SWAN SAFEGUARDS THE TRANSFER OF SECURE FILES FOR SCOTLAND'S PUBLIC SECTOR

NHSScotland is the publicly funded healthcare system in Scotland. It operates fourteen territorial NHS boards across Scotland, seven special national health boards, and the newly formed Public Health Scotland. The Scottish Wide Area Network (SWAN) was set up to establish a single shared data network and common information and communications technology (ICT) infrastructure across Scotland's entire public sector and has 6,000 sites connected across more than 90 public sector organisations. NHS National Services Scotland (NSS), one of the national health boards in Scotland, works closely with Capita in its role as the SWAN Authority to provide governance and support around the implementation of SWAN.

> " I find the SWAN SFT service invaluable for sending files containing patient identifiable information to other members of NHS staff when they are too large to send via NHSMail."
>
> NHS board user

Secure transfer of large and/ or confidential data for NHSScotland staff was previously provided by NHS England via NHS Digital's Secure File Transfer (SFT) service. When NHS Digital gave notice that this service would cease at the end of August 2019, NSS worked with other NHSScotland health boards to introduce a new service to replace it.

Prior to that date, NHSScotland staff used a variety of ad-hoc solutions to facilitate the secure transfer of data between organisations. These solutions varied across health boards. The previous SFT service provided by NHS Digital offered basic functionality and had major restrictions, such as only being available within the NHS, limited maximum file size, and no provision for international file transfer. It was vital to provide an alternative file transfer solution for NHSScotland and to provide all SWAN members with the option of procuring a service via SWAN's value-added services. There were two main challenges with delivering the new SWAN SFT service to NHSScotland:

Timeframe - with only 6 weeks to deliver the new service to 22 NHS health boards, the project team faced an extremely short delivery window.

Size and scale - NHSScotland is comprised of 22 health boards - it was agreed each board would require complete control of providing administrative support for their own user base.

In addition to the setup of the new SFT service for NHSScotland, it was agreed that existing users of NHS Digital's SFT service would be migrated over to the new service.

As Secure File Transfer is available through the SWAN Framework as a value-added service, NHSScotland were able to procure it quickly and simply. The framework sets common terms, conditions and pricing options meaning that SWAN members only need to agree anything specific to themselves.

All SWAN members can benefit from the full range of value-added services – these are complementary to the wide area network connectivity offered and have been added to the framework when they meet procurement criteria, including value for money.

After a review of 'off the shelf' secure file transfer solutions, Capita proposed the vendor **Ipswitch**, a market leader in Secure File Transfer and Managed File Transfer (SFT/ MFT) solutions, as its preferred supplier for provision of a SWAN SFT solution. This new service, developed as a SWAN value-added service and provided by Capita under the SWAN programme, uses the MOVEit cloud solution to deliver an SFT service to NHSScotland health boards and other SWAN members.

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Ambitious project

With an aim to advance delivery time, the team developed an ambitious and accelerated project plan, to ensure NHSScotland staff would have a continuous SFT service, meeting NHS Digital's planned closing date.   The versatility of the MOVEit Cloud SFT solution enabled the team to create an administration group for each health board with full control. The project team worked with each health board to identify and train staff to take on the role of local administrators to enable each board to manage their own environment.

The SWAN Authority undertook a proof of concept trial of the MOVEit Transfer solution in December 2018. The MOVEit Transfer product was found to be very intuitive to use and provides functionality to meet the requirements of SWAN members.

The solution allowed each health board to maintain its own level of administration, with the ability to manage users and control who receives access to the system.

> **"I have used the service to transfer clinical photographs to colleagues in health boards who don't have access to our Clinical Portal system – I find that it is also useful for transferring video and audio files which are routinely too large to send by NHS email and/or are often be stripped as attachments by inbuilt security."**
>
> NHS board user

Safer control of data

The service addresses the challenges of sharing information securely between NHSScotland health boards and other public sector organisations, particularly where large file sizes and/ or sensitive information is involved. Implementation of the SWAN SFT service also assists NHSScotland staff with meeting strict data protection requirements and provides safer control, monitoring and reporting on the movement of confidential data transferred within NHSScotland and to external third-party organisations.

A key benefit of the solution is that data can be securely transferred to/ from external organisations without the recipient/sender having to be registered users of the system. This flexibility streamlines user management and makes it easier for users to transfer data as required.

Key Benefits

The service has been operational for 6 months and feedback from users has been positive.

- All public sector organisations in Scotland can benefit from the SFT service
- 600+ users already migrated to the new service
- Cost savings realised*
- Intuitive solution providing NHSScotland staff with safer control of data
- All data protection requirements met
- Simplified ease of use provided for users

*Savings of c£1k-£2k per quarter delivered at NHS Dumfries & Galloway

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Thank you for your interest in SWAN
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