

# **NHSmail Office 365 Hybrid Service**

## **Frequently Asked Questions**

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## Introduction

The NHSmal Office 365 Hybrid Service (“The Service”) will deliver an integrated service offering between the current NHSmal Exchange and Skype for Business services and the Office 365 suite. This document has been created for IT Managers and Local Administrators within health and care organisations to provide information on frequently asked questions about The Service.

## Solution

Question	Answer
<p>What is the NHSmal Office 365 Hybrid Service?</p>	<p>The Service provides health and care organisations with the ability to leverage the NHSmal Exchange and Skype for Business Services, whilst being able to access Office 365 applications using their NHSmal identity. Users will be able to access Office 365 services through a single "front door" using their NHSmal username and password.</p> <p>Dependent on your local Microsoft licensing arrangement, an integrated experience will be available for applications such as OneDrive, SharePoint Online, Teams and Yammer.</p>
<p>What is Azure Active Directory?</p>	<p>Azure Active Directory (AD) is a cloud-based directory that enables secure, cloud-based identity management. The NHSmal on-premise Active Directory has been synchronised with the new cloud-based directory to support single sign-on for Office 365 applications. This capability will be extended further in future to enable single sign-on with other business applications.</p>
<p>Will O365 integrate with our existing email platform?</p>	<p>To access The Service, a user's mailbox must be on the NHSmal service. There are no plans for integration of local Exchange services with The Service.</p>
<p>Can existing Office 365 credentials be used with the NHSmal Office 365 Service?</p>	<p>No, users must use their NHSmal credentials to access The Service.</p>
<p>What is Multi-Factor Authentication?</p>	<p>Multi-Factor Authentication (MFA) provides an added layer of security by asking users to validate their log-on attempt through an additional means, for example by requiring a user to enter a security code provided via SMS or mobile app. MFA will be rolled out for Local Administrators initially and may in the future be made available to end users.</p>
<p>Will the NHSmal default mailbox quota be increased in line with Office 365?</p>	<p>NHSmal provides a standard mailbox quota of 4GB, which includes enhanced threat protection services through Trend Micro. The NHSmal additional services catalogue offers larger mailbox quotas up to 25GB, that organisations can purchase.</p> <p>Approximately 95% of all mailboxes on the NHSmal service are smaller than 4GB. The standard Office 365 F1 licence provides a 2GB mailbox. There are no current plans to increase the standard NHSmal quota and local organisations are recommended to support their users in maintaining email management best practices.</p>

Question	Answer
Will organisations be able to add new terms to the Terms Store of SharePoint Online?	The Service will use the default Global Terms Store which all organisations can use to tag content within SharePoint. The ability to add local terms will not be available initially but will be reviewed based on user demand / feedback.
Will users be able to invite external guests to access SharePoint content?	The Service will support access and sharing of content within the NHSmail Office 365 Tenant. Sharing of content with users outside of the NHSmail Office 365 Tenant will be reviewed as part of the NHSmail Roadmap.
Will users be able to access Office 365 applications on their mobile device?	The Service will support the use of mobile applications where available. Local organisations are responsible for mobile device management of user's devices. The Service will not be responsible for deploying applications to devices.
Can we use SharePoint Designer with The Service?	SharePoint Designer can be used with The Service. Local organisations may also wish to investigate the use of Workflows within SharePoint Online.
Will Azure Active Directory Business-to-Business collaboration capabilities be available?	The Service will not support Business-to-Business capabilities. This will be reviewed as part of the roadmap.
Will the Service provide an ability for organisations to use their own domain and create a sub-tenant within the national tenant?	No, there are no current plans to create sub-tenants or allow organisations to use their own domains for The Service.
Will dedicated express routes be provided?	Local organisations are responsible for their network routing and express route provisions.
How will patching be managed?	Local organisations will be required to continue to manage patching of any locally deployed applications.
Can we link our CRM Dynamics service with the NHSmail Hybrid O365 Tenant?	The Service does not support the integration of CRM Dynamics. The platform roadmap is under regular review and we welcome feedback via: <a href="mailto:feedback@nhs.net">feedback@nhs.net</a> .
Will inTune be enabled for the O365 Hybrid?	There are no plans to integrate inTune with The Service. This may be reviewed as part of the roadmap for The Service.

Question	Answer
Can Azure Active Directory co-exist alongside an on-premise Active Directory?	The NHSmail Azure Active Directory will co-exist seamlessly alongside local Active Directory services. There are no plans to federate on-premise Active Directory services.
Will there be a capability to restrict access to OneDrive from the Internet / remote locations?	The Service will 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 Word 2010 to produce letters?	Local organisations deploying Office 2016 will need to work with the appropriate clinical application providers to ensure they are compatible with Word 2016.
What branding will be used on the O365 suite online (logo showing top centre of the app suite)?	NHS branding will be used on the tenant banner.
Will access to service health information be provided for O365 applications?	NHSmail service health information is shown on the NHSmail Portal help pages. We will also be showing O365 Hybrid service health in the same place.
Can custom themes be added in SharePoint online within the NHSmail O365 Hybrid Service?	Yes, Site Collection Administrator can quickly customise team sites so that it suits their needs and reflects style and brand.

## Roadmap

Question	Answer
Will NHSmail Exchange services be migrated to Exchange Online?	The Service will integrate the current NHSmail on-premise services with Office 365. There are no current plans to migrate the NHSmail Exchange to Exchange Online. NHS Digital are currently reviewing the options for future direction of The Service.
Will NHSmail make a PSTN PBX service available?	Currently a full enterprise voice PBX service is not part of The Service offering. However, the platform roadmap is under regular review and we welcome feedback via: <a href="mailto:feedback@nhs.net">feedback@nhs.net</a> .
Will new O365 features be made available as part of The Service at point of release?	<p>The Service will allow Local Administrators to assign users to an early release track group. This group will receive the latest release updates from Microsoft. These release updates will be enabled in The Service for early adopter testing.</p> <p>Large feature releases, such as new applications or services with significant new functionality, will be assessed by NHS Digital to ensure the appropriate governance, configuration and enablement on the platform. This process will happen on a periodic basis as appropriate.</p>
Will The Service support Single Sign-On with 3rd party applications?	The Service will support Single Sign-On (SSO) with 3rd party applications. Further guidance will be published shortly to provide a full outline of the types of applications that will be 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 Service which can be used alongside Skype for Business.
When will external sharing in OneDrive be available / possible?	The Service will support access and sharing of content within the NHSmail Office 365 Tenant. Sharing of content with users outside of the NHSmail Office 365 Tenant will be reviewed as part of the NHSmail roadmap.

## Onboarding

Question	Answer
<p>What is the onboarding process for the NHSmail Office 365 Hybrid Service?</p>	<p>Organisations will purchase their Office 365 licences from their Microsoft Licence Reseller. Local Administrators will be able to raise a service request with the NHSmail Helpdesk who will transfer the licences to The Service.</p> <p>Once completed, the licences will become available within the NHSmail Portal and Local Administrators will be able to allocate them to their users. Further information will be published in due course on the onboarding process.</p>
<p>What are the benefits of The Service compared to a dedicated tenant for my organisation?</p>	<p>The Service will provide a single, secure, national tenant for health and care organisations. The Service will provide the following benefits:</p> <ul style="list-style-type: none"> <li>• Integrated identity: integration of the existing NHSmail 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 will provide an opportunity to collaborate more easily with other organisations regionally and nationally across the entire NHSmail userbase.</li> <li>• Single front door to digital collaboration services: The Service will use the existing NHSmail Portal to provide access to O365 services.</li> <li>• Consistent administration experience: the NHSmail Portal will be developed to enable administration of Office 365 services with configuration designed in line with national standards and assurances.</li> <li>• Timely on-boarding: organisations will be able to provision services directly to end users as soon as licences are on-boarded, reducing the need for implementation projects to configure local tenants and services.</li> <li>• Conformance to national standards: the NHSmail Service will continue to deliver services against national standards and security best practices.</li> <li>• Dedicated 24x7x365 National Helpdesk: support is available via the existing NHSmail Helpdesk to support local organisations in managing their Office 365 services.</li> </ul>
<p>Can my organisation transfer existing Office 365 licences to The Service?</p>	<p>The Service is designed for "greenfield" organisations that do not currently use Office 365. Accenture and NHS Digital are currently reviewing the approach to supporting "brownfield" organisations that wish to migrate existing Office 365 licences to The Service. Further information will be published in due course.</p>



## Administration

Question	Answer
Will Local Administrators be able to manage Office 365 licences and services assigned to users?	Yes, the NHSmail Portal is being developed to provide administration capabilities for The Service. The Service will support F1, E1, E3 and E5 licences, including the government SKUs of these.
What licensing and consumption reporting will be available to Local Administrators?	The NHSmail Portal will enable Local Administrators to access reports on licence allocation and storage consumption for OneDrive and SharePoint.
Will Local Administrators be able to administer O365 services for users not in their organisation?	Yes, as with the NHSmail Portal currently, Local Administrators will be able to administer services for users in organisations which they have the appropriate access rights for.
Will Local Administrators be able to enable / disable particular O365 products and features?	Yes, the NHSmail Portal will enable Local Administrators to enable / disable access to different applications within their licence subscription for individual and groups of users.
Will Local Administrators be able to assign O365 release schedules for their users?	Yes, Local Administrators can request users to be added to the Office 365 Targeted or Standard Release Schedules via a service request to the NHSmail Helpdesk.
Will Local Administrators be able to create new SharePoint Sites?	Yes, the NHSmail Portal will provide Local Administrators 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.

## Commercial and Licensing

Question	Answer
What are the costs for the NHSmail Office 365 Hybrid Service?	Existing NHSmail services, Email and Skype for Business will remain free to local organisations. Office 365 licences required to onboard to The Service need to be procured by local organisations from their Microsoft Licence Reseller.
Is the Microsoft Office ProPlus 2016 suite available as part of the NHSmail Office 365 Hybrid Service?	<p>The Service is compatible with Microsoft Office 2016 ProPlus. Some Office 365 licences include the Microsoft Office 2016 ProPlus Desktop applications (e.g. Outlook, Word, Excel) on up to five devices. The 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. All queries relating to individual local licensing should be referred to your Microsoft Licence Reseller.</p>
What are the licence implications for the use of the NHSmail Skype for Business Audio & Video services?	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.
How will licences be procured for the NHSmail Office 365 Hybrid Service?	Organisations will continue to procure their Microsoft licensing from their Microsoft Licence Reseller. Licences will then be on-boarded to the NHSmail Service via the NHSmail Portal.
Will a specific licence type be available excluding Exchange services for the NHSmail Office 365 Hybrid Service?	No, it is not expected that a new licence type will be made available. NHS Digital have worked with Microsoft to negotiate a national rebate for the Exchange element of The Service for users covered via an Office 365 licence. This funding is used to cover the costs of running a national tenant.
When is the NHSmail Service centrally funded until?	The core NHSmail Services and the NHSmail Office 365 Hybrid Service are funded until June 2021. The top-up services and Office 365 licences are funded locally.

## Support

Question	Answer
<p>Will Local Administrators 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 Office 365 Hybrid Service with the NHSmal Helpdesk.</p> <p>Local organisations with premier support contracts with Microsoft are advised to log support tickets directly and raise to the NHSmal helpdesk should tenant specific support be required 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 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 NHSmail Office 365 Hybrid Services?</p>	<p>Data held currently within the NHSmail on-premise services will continue to be held within the NHSmail data centres located within England.</p> <p>Data held within Azure Active Directory and Office 365 services will be held by Microsoft within their UK and EU data centres. More information on Office 365 data residency can be found here: <a href="http://o365datacentermap.azurewebsites.net/">http://o365datacentermap.azurewebsites.net/</a></p>