The Scottish Wide-Area Network (SWAN) Programme

An Overview

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Agenda

• What are the deliverables of the SWAN Programme?
• SWAN in a Policy Context
• McClelland Review
• Governance, Strategies and Principles
• Benefits
• The Vanguard Project
• Timelines
• Conclusions
The SWAN Programme

• The programme will:
  – Deliver a single, high availability, shared services network, based upon aggregated public sector demand
  – Be the platform that enables the delivery of a number of shared services, i.e. Voice, Video, Cloud, etc
  – Foster cross sector collaboration and cooperation
  – Be open for use to all public sector bodies based in Scotland
    • Includes non-devolved organisations – DWP, HMRC, MoD, etc
  – Be a single procurement activity

not be mandated...but ‘strong’ encouragement
Direct Policy Context

• National Performance Framework (Since 2007)
  – Outcome 16 - Our public services are high quality, continually improving, efficient and responsive to people’s needs

• The McClelland Review of Scottish Public Sector ICT Infrastructure (June 2011)
  – Strategic importance of shared services and aggregated procurement

• Renewing Scotland's Public Services - Priorities for Reform (in response to the Christie Commission – Sept 2011)
  – Four pillars of Prevention, Performance, People, Partnership

• Scotland's Digital Future - Delivery of Public Services (Sept 2012)
  – Scotland's national digital public services strategy and action plan
  – Promotes an approach of thinking “digital first” in service design
Related Policy Context

• Scotland’s Digital Future: A Strategy for Scotland March 2011
  – To grow a digital economy, increasing online participation, etc

• Scotland’s Digital Future: Infrastructure Action Plan January 2012
  – A focus on broadband delivery and plans for the regions

The SWAN service will benefit from plans to improve digital connectivity across Scotland e.g. through Next Generation Broadband
McClelland Review

- McClelland recommended the aggregation of Scottish Public Sector networking requirements……
  - The few large and many other multiple small contracts should be aggregated to build a single Scottish Public Sector Network that adopts the standards and protocols of the UK PSN.
  - The combined spend should be leveraged to gain cost and performance advantages for the public sector.
  - This network should be used by every public sector body and university and college in Scotland.
  - The technology of "local loop unbundling" should be evaluated and where appropriate, adopted regionally.

- However, it's not just about aggregation and cost saving……

  The bigger goal is for SWAN to foster cross public sector collaboration and cooperation to deliver enhanced & joined up public services
Strategic Context and Governance

- Sectoral Boards and National Projects

SWAN is the first core programme of Scotland's Digital Future - Delivery of Public Services Action Plan
Strategies and Principles

• Sectoral Strategies
  – Draft Local Government ICT Strategy – Delivering Better Services for Communities – identifies delivery of SWAN as a priority in its Action Plan (Pathfinder North and Pathfinder South in the Vanguard)
  – eHealth Strategy - committed to N3 replacement as part of SWAN (NHSScotland in the Vanguard)

• Underpinning “Adopt or Justify” approach

• Adherence to the principles of the High Level ICT Operating Framework (when published)
Shared Infrastructure Networking

The Hypothesis……

High Cost
Low Cost

Low Degree of customisation
High Degree of customisation

Utility Services
Market-based standardisation

Shared Services
Community-based standardisation

Local Services
Organisation-based standardisation

Niche Services
No real standardisation

Increasing scope of SWAN leverage across resources, assets, tools and processes, etc, drives individual organisational costs down

The Scottish Government
**Metcalfe’s Law**

The value of a telecommunications network is proportional to the square of the number of connected users of the system.

Metcalfe's law characterizes many of the effects of communication technologies and networks such as the Internet, social Networking, and the World-Wide Web.

Two telephones can make only one connection, five can make 10 connections, and twelve can make 66 connections.
The Vision

All Scottish public sector organisations choosing to use SWAN services by 2016

- The efficient and secure availability of information, with sharing where appropriate
- Access to services and applications from anywhere in Scotland, based on who a person is, NOT where they are or what device they are using
- Offer scalability, resilience and appropriate levels of Security and Information Assurance
- Collaboration and co-operative working and to be the catalyst for ‘shared services’

• Removing infrastructure constraints, enabling:
  - More for less; aggregated procurement saving on cost over historic network spend
  - Mobility and agile working practices
  - Business change rather than ICT change
What does it enable?

• The implementation of the latest technology to support the delivery of better public sector services and the transformational government agenda
  – Through the adoption of common, open, standards
  – a customer-centric operational model
  – a flexible approach

• End-to-end service assurance, management, agreements and guarantees
  – With detailed monitoring and reporting

• A platform for additional shared services
  – Voice and Video services
  – Home and remote working services
  – Data Centre/Cloud services

• Simplified, collaborative procurement
SWAN Benefits

• Reduced cost of procurement, products and services
• Opportunities to share the use of common infrastructure across the public sector
• Increased opportunity for cross-sector cooperation and collaboration
• Reduced cost of service management & integration across organisational boundaries
• Increased responsiveness to organisational change
• Greater assurance of common standards, interoperability and security across the public sector
Parallel Activity

- SWAN Programme Board
- Vanguard Project Board

Wider Coordination and Engagement Activity

Focused Procurement Activity
The Vanguard Procurement

• The Vanguard Procurement is......
  – The first project under the SWAN Programme
    • To go to the market with aggregated demand from four ‘Vanguard’ agencies
      – NHS Scotland (N3 Replacement)
      – Education Scotland (the Schools Interconnect Network)
      – Pathfinder South (two Local Authorities)
      – Pathfinder North (five Local Authorities)
    • To deliver an initial set of SWAN services from a single shared infrastructure
    • To pre-defined Service Level Agreements
      – with Service Level Guarantees and penalties for failure
  – the first tranche of SWAN users with more to follow
Procurement Route

1. **OJEU Notice Published**
   - 19th October 2012

2. **Pre-Qualification Questionnaire Published**
   - 14th November 2012

3. **Invitation to Participate in Dialogue (IPTD)**
   - 13th December 2012

4. **Invitation to Submit Outline Solutions (ISOS)**
   - 17th January 2013

5. **Evaluation and Down-Selection**
   - 5th March 2013

6. **Invitation to Submit Detailed Solutions (ISDS)**
   - 6th March 2013

7. **Evaluation**
   - July 2013

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The Scottish Government
Procurement Route (cont)

- Invitation to Submit Final Tender (ITSFT) - August 2013
- ITSFT Evaluation - September 2013
- Selection of Preferred Supplier - September 2013
- Contract Award - October 2013
- Ready for Service - February 2014
- Services Available - April 2014
Progress

- 80 Expressions of Interest to the OJEU Notice
- 10 Responses to the PQQ
  - All 10 Invited to Partake in Dialogue
- 9 Likely to respond to ISOS
- 3 (perhaps 4) will be asked to ISDS
SWAN and the UK Public Sector Network

• Originally, concerns were raised regarding PSN
  – What if I don’t need to consume PSN services?
  – What does it mean to be PSN compliant?
  – What is the additional workload?
  – What is the additional cost?

• The solution is for SWAN to deliver two sets of services:
  – Tier 1 services for Vanguard partners (and others post vanguard) that do not need to be PSN compliant but will be ISO 27001 certifiable
  – Tier 2 services (post Vanguard) that WILL be PSN compliant
    • The CAS(T) process to become PSN compliant @ 2.2.4
    • Compliance to the PEPAS process and standards for 3.3.4 and 4.4.4
The SWAN ‘Two Tier’ Services Approach

Current Situation

Independent Non-aligned Procurement

Evolution

SWAN

Vanguard

Tier 1 Services

ISO 27001 Compliant

Aggregated Procurement

Post Vanguard

Tier 1 Services

Tier 2 Services

PSN Compliance

3 – 6 month PSN compliance process

The Scottish Government
Case Study – The Welsh PSBA Network

• A contract signed between the Welsh Ministers and Logicalis UK
  – 5 years old
  – Same OJEU Process
  – Similar ‘vanguard’ organisations
    • NHS Wales
    • Life-long Learning Network
    • 2 JANET Regional Access Networks
  – Now 105 organisations and over 5,000 individual sites
The PSBA Network (Cont)

• Carries IL0, IL2, IL3 and IL6 traffic
• Welsh Government is the largest LLU operator in Wales
  – Over 200 exchanges enabled
    • Ethernet First Mile (SDSL over copper)
    • ADSL services
      – Home worker/Tele-care service @ £400 per year
• Is becoming a PSN DNSP for Wales
• Approx £120M spend to date
  – £20M cash savings
• Enabler for additional services
  – Delivered by other service providers
    • Voice, video, Cloud, etc
Conclusion

- SWAN programme is core to the delivery of the Scottish Government’s policies and outcomes
- SWAN programme has strong support and commitment from Scottish public sector organisations
- SWAN programme is probably the most significant public sector ICT service initiative ever undertaken in Scotland
- The SWAN service will provide a foundation for innovative and integrated public services that cross organisational boundaries to give people access to the services they need when and where they need them
Thank You

Any Questions or Comments?