

# NHSmail Office 365

## Hybrid

### Frequently Asked Questions

June 2020 Version3

# Contents

---

<b>Introduction</b>	<b>3</b>
<b>Solution</b>	<b>4</b>
<b>Roadmap</b>	<b>7</b>
<b>Onboarding</b>	<b>8</b>
<b>Administration</b>	<b>9</b>
<b>Commercial and licensing</b>	<b>10</b>
<b>Support</b>	<b>11</b>
<b>Data and clinical governance</b>	<b>11</b>

---

## Introduction

The NHSmal Office 365 (O365) Hybrid service delivers an integrated service offering between the current NHSmal Exchange and Skype for Business services and the O365 suite.

This document has been created for IT managers and Local Administrators (LAs) within health and care organisations, to provide information on frequently asked questions about the NHSmal O365 Hybrid service.

# Solution

Question	Answer
<p>Will users be able to invite external guests to access SharePoint content?</p>	<p>The Azure B2B Guest Access Service supports the invitation of external guests to access NHSmal O365 applications including SharePoint.</p> <p>The external guest must be a member of an organisation whose domain has been allow listed on the NHSmal platform. Guests may only be invited by NHSmal users who are configured as Eligible Guest Inviters by their LAs. Following the simple invitation and redemption process, the external guest will be able to access the SharePoint content using their own credentials.</p> <p>Further information is available in the <a href="#">B2B Guest Invite User guide</a>.</p>
<p>Will users be able to access O365 applications on their mobile device?</p>	<p>The NHSmal O365 Hybrid service supports the use of mobile applications where available. Local organisations are responsible for mobile device management of users' devices. The NHSmal O365 Hybrid service is not responsible for deploying applications to devices.</p>
<p>Can we use SharePoint Designer with the NHSmal O365 Hybrid service?</p>	<p>SharePoint Designer can be used with the NHSmal O365 Hybrid service. Local organisations may also wish to investigate the use of Workflows within SharePoint Online.</p>
<p>Will Azure Active Directory Business-to Business collaboration capabilities be available?</p>	<p>The Azure B2B Guest Access Service supports Business-to-Business collaboration capabilities to external users that are members of allow listed domains.</p> <p>B2B Guest Access external sharing is available via Microsoft SharePoint, Microsoft OneDrive for Business, Microsoft Teams, Microsoft Power BI, Microsoft Project Online, Microsoft Planner, Microsoft Visio, Microsoft Sway and Microsoft Forms. At present it is not available via any other O365 applications, although this may change in the future (LAs will be made aware of new functionality enhancements).</p>
<p>Will the NHSmal O365 Hybrid service provide an ability for organisations to use their own domain and create a sub-tenant within the national tenant?</p>	<p>No, there are no current plans to create sub-tenants or allow organisations to use their own domains for the NHSmal O365 Hybrid service.</p>

Question	Answer
Will dedicated express routes be provided?	Local organisations are responsible for their network routing and express route provisions.
Can we link our CRM Dynamics service with the NHSmal O365 Hybrid tenant?	The NHSmal O365 Hybrid service does not support full integration of CRM Dynamics but is available through application accounts. For further information please email <a href="mailto:feedback@nhs.net">feedback@nhs.net</a>
Will inTune be enabled for the NHSmal O365 Hybrid service?	Use of InTune on the platform is being investigated. If you have a specific use-case or requirement, please email <a href="mailto:feedback@nhs.net">feedback@nhs.net</a>
Can Azure Active Directory co-exist alongside an onpremise Active Directory?	The NHSmal Azure Active Directory co-exists seamlessly alongside local Active Directory services. There are no plans to federate onpremise Active Directory services.
Will there be a capability to restrict access to OneDrive from the internet / remote locations?	The NHSmal O365 Hybrid service does not provide the ability to restrict access to OneDrive from the internet / remote locations.  Organisations may wish to consider implementing their own Mobile Device Management (MDM) solution to achieve this capability.
What is the expected approach to managing clinical applications that integrate with Microsoft Word 2010 to produce letters?	Local organisations deploying Microsoft Office will need to work with the appropriate clinical application providers to ensure they are compatible with current versions of Microsoft Word.
What branding will be used on the O365 suite online (logo showing top centre of the application suite)?	NHS branding will be used on the tenant banner.
Will access to service health information be provided for O365 applications?	NHSmal service health information including O365 is shown on the NHSmal <a href="#">service status page</a> .
Can custom themes / templates be added in SharePoint Online within the NHSmal O365 Hybrid service?	Yes, the Site Collection Administrator can quickly customise team sites so that it suits their needs and reflects style and brand. Requests to add additional templates can be made by emailing <a href="mailto:feedback@nhs.net">feedback@nhs.net</a>
Can PowerApps and Flow be utilised on the platform?	Yes, LAs can enable these applications through user policy management on the <a href="#">NHSmal Portal</a> .

Question	Answer
Can Flow / PowerApps be integrated with Outlook (Exchange)	Currently within Hybrid Flow / PowerApps integration with Outlook is limited. This will change once the NHSmail O365 Hybrid service transitions to Exchange Online.
Can Flow / PowerApps be integrated with external applications?	Flow and PowerApps can be integrated with all O365 applications. The current Data Loss Prevention (DLP) policy prevents integration with external applications for security purposes.
If we procure PowerBI Premium licences, will we have access to the admin centre?	<p>Yes, access to the PowerBI Premium Admin Centre will be made available to the local organisation owning the licences.</p> <p>A one-off setup task to configure the capacity on the NHSmail O365 Hybrid tenant will be undertaken by the NHSmail service team. After this is completed, administrative access will be provided to the local organisation.</p>
Can we make use of the free version of PowerBI?	Yes, this can be enabled but requires a helpdesk ticket raising by telephoning 0333 200 1133 or emailing <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a> .
Can external Teams Connectors be used?	<p>All first-party connectors (Microsoft created) can be integrated into your Team.</p> <p>A selection of third-party connectors (created by external vendors) can be used – including Asana, Trello, Salesforce and Jira. A full list can be found in the <a href="#">Service Configuration Guide</a>. Any third-party connectors that are not enabled by default, but required by a local organisation, can be requested through <a href="mailto:feedback@nhs.net">feedback@nhs.net</a>.</p> <p>Local organisations are responsible for the subscriptions associated to third-party tools and connectors.</p>
Can custom built Teams Connectors be used?	The Teams feature, known as sideloading, is not currently enabled on the NHSmail O365 Hybrid service for security reasons.
Is Teams Call Recording enabled?	Yes, LAs have the ability to turn this feature on or off for specific users. This is managed through user policies on the <a href="#">NHSmail Portal</a> . To enable call recording each user must also have the Teams and Stream applications enabled.
Can Project licences be used on the platform?	Yes, Project Essential, Professional and Premium licence types can be onboarded onto the NHSmail O365 Hybrid service.
Can Visio licences be used on the platform?	Yes, Visio Plan 1 and Plan 2 licence types can be onboarded onto the NHSmail O365 Hybrid service.

# Roadmap

Question	Answer
Will NHSmail Exchange services be migrated to Exchange Online?	Yes, this is the direction of the NHSmail O365 Hybrid service.
Will NHSmail make a Public Switched Telephone Network (PSTN) Private Branch Exchange (PBX) service available?	PSTN dialling is available for Skype for Business as a <a href="#">top-up service</a> from the catalogue. This feature will also be available for Teams as a top-up service when made available by Microsoft.
Will new O365 features be made available as part of the NHSmail O365 Hybrid service at point of release?	<p>The NHSmail O365 Hybrid service allows LAs to assign users to an early release track group who receive the latest release updates from Microsoft.</p> <p>Large feature releases, such as new applications or services with significant new functionality, will be assessed by the NHSmail live services team to ensure the appropriate governance, configuration and enablement on the platform. This process will happen on a periodic basis as appropriate.</p>
Will the NHSmail O365 Hybrid service support Single Sign-On with third-party applications?	The NHSmail O365 Hybrid service supports Single Sign-On (SSO) with third-party applications. Further <a href="#">guidance</a> is published which provides a full outline of the types of applications that are supported and how to enable SSO.
What is the roadmap for NHSmail Skype for Business given the launch of Microsoft Teams?	NHSmail Skype for Business will continue to be available. Microsoft Teams will be available as part of the NHSmail O365 Hybrid service which can be used alongside Skype for Business.
When will external sharing in OneDrive be available / possible?	The Azure B2B Guest Access Service supports external sharing in OneDrive. Further information is available in the <a href="#">B2B Guest Invite User guide</a> .

# Onboarding

Question	Answer
<p>What is the onboarding process for the NHSmal O365 Hybrid service?</p>	<p>Organisations purchase their O365 licences from their Microsoft licence reseller. LAs must raise a service request with the <a href="#">NHSmal helpdesk</a> who will transfer the licences to the NHSmal O365 Hybrid service.</p> <p>Once completed, the licences will become available within the NHSmal Portal and LAs can then allocate them to their users. Further information is available in the <a href="#">Onboarding Guide for LAs</a>.</p>
<p>What are the benefits of the NHSmal O365 Hybrid service compared to a dedicated tenant for my organisation?</p>	<p>The NHSmal O365 Hybrid service provides a single, secure, national tenant for health and care organisations, including the following benefits:</p> <ul style="list-style-type: none"> <li>• Integrated identity: integration of the existing NHSmal identity (nhs.net), with the potential to integrate with other business applications using a single, transferable identity.</li> <li>• National and regional collaboration: a single tenant provides an opportunity to collaborate more easily with other organisations regionally and nationally across the entire NHSmal userbase.</li> <li>• Single front door to digital collaboration services: The NHSmal O365 Hybrid service uses the existing NHSmal Portal to provide access to O365 services.</li> <li>• Consistent administration experience: the NHSmal Portal has been developed to enable administration of O365 services with configuration designed in line with national standards and assurances.</li> <li>• Timely onboarding: organisations are able to provision services directly to end users as soon as licences are onboarded, reducing the need for implementation projects to configure local tenants and services.</li> <li>• Conformance to national standards: the NHSmal service will continue to deliver services against national standards and security best practices.</li> </ul> <p>Dedicated national helpdesk available 24 hours a day, 7 days a week: support is available via the existing <a href="#">NHSmal helpdesk</a> to support local organisations in managing their O365 services.</p>
<p>Can my organisation transfer existing O365 licences to the NHSmal O365 Hybrid service?</p>	<p>Yes, further information is available in the <a href="#">Tenant to Tenant Migration guide</a>.</p>

# Administration

Question	Answer
<p>Will LAs be able to manage O365 licences and services assigned to users?</p>	<p>Yes, the NHSmail Portal provides this function so that LAs can assign users to a specific O365 licence. The NHSmail O365 Hybrid service will support F1, E1, E3 and E5 licences.</p> <p>These additional licence types are also supported on the NHSmail O365 Hybrid service:</p> <ul style="list-style-type: none"> <li>Visio Online Plan 1</li> <li>Visio Online Plan 2</li> <li>Flow Plan 1</li> <li>Flow Plan 2</li> <li>PowerApps Plan 1</li> <li>PowerApps Plan 2</li> <li>Stream Plan 1</li> <li>Stream Plan 2</li> <li>Project Essential</li> <li>Project Professional</li> <li>Project Premium</li> <li>PowerBI Free</li> <li>PowerBI Pro</li> <li>PowerBI Premium</li> </ul>
<p>What licensing and consumption reporting will be available to LAs?</p>	<p>The NHSmail Portal allows LAs to access reports on licence allocation and storage consumption for OneDrive and SharePoint.</p>
<p>Will LAs be able to administer O365 services for users not in their organisation?</p>	<p>Yes, if the LA has the appropriate access rights.</p>
<p>Will LAs be able to enable / disable specific O365 products and features?</p>	<p>Yes, the NHSmail Portal allows LAs to enable / disable access to different applications within their licence subscription for individuals and groups of users, through the use of profiles.</p>
<p>Will LAs be able to assign O365 release schedules for their users?</p>	<p>Yes, LAs can request users to be added to the O365 Targeted or Standard Release Schedules via a service request to the <a href="#">NHSmail helpdesk</a>.</p>
<p>Will LAs be able to create new SharePoint sites?</p>	<p>Yes, the NHSmail Portal provides LAs with the ability to create team site collections and sub-sites. Sub-sites can be created using any of the pre-defined templates in SharePoint Online.</p>

## Commercial and licensing

Question	Answer
<p>What are the costs for the NHSmail O365 Hybrid service?</p>	<p>Existing NHSmail services, email and Skype for Business (Instant Messaging &amp; Presence) remain free to local organisations.</p> <p>O365 licences required to onboard to the NHSmail O365 Hybrid service need to be procured by local organisations from their Microsoft licence reseller.</p>
<p>Is the Microsoft Office ProPlus 2016 suite available as part of the NHSmail O365 Hybrid service?</p>	<p>The NHSmail O365 Hybrid service is compatible with Microsoft Office 2016 ProPlus. Some O365 licences include the Microsoft Office 2016 ProPlus Desktop applications (e.g. Outlook, Word, Excel) on up to five devices.</p> <p>The NHSmail O365 Hybrid service doesn't allow users to download this software from portal.office.com, as many NHS organisations use existing software licensing for local Office applications and require full control of the deployment and installation process on their device estate.</p> <p>NHS organisations should use the Office Deployment Tool (ODT) to download and deploy Office 365 ProPlus to their client computers.</p> <p>All queries relating to individual local licensing should be referred to the Microsoft licence reseller.</p>
<p>What are the licence implications for the use of the NHSmail Skype for Business Audio &amp; Video services?</p>	<p>Organisations should confirm with their Microsoft licence reseller whether Skype for Business is covered within their licence arrangement. Where Skype for Business is covered within their licence arrangement, it is anticipated that there will be no additional costs to use the NHSmail Skype for Business services.</p>
<p>How will licences be procured for the NHSmail O365 Hybrid service?</p>	<p>Organisations will continue to procure their Microsoft licensing from their Microsoft licence reseller. Licences can then be added to the NHSmail O365 Hybrid tenant by a service request.</p>
<p>Will a specific licence type be available excluding Exchange services for the NHSmail O365 Hybrid service?</p>	<p>No, it is not expected that a new licence type will be made available.</p>

## Support

Question	Answer
<p>Will LAs be able to raise support tickets directly with Microsoft?</p>	<p>Local organisations are expected to complete initial triaging and troubleshooting of issues relating to NHSmal. As with the existing NHSmal service, local organisations can log support tickets relating to the NHSmal O365 Hybrid service with the <a href="#">NHSmal helpdesk</a>.</p> <p>Local organisations with premier support contracts with Microsoft are advised to log support tickets directly, and should tenant specific support be required to log this with the <a href="#">NHSmal helpdesk</a> to progress a premier case.</p>
<p>How will deployment of desktop applications be managed?</p>	<p>Local organisations will be responsible for deployment of desktop applications in line with their standard deployment methods. The NHSmal O365 Hybrid service will provide instructions on how to download Office products and activate the associated O365 licences.</p>

## Data and clinical governance

Question	Answer
<p>Where will data reside for the NHSmal O365 Hybrid service?</p>	<p>Data held currently within NHSmal on-premise services will continue to be held within the NHSmal data centres located within England.</p> <p>Data held within Azure Active Directory and O365 services is held by Microsoft within their UK and EU data centres. More information on O365 data residency can be found here: <a href="http://o365datacentermap.azurewebsites.net/">http://o365datacentermap.azurewebsites.net/</a></p>