

Central Government

as at

November 2012

The Central Government market is fully mobilised and motivated for PSN

- All major Departments are engaged in developing their roadmaps & plans to Comply , Connect, and Exploit PSN capabilities
- This deck augments earlier 2012 publication of high level roadmaps for Central Government Departments, primarily focused on the “Big 6”
 - **HMRC / MOJ / MOD / DWP / Health (NHS N3) / Home Office (PSN in Policing)**
- These roadmaps are based on the latest PSN / customer engagements
 - Publication has been agreed with each organisation
 - All plans remain subject to change and ongoing Governance at both organisational and Cabinet Office level
- Further publications will continue to be augmented through 2012 & 2013 to include a wider set of CG organisations including Departments, NDPB’s & Agencies including
 - **Transport / BIS / DEFRA / Health / FCO / Education / DECC / DCMS / ECGD / CPS**
- These organisations, in totality, represent > 90% of addressable PSN spend across Central Government

We are driving this through a highly proactive direct engagement approach

- Targeted on key programmes / organisations
 - Strategy / Transition Planning / Procurement Interventions / Assurance
 - Close working at PSN Programme level to develop coherent sector plans across Central / Non Central Government
 - Health / Police / Education / Devolved Administrations etc.
- Transition Plans are a combination of
 - In flight transitions via Contract Request / Change Notice (CCN)
 - Supply chain re-engineering / procurement interventions beyond current deal
- PSN Frameworks (GCF, MTCF, PSN Connectivity, PSN Services) are central to delivery of these plans as the primary route to market for new network & telecommunications procurement projects
- Over 30 Central Government PSN framework procurements either in preparation or in progress. GPS also developing rolling programme of national aggregated PSN framework procurements, first two to be launched by Q1 2013.
- Every Central Government award is subject to PSN SRO scrutiny / approval
 - Around 80 PSN cases individually reviewed since scrutiny process commenced late 2011
 - Integral part of CO led ICT Spend Approval process

Central Government Transition Summary – Big 6



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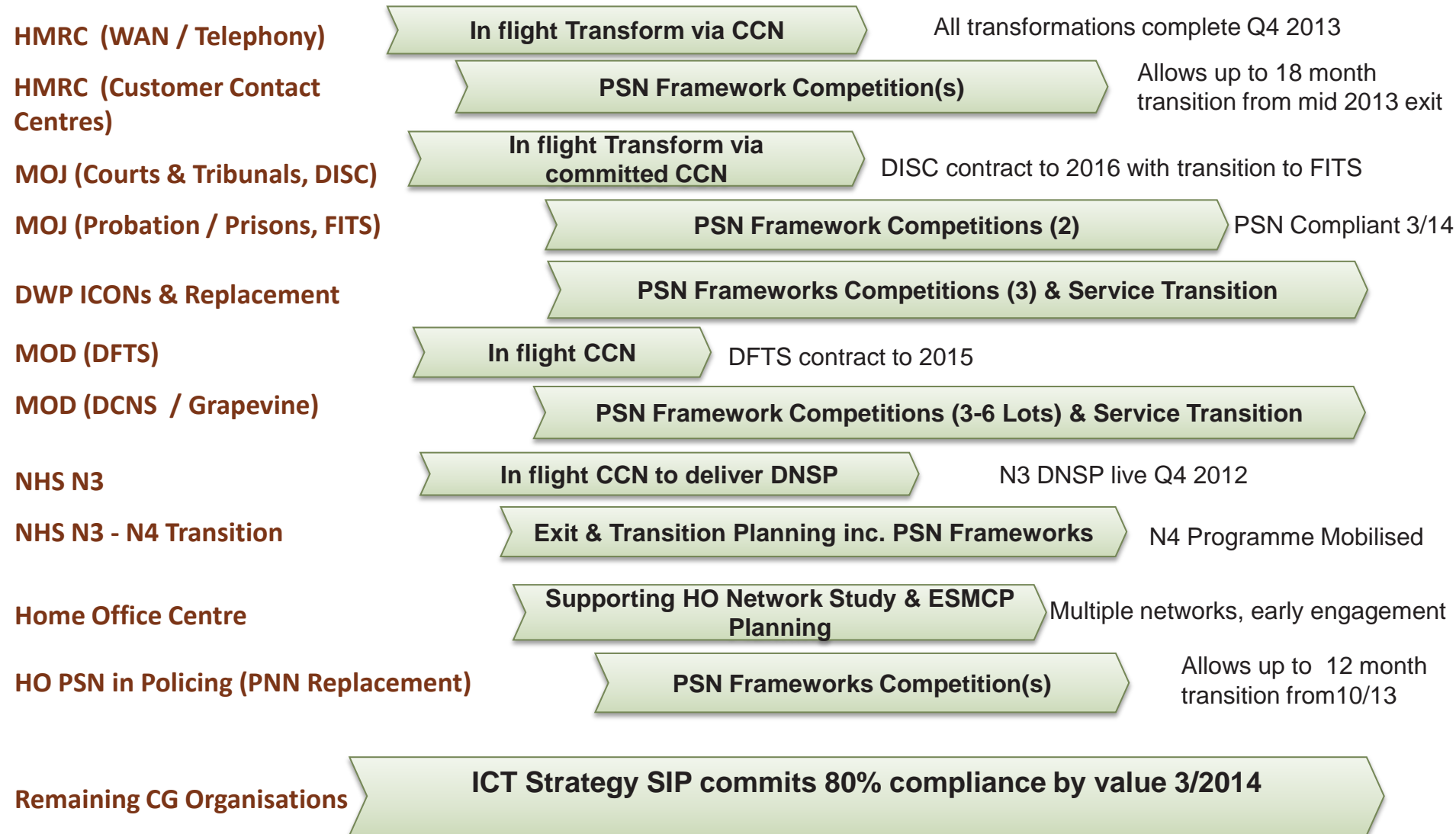
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Central Government Customer Journey - HMRC



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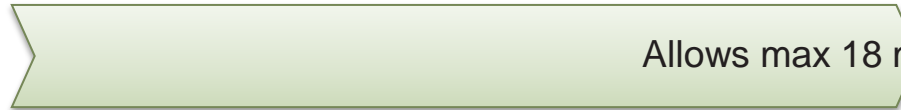
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**HMRC (WAN /
Telephony)**



VOIP roll out complete Q2 2013,
WAN transformation by Q4 2013

**HMRC (Customer
Contact Centres)**



Allows max 18 month transition from 6/13

Strategy & Planning

- WAN / Telephony in flight transformation under Aspire
- Customer Contact Centre telephony re-procure using PSN Frameworks

Procurement / Governance

- WAN / Telephony in flight CCN, Aspire case approved Q1 2012
- Customer Contact Centre telephony approved to launch procurement Q2 2012
 - Further competition (Q4 2012 – Q2 2013)
 - Current contracts expire June 2013

Implementation

- WAN & Telephony transformations completed in 15 months, estimated completion Q2 2013
- First compliant service certified / connected in Telford Q2 2012.
- Customer Contact Centre telephony contracts expire June 2013
- Customer Contact Centre telephony transition completed Q4 2014

Central Government Customer Journey - MOJ



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**MOJ (Courts &
Tribunals, DISC)**



In flight CCN, transformed mid 2013

**MOJ FITS
(Probation /
Prisons, Courts)**



FITS Tower Migration
(Network & Mobile)

Strategy & Planning

- Courts & Tribunals PSN transition via existing DISC contract WAN / Telephony provision
- Courts included in FITS scope for back end transition of already PSN compliant capability
- Quantum re-procurement (Prisons) & OMNI (Probation) migrate to FITS (PSN Compliant) by 13/14
- PSN Frameworks primary route for FITS Network & Mobile Tower
- FITS SIAM (Service Integrator) subject to separate procurement

Procurement / Governance

- DISC CCN approved & closed Q4 2011, contract runs to 2016
- FITS OBC approved & PIN launched Q4 2011
- Prisons (Quantum replacement) in Governance Q4 2012, early Mobile adoption via PSNS Q4 2012
- FITS Network Tower further competition(s) awards Q2 / Q3 2013, roll out Q3 / Q4 2013

Implementation

- Courts & Tribunals, first compliant service Q2 2012, transformation complete Q3 2013
- FITS intercept plan for Probation services delivers PSN compliance / connection Q4 2013 / Q1 2014
- FITS intercept plan for Prison services delivers PSN compliance / connection Q4 2013 / Q1 2014

Central Government Customer Journey - MOD



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MOD (DFTS)



In flight CCN to deliver DNSP

**MOD (DCNS -
Grapevine)**



Tower Contract
Awards Q3 – Q4 2014

Strategy & Planning

- DFTS in flight comply / connect, final solution planning & CCN in progress
- DCNS Target Supply Chain Model established, aligning DFTS / DII / DECS replacements
- PSN Frameworks primary route to deliver Connectivity and Integrated User Services (IUS) Tower (Voice, VTC and Mobile) contracts

Procurement / Governance

- DFTS Contract Request subject to final solution development / approval Q4 2012
- DCNS (Grapevine) at Initial Gate Business Case Approval Stage
- DCNS Connectivity competition launch (WAN) Q1 2013
- DCNS IUS competition launch Q1 – Q2 2013

Implementation

- DFTS Comply / Connect Q1 2013
- DCNS Contract awards, Q3 – Q4 2014, Mobilise & Deploy Q3 2014 – Q3 2015

Central Government Customer Journey – DWP



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ICONS

(Transition / Replacement)

Connectivity
Transitioned

IP Contact Centre
Transitioned

Strategy & Planning

- ICONs contract currently runs to March 2014, transition support options to Feb 2016 available
- PSN Frameworks to move ICONs supply to PSN channel
- 3 levels of PSN competition proposed, plans still subject to internal approval / resources
 - Connectivity Lot, Services Unified Lot, plus Commodities Lot (s) via GPS aggregated comp
- Service Integrator acquisition / delivery model, part of wider Future Contracts Delivery (FCD) consideration

Procurement / Governance

- Early Market engagement undertaken Q2 2012
- Progressing Ministerial / CO approval to FCD strategy prior to full competition launch
- All competitions planned to commence from or after Q4 2012, Awards from Q2 2013

Implementation

- Connectivity transition from Q3 2013
- Services transition from Q4 2013
- Important interdependencies on implementation through 2012 / 13 / 14
 - Desktop Thin Client & Universal Credit
 - Other FCD streams

Central Government Customer Journey – Health (NHS N3)



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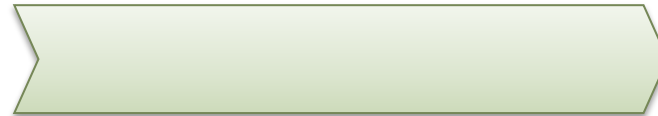
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NHS N3



N3 In flight CCN

NHS N3 - N4 Transition Strategy & Planning



N3 – N4, Planning assumes further N3 extension option exercised

- Information Assurance model alignment and PSN use case scenarios completed Q1 2012
- N3SP PSN DNSP in flight comply / connect
- Assumes extension option available to 3/2014 to enable orderly transition, exit, migration
- Requires separate consideration of Core, Foundation Services, Catalogue Services and COIN's
- N4 strategy options under review, include Central capability, Regional PSN's, PSN Frameworks
- LCIOC engaged to support joined up public health / local services / regional PSN requirements

Procurement / Governance

- N3 committed to 3/2013, further extension option to 3 / 2014 approved Q3 2012 subject to substantial PSN conditions inc. N3SP DNSP accreditation / exploitation plan
- PSN Frameworks preferred commercial option / supported where demonstrable VFM
- N4 Mandate & Programme established within NHS Portfolio Q3 2012

Implementation

- N3 PSN DNSP on target for accreditation Q4 2012, exploit services over PSN from Q1 2013
- N4 Business Case, Blueprint & Procurement Strategy Q1 2013

Central Government Customer Journey – HO (Centre)



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Home Office

(HO HQ, UKBA, CRB, IPS,
SOCA / NCA)

Transition UKBA, HO HQ, CRB by 2014/15

Strategy & Planning

- Extensive PSN engagement through discovery workshops during 2011 / 2012
- Working across a range of opportunities including
 - HO Network Study
 - Rationalise current delivery as key contracts approach end of life
 - Single WAN / shared services
 - Unified voice, video
 - Consider other in flight options, e.g. IPS
 - Transition of NPIA into the new Police IT company structure
 - Emergency Services Mobile Communications (ESMCP) within the future generation of PSN frameworks

Procurement / Governance

- Governance & approvals plan yet to be baselined

Implementation

- Network Study outcomes by Q1 2013
- Establish & implement Wave 1 plans to support initial contract expiry dates (2014 /15)

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Central Government Customer Journey – HO (Police)



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PSN in Policing (PNN Replacement)

Allows up to 12 month
transition from 10 / 2013

Strategy & Planning

- PSN in Policing Mandate approved & issued Q4 2011
- PSN Frameworks positioned to procure PNN replacement services
- Wider Police marketplace strategy yet to be finalised
 - Market requirements gathering completed
 - Series of Regional Events positioning PSN to all Forces completed Q1 / Q2 2012
 - High interdependency on new Police ICT Company roll out / scope

Procurement / Governance

- PNN replacement services competition(s) launched Q1 2013, PNN closes order book Q4 2013
- NPIA now transitioned into new Police ICT Company Directorate in HO Departmental structure
- PSN in Policing SRO and Project Board established Q1 2012
- PSN in Policing BC review and Governance Q4 2012

Implementation

- Assumes up to 12 month transition of full CJX estate following PNN closure, to Q4 2014
- Further transition plans under discussion with specific Forces / Regional Aggregators via Non Central Government engagement team

Central Government Customer Journey – Transport (DfT)



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DfT Convergence Roadmap

Tactical Convergence via
GCF / MTCF

Exploit PSN
Frameworks

Strategic PSN
Convergence

Strategy & Planning

- DfT Group convergence planning workshops held Q2 2011 & Q1 2012
 - DfT (Centre) / DVLA / Highways Agency / VOSA / DSA / MCA / HS2 all in scope
- Group ICT strategy forming under recent CIO appointment
- Short term convergence via GCF / MTCF to intercept current procurement interventions
- Exploit PSN Connectivity and Services Framework opportunities / aggregation
- Longer term convergence as outsource arrangements expire, broadly co-terminus 2014 / 15

Procurement / Governance

- DfT (Centre) / DVLA / HA (inc. NRTS) / VOSA / DSA / HS2 all subject to PSN procurement scrutiny
- Telephony converging under MTCF Q2 / Q3 2012
- Short term WAN convergence opportunities under review
- Identify further PSN Connectivity and Services exploitation opportunities
- MCA shadowing DFTS (MOD) compliance programme

Implementation

- DfT (Centre) / DVLA / HA procurements all scheduled to award Q4 2012 – Q1 2013
- Full convergence roadmap to be reviewed in context of evolving DfT ICT strategy Q2 2012
- Full strategic PSN convergence 2014 / 15_{UNCLASSIFIED}

Central Government Customer Journey – BIS



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BIS Elgar Replacement

PSNC Competition

Elgar replaced

Strategy & Planning

- Extensive BIS engagement on JANET 6 (Separate chart covers detail)
- BIS Elgar platform replacement by 3 / 2014, planning for tower based Departmental model
- Capture / sweep up remaining NDPB WAN's within competition outcome
- Reprocure Telephony / Mobile under PSN Frameworks at next break point

Procurement / Governance

- JANET 6 OBC, FBC & Awards approved Q2 2012
- Early BIS engagement on WAN cost model / PSNC competition planning
- BIS Procurement launch anticipated Q1 2013 subject to CO approval
- Telephony & Mobile re-procurement baseline plan agreed by Q1 2013

Implementation

- Janet6 roll out, replace Janet5 by end Q3 2013
- Elgar replacement / transition by end Q1 2014

Central Government Customer Journey – BIS (JANET 6)



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UK National Backbone

JANET 6
Awarded

JANET 5
Ends 10/13

Janet 6 implemented by end Q3 2013

Regional Access Networks Strategy & Planning

Review / realign alongside regional / devolved PSN's / PSN frameworks

- Janet 5 requires replacement from Oct 2013
- Fibre leases and optical equipment procured via OJEU Competitive Dialogue
- Janet 6 approach rigorously tested with PSN and via external assurance
- Janet positioning within PSN environment agreed at CEO / SRO level
- In house management of backbone, remains outside PSN boundary, won't compete as DNSP
- Extension of backbone to key research-intensive sites via BIS e-infrastructure initiative
- Systematic review of regional access networks relative to regional/devolved PSN / frameworks, driven by re-procurement cycles; realignment to PSN where demonstrable functionality & VFM

Procurement / Governance

- Janet 6 OBC achieved Cabinet Office approval Q1 2012, Full Business Case Q2 2012
- National Fibre Backbone and Optical Equipment awards completed Q3 2012
- PSN frameworks / regional / devolved PSN's supported where demonstrable functionality & VFM, and PSN / non PSN data separation assured in line with PSNA requirements
- Janet telecommunications framework to be reviewed for replacement by PSN framework after expiry in 2014, currently working through PSN framework due diligence

Implementation

- Janet6 backbone roll out, replace Janet5 by Oct 2013
- Tranche 1 of regional networks reviewed by end 12/13, West Midlands first case, remainder by

14/15

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