSmail Active Directory is not supported.

A guidance document is being produced and this will provide further information, together with the process for applying for single sign-on. The guide will be published on the Portal help pages and a link will be provided in the LA bulletin due to be issued beginning of October 2018.

Anti-spoofing

The anti-spoofing project has been introduced to prevent the practice of spoofing from the internet from an @nhs.net email address:

- Email communications are being sent to the spoofing email addresses of the organisations that are currently spoofing.
- Phase one of this project is to divert any spoofed emails that are received to recipients' 'Junk' mailboxes – this will commence from the end of October 2018.
- Phase two will block any spoofed emails from the NHSmail platform completely, so these won't reach a user's mailbox at all. This is expected to take place in early spring 2019 and exact dates will be confirmed nearer the time.
- Further information is available within the 'NHSmail News' section of the Service Status page, within the 'Anti-spoofing' area.

Impersonation accounts

The impersonation accounts functionality is now live and can be used by organisations upon request.

Microsoft Exchange Impersonation enables an individual, administrator or application to impersonate a given user account. Impersonation rights are often needed when you have a service application that needs to access multiple mailboxes and "act as" the mailbox owner. Emails sent will appear to be sent from the account being impersonated but will originate from elsewhere. Dynamics CRM is a known application that works in this way but there are many others.

Local Administrators / users now have the facility to set up access to other user's mailboxes in one of three ways:

1. By adding delegates and specifying permissions for each delegate
2. By modifying folder permissions directly
3. By using impersonation.

Local Administrators should ensure they consider the drivers / requirements before making a request.

Impersonation accounts

Impersonation rights need to meet certain criteria:

- The account impersonating has already been set to an 'application' type account. Requests to do this need to go to feedback@nhs.net. Further guidance on application accounts is available in the [Portal LA Guide](#).
- Users who are going to be impersonated must be made aware prior to the request being sent
- Local organisation security policies need to be considered when making the request for NHSmail to enable the functionality
- Organisation CIO / equivalent need to authorise the request

A guidance document is being produced and this will provide further information, together with the process for applying for an impersonation account. The guide will be published on the Portal help pages and a link will be provided in the LA bulletin due to be issued beginning of October 2018.

Questions?

NHSmail Office 365 Hybrid

Mike Fisher – Senior Project Manager, NHS Digital

NHSmail Office 365 Hybrid headline news

- Initially, the NHSmail Office 365 Hybrid Service is going live with some of the pilot organisations, with wider availability in October 2018.
- NHSmail Office 365 Hybrid integrates the existing NHSmail Service with Office 365.

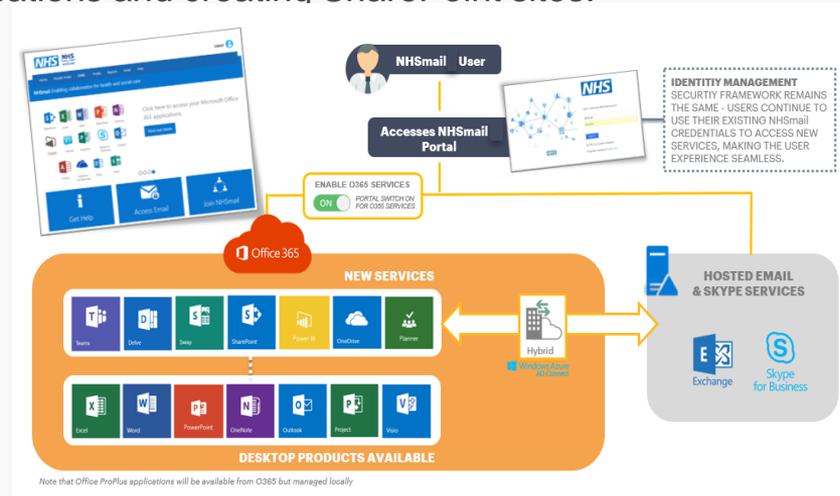
Hybrid in context

NHSmail will provision and configure a central O365 tenant. Synchronising the NHSmail Active Directory with Microsoft Azure AD will enable users to sign into NHSmail, O365 and other Azure services using their NHSmail user name and password.

Organisations will be able to subscribe and manage their O365 users within NHSmail via the existing NHSmail Portal, which will be enhanced to provide access to administration features for O365 services such as assigning licences, enabling applications and creating SharePoint sites.

There will be no change to the NHSmail Exchange and Skype for Business services which will remain outside of the O365 tenant and continue to be hosted within NHSmail data centres in England.

O365 services will be hosted in EU or US data centres in accordance with the recently [published guidance](#) on off-shoring data and the use of public cloud services.



Portal, Directory & Identity Management

Email Platform & Email Gateway

Instant Messaging & Audio / Video

Wider Collaboration Tools

Hybrid additional information

Licensing & Registration

- O365 licences must be procured by NHS organisations directly from Microsoft or their Licence Reseller as they do today. O365 licences will not be available to procure through NHSmail. Organisations are not required to procure Azure AD licences to consume the O365 service.
- Registering your organisation to use the NHSmail O365 service will be via the NHSmail Portal where organisations can submit their O365 licence details for allocation to the central NHSmail tenant.

Data & Security

- The NHSmail central O365 tenant will be managed and supported by NHSmail and hosted by Microsoft from their data centres. Data in Azure AD and O365 will be securely held by Microsoft in their EU and US data centres.
- More information on O365 data residency can be found [here](#).

Service Support

- Front line support services for NHSmail O365 Hybrid will be provided by the existing national NHSmail service team. The Level 1 help desk will provide initial triage of contacts and raise faults to Level 2 teams as required. The Level 2 team will support faults and issues that can be resolved within the central O365 tenant admin centre. Faults beyond this will be passed directly to Microsoft and be subject to their standard SLA and process for O365 services. **There is no charge to Hybrid users for this centrally provided service uplift.**

Benefits of Hybrid to NHSmail users

-  Fastest and lowest effort way to onboard to Office365 – allowing benefits to occur more quickly and minimises cost of local IT support
-  Instant collaboration across 80% of NHS organisations without needing to set up local sharing relationships – enhanced ability to collaborate regionally / nationally
-  Access to ‘evergreen’ collaboration products – improving productivity
-  Identities already established in the national active directory, access to all O365 services is quick without requiring a local project to provision a dedicated tenant
-  Allows local ownership of licences whilst enabling use of a national collaboration platform
-  Nationally managed collaboration solution reducing need for local management / support
-  Reducing onboarding lead time, as onboarding is managed via the NHSmail Portal against identities already established in the national active directory.
-  Consistent experience for IT support teams via the existing central portal hub for support of mail or O365 collaboration services

Key differences

- What are the key differences between joining a national O365 tenant through the NHSmail platform vs deploying a dedicated tenant for an organisation?

FEATURES	NHSmail Office365	Local Office365
National active directory	●	○
Dedicated, national, user facing service desk	●	○
Enhanced tenant service management wrapper	●	○
Instant access to NHSmail integrated platform	●	○
Advanced mail threat protection as standard	●	○
Portal management capability	●	○
Office 365 Group [†]	○	●
Skype for Business Instant Messaging & Presence	●	●
National skype instance	●	○
F1 license mailbox size	4GB*	2GB
E3 license mailbox size	4GB*	50GB
E5 license mailbox size	4GB*	100GB

- [†]Creation of O365 Groups for applications requiring them (E.g. Teams, Planner, Staff Hub) will be available in the NHSmail portal.
- *Option to increase capacity of NHSmail mailbox, mailbox quotas under review during FY18/19.
- Skype for business enterprise voice capability not currently available on the NHSmail.

Email Gateway

Hybrid readiness scenarios

1 ORGANISATIONS USING NHSMAIL, NO O365



RECOMMENDED ACTION

- Initiate discussion with user base to understand feature requirements and licence breakdown
- Initiate licence discussions with MSFT
- Purchase O365 subscriptions
- Accenture update licensing into NHSmail Portal
- LAs allocate licences
- Users consume O365 services

Onboarding approx. 24 hrs from point of licence upload

2 ORGANISATIONS NOT USING NHSMAIL OR O365



RECOMMENDED ACTION

- Decide between NHSmail / Hybrid or Full Tenant
- If NHSmail / Hybrid selected:
- Migrate local Exchange users to NHSmail via:
 - Self Migration
 - Supported Migration
 - Managed Migration
 - Once migration complete follow Box 1

Onboarding approx. 12-72 weeks depending on route taken

3 ORGANISATIONS USING DEDICATED O365 TENANT



RECOMMENDED ACTION

- Keep dedicated O365 Tenant
 - Do nothing
 - Federate with NHSmail Hybrid
 - Federate with NHSmail SfB
- Or
- Migrate from dedicated tenant to NHSmail Hybrid

Interested in Hybrid?

Guidance and further information is available on the Portal [Policy and Guidance](#) pages under section 'NHSmail Office 365 Hybrid'.

Any specific questions can be emailed to the NHSmail Helpdesk at helpdesk@nhs.net.

Questions?

General service information

Catherine Anderson-Selby
Communication & Engagement Lead NHSmail, NHS Digital

All-user satisfaction survey

- The all-user satisfaction survey will be published in early October 2018.
- Please give advance notice of this to your userbase and advise that the link contained within the email is a genuine link.
- Encourage local users to complete the survey.

Questions?

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