



08 April 2014

Dear Colleague,

**URGENT ACTION REQUIRED FOR THOSE NHS ORGANISATIONS THAT HAVENOT MIGRATED AWAY FROM MICROSOFT XP**

The Department of Health (DH) and Crown Commercial Services (CCS) have now concluded a new agreement with Microsoft. This makes Custom Support for Windows XP SP3, Office 2003 SP3 and Exchange 2003 SP2 available to any NHS Organisation that require it until 14 April 2015; whilst migration away from Microsoft XP is undertaken.

**Please note, if you have not migrated away from Windows XP, Security Patch downloads will only become available to organisations once you have put a Premier Services Agreement (PSA) in place with Microsoft. To be clear, having a PSA in place is a prerequisite to accessing Custom Support. Further information on how to access this is detailed below.**

**A PSA must be in place prior to the first full patch release on Tuesday 13 May to ensure continued access to Security Patch Downloads.**

**To note that NHS organisations should be aware that if you have less than 250 devices requiring Custom Support (i.e. 250 devices still using Windows XP) this will be at nil additional cost. However you still need to register; see below.**

**Mitigating the risk: registering with Microsoft**

It is imperative that your organisation clearly understands the risk that is placed on it should the decision be not to take out a PSA. Integral to this is considering your current status with regard to your migration roadmap from Windows XP and identify risk exposure and timeframes.

If you have not migrated away from Microsoft XP then you must urgently take out a PSA to continue to access critical and important security updates beyond 8 April 2014 for XP, Office 2003 and Exchange 2003 by completing and submitting the attached Form at the earliest opportunity and submit to [psstall@microsoft.com](mailto:psstall@microsoft.com)

**Funding of Custom Support**

DH will centrally fund the provision of Custom Support for 12 months until 14 April 2015.

**It is important to note that there are no plans to negotiate a further national extension of XP support beyond April 2015. It is therefore essential that all NHS organisations put in place robust plans to migrate away from Windows XP, Office 2003 and Exchange 2003 by that date if you have not already done so.**

## How to access PSA Support

As mentioned above, **NHS Organisations with less than 250 devices** requiring Custom Support (i.e. 250 devices still using Windows XP) can also access the custom support at nil additional cost by visiting [here](#)

**NHS Organisations with more than 250 devices** requiring support must put in place their own PSA with Microsoft. PSA's are standard Microsoft agreements through which a number of additional services may be obtained. If your organisation already has a PSA in place, then it can access the free custom support purchased by DH on your behalf by visiting [here](#) and quoting their own PSA agreement number. CCGs and CSUs with more than 250 devices can access custom support via the NHS England PSA. A separate communication will be issued shortly from NHS England to provide further details.

If your organisation needs to put in place a new PSA, as part of the new agreement Microsoft has introduced a new, "Crown Base" 12 month PSA for £12,500 (50% of the cost of a the previous entry level PSA). This provides access to the standard Custom Support service (see below) and includes up to 50 hours of reactive support advice for any XP, Office 2003 or Exchange 2003 related issues (only). NHS organisations may wish to add further services to their PSA if they wish, at their local cost. To put a new PSA in place, you will need to complete the attached Form and submit to [psstall@microsoft.com](mailto:psstall@microsoft.com)

In all cases, if your organisation will be taking advantage of the custom support agreement, you are asked to complete the attached Custom Support Spreadsheet and return it to [XPSupport@ccs.gsi.gov.uk](mailto:XPSupport@ccs.gsi.gov.uk)

Further detail on what is included in the Custom Support Agreement is available at <http://ccs.cabinetoffice.gov.uk/i-am-buyer/categories/ict/special-agreements/custom-support>

Further detail on what is available in the Premier Support Agreement is available at <http://www.microsoft.com/en-us/microsoftservices/support.aspx>

Alternatively, please consult [XPSupport@ccs.gsi.gov.uk](mailto:XPSupport@ccs.gsi.gov.uk), your usual systems partner or Microsoft Large Account Reseller for advice.

If you have any questions at all regarding this process, please do not hesitate to contact [XPSupport@ccs.gsi.gov.uk](mailto:XPSupport@ccs.gsi.gov.uk) who will be happy to help you.

## CROWN OFFICE CONTRACT REQUEST

| Customer Details |  |
|------------------|--|
| Customer Name    |  |
| Customer Address |  |
| Contact Name     |  |
| Contact Tel      |  |
| Contact Email    |  |

| Billing Details       |  |
|-----------------------|--|
| Billing Address       |  |
| Billing Contact       |  |
| Billing Contact Email |  |
| VAT number            |  |

| Support Deliverables               | Crown Base            | Crown Foundation      |
|------------------------------------|-----------------------|-----------------------|
| Technical Account Management (TAM) | Included              | Included              |
| Proactive Support                  | Not Included          | Not included          |
| Reactive Hours                     | 50                    | 100                   |
| Custom Support                     | Office, Exchange & XP | Office, Exchange & XP |
| <b>Price excl VAT</b>              | <b>£12,500</b>        | <b>£25,000</b>        |
| Please tick option                 |                       |                       |

Please send all contract requests to [psstall@microsoft.com](mailto:psstall@microsoft.com) along with your Purchase Order, made payable to:

Microsoft Ltd  
Microsoft Campus  
Thames Valley Park  
Reading  
Berkshire  
RG6 1WG