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# NHSmail 2 Business Case

## Glossary of Terms

Term / Abbreviation	What it stands for
COE	Centre of Excellence
CSV	Comma-Separated Value
GAL	Global Address List
LOA	Local Organisation Administrators

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# 1 Executive Summary

[Key highlights from the main body of the Business Case]

*[In the opening paragraph of the Executive Summary, ensure you are clear and concise with the outline of the business case including aims and objectives. The opening paragraph should also include a clear recommendation for procurement including the high level costs and benefits.]*

*[Include:*

- brief description of the aims and objectives;*
- brief description of the option that is recommended for progression;*
- description of the project costs and benefits associated with the recommended option]*

*Why?*

- Secure email standard*

*[This paragraph should include the reason for the business case being written]*

*What?*

- Service Collaboration / Email Service*

*[This paragraph should outline what is being achieved by this change and procurement being introduced into the organisation]*

*How?*

- How will we meet the secure email standard?*

*[This paragraph should describe how this change will be implemented, including the technology which will be used in order to meet the secure email standard.]*

*When?*

- Include likely timescales for delivery.*
- Include information for the end of licensing for local email service*

*[In the closing paragraph for the executive summary include information around the timescales for delivery, when you will be able to join NHSmial 2. In addition to this also highlight the end date of your current local email service and any licensing costs which may be currently up for renewal]*

## 2 Purpose

To document the justification for the undertaking of the project, based on the estimated cost of development and implementation against the risks and anticipated business benefits and savings to be gained.

The document presents a high level overview of the project requirements and potential solutions. All supplier costs in respect to delivering the solution are indicative.

### 2.1 Case for Change

The latest initiative from The Information Standards Board for Health & Social Care is the introduction of the ISB 1596 Secure Email standard which has been developed to support the secure exchange of sensitive and patient identifiable data between health and social care organisations. This standard outlines the minimum security recommended for email services sending personal and sensitive data. The current timescale states that by June 2017 email communication of sensitive and patient identifiable data must meet the secure email standard (ISB 1596). NHSmal is available for on boarding in 2016 and will provide enhanced services and integration options.

The current email solution does not currently meet the secure email standard which must be met by June 2017, the inability to adopt a compliant email solution by then would result in the organisation not being compliant with the standard and provide no mitigation to the current information governance risks of patient data being shared via non-secure email.

The business case presents the available options to the organisation. This includes information and data points along with benefits and drawbacks.

#### ***Internal Drivers for change***

There are a number of Internal Drivers for this change to be introduced including:

##### Cashable Benefit

- Collaborative workforce
- Current Licensing / support at end of life
- Hardware end of life

##### Non cashable Benefits

- Saving money through the use of technology
- Meet Secure email standard

#### ***External Drivers for change***

There are a number of External Drivers for this change to be introduced including:

##### Cashable Benefit

- Saving money through the use of technology

##### Non cashable Benefits

- Introduction of the secure email standard

- Introduction of collaborative working through shared services
- The introduction of a secure email service will allow organisations to work and collaborate with other social care providers

### *Reflection on the current position*

The current local email service does not currently meet the security standard which is being introduced, patient information which is shared between organisations may be at clinical risk due to email service failures and old hardware. In the event of a data breach and if the organisation has not met the secure email standard (published standard for health and social care) this would expose the organisation to risk in the event of an investigation by the Information Commissioner Office.

## **2.2 Preferred Option**

*(Delete options as appropriate)*

The organisations current option for implementation is:

- Option 1 – Do nothing
- Option 2 – Local on premise secure email solution
- Option 3 – NHSmail 2

## **2.3 Recommendation**

The outcome of the business case recommends that the Board approves the project budget for Option.....

*(Specify the option which has been selected for approval. Provide a reasoning for the recommendation within the business case.)*

## 3 Options

The following options have been investigated and considered as part of this business case.

### 3.1 Option 1 Do nothing

The Information Standards Board (ISB) 1596 Secure Email Standards sets out a number of criteria to be met in order to ensure the secure storage and transfer of email data. Failure to meet this standard and continue 'as is' would prolong the current Information Governance (IG) risks presented in the non-secure email solution employed today. Due to the consequences which the organisation will incur, the option to 'Do nothing' is not viable.

#### 3.1.1 Option 1 Benefits

The following benefits have been identified for this option:

- Existing configuration would require minimum changes to be made

*(Include any additional benefits you have identified)*

#### 3.1.2 Option 1 Drawbacks

The following drawbacks have been identified for this option:

- The organisation will end up isolated from other NHS organisations as the sending of secure emails will not be as efficient
- The organisation will have no ability to send secure email to any NHS organisations
- No structure in place to ensure the organisation is complying with general best practises around the sharing of information and the policy for the use of emails
- Prolonged risks around information governance within the organisation

*(Include any additional drawbacks you have identified)*

#### 3.1.3 Estimated Costs

There will be additional costs included within the organisation will be required to gain accreditation in the following certificates. Further details around costs can be viewed through the external link supplied:

- [ISO270001](#)
- [ISB1596](#)
- Local infrastructure £30k-£50k for exchange build
- Licensing costs

Note: ISB1596 Standard requires renewing every 12 months by the organisation.

*[Please ensure that all costs outlined above are checked before submission of this business case, these costs have been supplied as an indicative outline and should be validated by the organisation]*

### 3.1.4 Assumptions

*[Please include all assumptions which you may have identified as part of this project within this section of the business case. Examples can include assumptions on the following:*

- *Communications*
- *Rebranding within an organisation*
- *Technical support available / required for the organisation]*

Assumption	Rank	Likelihood (1-5)
Technical support will be available	H	5

*Please ensure that all assumptions are ranked High, Medium or Low.*

*Please ensure all Likelihood are graded between 1 and 5 (1 being very unlikely and 5 being very likely)*

## 3.2 Option 2 Local on premise secure email solution

This option outlines the feasibility of deploying a local internal secure email service. In order to achieve this the organisation will need to gain and uphold 3 major security standards ISO27001 (information security management system (ISMS) standard), ISB1596 (Secure Email information standard) and PSN (which requires yearly CLAS audits). The security standards are required in order to allow the organisation to retain and share data securely with other NHS organisations.

*(Remove any security standards which your organisation may already hold)*

There are a number of options which could be procured by the organisation including:

- Office 365
- Gmail
- Procurement via the Crown Commercial Services Secure Email Framework

*[Note: other external options are available]*

There are mandatory security requirements which will need to be met by the organisation in order to meet to the secure email service. Further information around costs can be found in section **Error! Reference source not found.:**

- The internal email service will need to comply with ISB1596
- The hosting email environment needs to comply with ISO27001
- Compliance with auditing is required before a connection to the PSN network is established (PSN needed for connection to government secure network)

### 3.2.1 Option 2 Benefits

The following benefits have been identified for this option:

- No disruption to current user practices through continued use of existing email address
- Level of IT security will be increased due to standards imposed on organisations
- No migration required

*(Include any additional benefits you have identified)*

### 3.2.2 Option 2 Drawbacks

The following drawbacks have been identified for this option:

- Cost of auditing and accreditations will be significant, this is a requirement to ensure security compliance
- Increased workload for an organisation in order to ensure security compliance is met
- Constant hardware / software refresh cycle
- Annual licensing costs
- Local support cost and staffing commitments to platform

*(Include any additional drawbacks you have identified)*

### 3.2.3 Estimated Costs

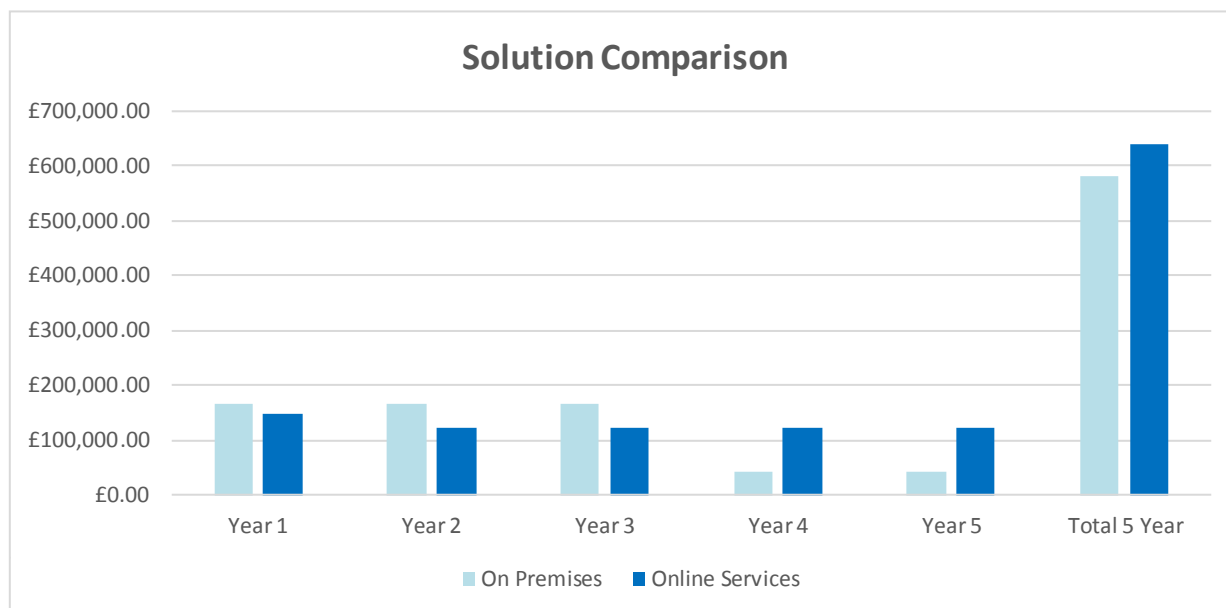
There are a number of costs linked to the option of procuring an internal secure email solution. Examples of these solutions may be (detailed costs can be viewed through the external links):

- [Office 365](#)
- [Gmail](#)
- [Procurement via the Crown Commercial Services Secure Email Framework](#)

In addition to the above, the organisation will be required to gain accreditation in the following certificates. Further details around costs can be viewed through the external link supplied:

- [ISO270001](#)
- [ISB1596](#)

The solution comparison between On Premise and Online Services outlined below includes a number of costs including infrastructure, server licensing, client licenses and IT staff over a 5 year period.



#### MS Online Services solution

	Year 1	Year 2	Year 3	Year 4	Year 5	Total 5 Year
On Premises	£167,229.51	£167,229.51	£167,229.51	£40,600.00	£40,600.00	£582,888.52
Online Services	£147,600.00	£123,480.00	£123,480.00	£123,480.00	£123,480.00	£641,520.00
% Growth:		5%	5%	5%	5%	

Note: Figures above are from Trustmarque SPLA reseller based on 2000 accounts.

*[Please check and update as necessary for your organisation]*

#### Costs breakdown

Infrastructure costs	Server Licensing	Client license	FTE
Servers	Exchange	Outlook	IT Staff
Load balancers	Antivirus		
Firewalls / switches	Mail hygiene		

### 3.2.4 Assumptions

*[Please include all assumptions which you may have identified as part of this project within this section of the business case. Examples can include assumptions on the following:*

- *Communications*
- *Rebranding within an organisation*

- *Technical support available / required for the organisation]*

Assumption	Rank	Likelihood (1-5)
<i>Technical support will be available</i>	<i>H</i>	<i>5</i>

*Please ensure that all assumptions are ranked High, Medium or Low.*

*Please ensure all Likelihood are graded between 1 and 5 (1 being very unlikely and 5 being very likely)*

## 3.3 Option 3 NHSmal 2

This option will look at what is offered as standard by NHSmal 2. If the organisation chooses this option this will remove the need for the new security accreditation to be obtained.

NHSmal will offer the ability to access from mobile phone, home devices and desktop client.

### 3.3.1 Option 3 Benefits

The following benefits have been identified for this option:

- Collaborative working via shared mailboxes, calendars and directory – including users from other NHS organisations;
- User access from anywhere on any device – work and home;
- Reliable - 99.9% availability SLA;
- National ownership of support and risk associated with providing a hosted email service;
- Local administrative control - retained through local administrators (LOAs);
- Reduced risk of organisational liability due to the email secure standard being met e.g. Data Protection Act breaches, Disciplinary/Internal Investigation Processes;
- Users who move between organisations can have their mailboxes moved easily within the same system, once the initial migration has taken place.
- Includes Skype for Business (Lync) instant messaging and presence provides functionality to contact any other NHSmal 2 user throughout the UK on any platform including smartphones and tablets;

*(Include any additional benefits you have identified)*

### 3.3.2 Option 3 Drawbacks

The following drawbacks have been identified for this option:

- All existing Exchange mailboxes will require migration to the new service.
- During migration shared calendar functionality (co-existence) will be unavailable, this can be mitigated with the use of the managed migration service but this carries additional costs;
- Requires a change of email suffix to @nhs.net (note @XXX.nhs.net is an option if the organisation wishes to use sub domain branding this provides organisational identity).

*(Include any additional drawbacks you have identified)*

### 3.3.3 Estimated Costs

There are no core service costs for NHSmial 2, however there is the option of additional Managed Migration costs (there will be local implementation costs). These are detailed below:

### 3.3.4 Assumptions

*[Please include all assumptions which you may have identified as part of this project within this section of the business case. Examples can include assumptions on the following:*

- *Communications*
- *Rebranding within an organisation*
- *Technical support available / required for the organisation]*

Assumption	Rank	Likelihood (1-5)
Technical support will be available	H	5

*Please ensure that all assumptions are ranked High, Medium or Low.*

*Please ensure all Likelihood are graded between 1 and 5 (1 being very unlikely and 5 being very likely)*

## 4 Appendix

	NHSmial 2	Office 365	Gmail
Basic mailbox size	4GB	50GB	30GB
Sub domain branding	Yes	Yes	Yes
Instant Messaging / Presence	Yes	Yes	Yes
Single Health & Social Care Directory	Yes	No	No
Online training and self-help material	Yes	Yes	Yes
24/7 helpdesk	Yes	Yes	No
99.9% uptime SLA	Yes	Yes	Yes
Meets the ISB1596 Secure Email Standard	Yes	Yes	No