

NHSmail On-boarding Frequently Asked Questions

Version 1.5

Published June 2017

Contents

1. Frequently Asked Questions	3
2. About NHSmal	3
2.1 What is included as part of the NHSmal core service?	3
2.2 Will there be an NHSmal Helpdesk?	3
2.3 Will there be training and guidance available for users and administrators?	4
2.4 Where are the NHSmal data centres?	4
2.5 What is the NHSmal service availability target?	4
2.6 What accreditations and standards does the NHSmal service meet?	4
2.7 Will NHSmal integrate with local applications?	5
2.8 Will NHSmal work with local mobile device management products?	5
2.9 What web browsers will be supported by NHSmal?	5
2.10 Will sub-domains be available on NHSmal?	5
3. NHSmal Additional Services	6
3.1 Can non-NHSmal organisations use the additional services?	6
3.2 Can additional services be purchased on a per-user basis?	6
3.3 Where can I get access to the NHSmal Additional Services Catalogue?	6
4. Joining NHSmal	7
4.1 When can my organisation join NHSmal?	7
4.2 How long will the NHSmal contract run for?	7
4.3 What is the deadline for meeting the Secure Email Standard?	7
4.4 What does it cost for my organisation to join NHSmal?	7
4.5 What are the options available to my organisation to migrate to NHSmal?	7
4.6 What readiness activities will my organisation need to complete to join NHSmal?	8
4.7 Will there be any supporting materials to help my organisation in joining NHSmal?	8

1. Frequently Asked Questions

This document provides information on the typical frequently asked questions (FAQs) from organisations looking to join NHSmal. The FAQs have been categorised in to the following:

- **About NHSmal:** this section provides information about the NHSmal service, for example what are the core services and what support is available.
- **NHSmal additional services:** this section provides more information on the NHSmal Catalogue and the additional services available for organisations using NHSmal.
- **Joining NHSmal:** this section provides more information on the considerations and the process for joining NHSmal.

This document is not intended to provide detailed information on the NHSmal service.

Additional information can be found on:

NHS Digital website - <https://digital.nhs.uk/nhsmal>

NHSmal Support Portal - <https://portal.nhs.net/Help/>

2. About NHSmal

This section provides information on the core service provided by NHSmal. These are the services which are available to organisations with no direct cost for consumption.

2.1 What is included as part of the NHSmal core service?

NHSmal provides a number of core services to organisations. This includes:

- **A secure and modern email exchange:** the NHSmal platform is based on Microsoft Exchange 2013 and provides users with a 4GB mailbox as standard.
- **Seamlessly integrated instant messaging and presence:** Skype for Business Instant Messaging and Presence Management will be provided. This will enable users to view each other's presence (availability) and send instant messages across the entire NHSmal user base.
- **A rich and user-friendly contact directory:** the NHSmal Directory offers users a rich directory of contact details and biographical information for other health and social care professionals. The Directory will include new search capabilities enabling users to find other people based on location, clinical specialty, name and many other data fields.
- **Flexible and intuitive administration tools:** the NHSmal Portal will provide flexible tools for users and administrators to manage accounts. The Portal will be mobile-friendly and provide administrators with a range of administration tools, reports and audit capabilities.

2.2 Will there be an NHSmal Helpdesk?

Yes, there will be a helpdesk for NHSmal as with the current NHSmal service. If you're unable to resolve an NHSmal issue with your local IT Team, you can contact the national helpdesk 24 hours a day, 365 days a year:

Telephone: 0333 200 1133

Email: helpdesk@nhs.net

2.3 Will there be training and guidance available for users and administrators?

Training and guidance is available for users and administrators of NHSmal. This includes:

- **Outlook Web App (OWA) Learning Series:** a collection of modules on using Outlook Web App 2013.
- **Skype for Business (SfB) Learning Series:** a collection of modules on using Skype for Business Instant Messaging and Presence.
- **Portal Learning Series:** a collection of modules on using the new user and administration tools within the NHSmal Portal.
- **Guidance:** a collection of materials on the technical and policy aspects of the NHSmal Service.

The training materials are available on the NHSmal support pages and can be located here:

<https://portal.nhs.net/Help/>

2.4 Where are the NHSmal data centres?

The NHSmal service will run from two data centres located within England. The data centres run active-active which enables the most effective use of data centre resources to ensure optimum service during demand spikes. This also means that each data centre has sufficient capacity to host the NHSmal service from either data centre in the event of a major incident or disaster.

2.5 What is the NHSmal service availability target?

The NHSmal service works to a service-level agreement of 99.9% availability across the platform.

2.6 What accreditations and standards does the NHSmal service meet?

The NHSmal service meets the following:

- SCCI 1596 Secure Email Standard
- ISB 0129 Clinical Risk Management
- ISO 27001/27002 Information Security Management
- ISO 27031 Information and Communication Technology Readiness for Business Continuity
- ISO 22301:312 Societal Security Business Continuity Management Systems

NHS Digital ensures the completion of the assurance activities required to maintain the accreditations and standards outlined above.

2.7 Will NHSmal integrate with local applications?

Applications are supported on NHSmal that connect with the service over HSCN (Health and Social Care Network – used to be N3) using one of the following protocols:

- POP3 or IMAP4 to receive email
- SMTP to send email
- LDAP to look up in the directory

A number of APIs will also be available for programmable integration. Further information on these protocols will be published in due course. Please be aware that the NHSmal programme team is unable to assure the compatibility of individual applications / programmes although [documented guidance](#) is available to support local development.

2.8 Will NHSmal work with local mobile device management products?

NHSmal provides native Exchange ActiveSync mobile device management as part of the core service. NHSmal Administrators can utilise this basic mobile device management via the NHSmal Portal.

A mobile device management product is also available to procure as an additional service from Accenture. Organisations may wish to use their own mobile device management product. Only one product can be in use at any one time per device, and organisations will be able to set their own NHSmal mobile device policy in line with their local security policies and procedures. Alternatively organisations can continue to adhere to the national mobile device policy that, by default, is applied to any mobile device that connects to the service.

Further information see the [mobile configuration guide](#).

2.9 What web browsers will be supported by NHSmal?

There are a number of components of the NHSmal service that users will access via a web browser; including Outlook Web App and the NHSmal Portal (admin tools).

The supported browsers for NHSmal can be found in the [browser comparison guide](#).

Please be aware that, as of 12 January 2016, Microsoft currently only support Internet Explorer 11. This means that Microsoft no longer provide security updates or technical support for previous versions of Internet Explorer.

2.10 Will sub-domains be available on NHSmal?

The NHSmal service will continue to operate with the existing domain name (nhs.net). Sub-domain branding will also be available as a receive only for organisations to establish a local identity. The likely naming convention will be: @organisationname.nhs.net. Sub-domain branding can be requested by contacting feedback@nhs.net.

3. NHSmal Additional Services

This section provides information on the additional services available from the NHSmal Additional Services Catalogue. These are the services which are available to organisations at a cost to the local organisation to enhance the core service capabilities.

3.1 Can non-NHSmal organisations use the additional services?

No, an organisation must be a user of NHSmal in order to purchase and use services from the NHSmal Additional Services Catalogue.

3.2 Can additional services be purchased on a per-user basis?

Additional services are available in different units depending on the individual product/service offered. The majority of additional services (e.g. mailbox quotas, enhanced retention periods and Skype for Business audio and video conferencing) will be available on a per user basis.

3.3 Where can I get access to the NHSmal Additional Services Catalogue?

The NHSmal Additional Services Catalogue is available to all organisations using NHSmal. If you have not received a copy of the catalogue, please contact nhsmal.development@accenture.com.

4. Joining NHSmail

This section provides information on the considerations and initial steps for joining NHSmail. Further detailed information to migrate your organisation to NHSmail can be found on the [NHSmail support pages](#).

4.1 When can my organisation join NHSmail?

The new NHSmail service has been running since September 2016 and new organisations can now join NHSmail. For options to migrate your organisation completely to NHSmail please go to the [NHSmail support pages](#).

4.2 How long will the NHSmail contract run for?

The NHSmail contract is a five year contract running until June 2021. Any commercial questions about the NHSmail service should be directed to the NHS Digital programme team at feedback@nhs.net.

4.3 What is the deadline for meeting the Secure Email Standard?

The Secure Email Standard (SCCI 1596) should be met by 30 September 2017.

4.4 What does it cost for my organisation to join NHSmail?

There is no cost to an organisation for using the core NHSmail service. This is centrally funded by the Department of Health. The central funding [includes a licence](#) for each NHSmail user and covers any device connecting to the service. A user may therefore connect to NHSmail using a laptop, mobile device, tablet, desktop computer, etc without requiring any subsequent licences for different devices.

The local organisation will be responsible for any local implementation costs, for example organisation readiness activities to rollout new NHSmail accounts and staffing of resources such as a local helpdesk and admin team to support their local NHSmail users in addition to the national helpdesk service.

A number of top-up and additional services will be available on NHSmail as outlined in Section 3. These services are not centrally funded and would need to be paid for by the local organisation.

4.5 What are the options available to my organisation to migrate to NHSmail?

Organisations are able to complete self-migration to the NHSmail service or procure support services from Accenture to complete a managed migration. Organisations are also able to complete a part-managed migration; making use of specific managed services to complement their existing migration capabilities.

A [Migration options document](#) is available which provides an overview of the different options available and which options may be best suited for different types of organisations. In general, the self-migration service is best suited for organisations with simple source environments and resources within the organisation will typically have the migration expertise and the capacity required to execute the migration. The managed migration service is best suited for organisations with a complex source environments, limited migration expertise and limited capacity to execute the migration. Supporting documents for reviewing migration options are [here](#).

4.6 What readiness activities will my organisation need to complete to join NHSmail?

Regardless of whether an organisation completes a self-migration or a managed migration, there are a number of organisational readiness activities to be completed. These activities are typically covered under the following workstreams:

- Project management
- Benefits management
- Training
- Communications
- Clinical safety and information governance

Supporting documents for reviewing migration activities are [available](#).

4.7 Will there be any supporting materials to help my organisation in joining NHSmail?

Yes. A series of templates and guidance are available to organisations looking to join NHSmail. These materials are currently in production and will be made available online for organisations to download. These materials will include:

- Migration options guide
- Self-migration guide
- Self-migration project plan template
- Managed migration overview
- Training strategy and plan templates
- Service descriptions
- Service specification (technical configuration and policy information)