The Public Services Network (PSN)

"The PSN will... drive efficiencies in procurement, through a range of technical and service standards, which will lead to an open, collaborative environment for all UK Public Sector employees."

Francis Maude
Cabinet Office

Contents

PSN: What is it?

The Public Services Network (PSN) is a key foundation of the Government's ICT Strategy to enable and deliver wide-reaching change across the entire public sector. That change is commercial, technical, and transformational.

Commercial

First and foremost, the PSN programme is about enabling cost reduction and greater efficiency. Standardising networks and ICT services, simplifying their procurement, and sharing services all reduce cost. The PSN will create a more open and competitive marketplace for interoperable ICT services, available through frameworks and accessible across the public sector.

Technical

A shared information and communications infrastructure, the PSN can join up organisations, departments, Authorities, and agencies that deliver public services, whether national, regional, or local. To provide PSN services, suppliers must meet agreed standards of security, technical performance, service management, and governance. Organisations using PSN must also be PSN-compliant. This compliance ensures seamless, and painless, interconnectivity. For the first time, organisations can collaborate and share information and services, including voice, data, and video, from any place through any PSN provider and on any scale.

Transformational

The PSN is the foundation for business transformation in public service delivery. Exploiting this to build collaboration, connect with partner organisations, reduce duplication, share resources, work more efficiently and flexibly, and reduce overheads such as buildings, travel, and energy costs, presents a unique opportunity to deliver better services for less.

The PSN is therefore more than a network. It is a catalyst that can unlock unprecedented opportunities for cost efficiency, business transformation, and improvements in public service delivery.

With its emphasis on simplifying, sharing, and saving, the PSN could not have come at a better time.

Why now?

The Chancellor of the Exchequer outlined savings that equate to £83bn over the next four years as a result of the Comprehensive Spending Review. The Efficiency and Reform Group led by Cabinet Office Minister Francis Maude has been set up to deliver efficiency improvements and make Government leaner.

The time has come to transform public service delivery, re-think ICT policies and processes, and make dramatic changes in the way things are done. Towards that end, Government and communications providers collaborated to develop a programme that would help meet the financial constraints and technological challenges now facing the public sector. The result is the PSN.

Can it really save money?

Offering efficiency, agility and economy, the PSN is on track to save the public sector up to £130m a year in Central Government alone by 2014. Savings are generated by reducing procurement cost and complexity, eliminating network duplication, and standardising network services. As a medium for innovation, the PSN can enable much greater benefits by enabling transformation through new ways of working, shared services, and more efficient public service delivery.

Is it up and running?

Across the public sector, the transition to the PSN has started. Central Government organisations have until 2014 to achieve mandatory compliance and departmental plans are in place. Local government, Police, Fire and Rescue, and other Authorities and agencies are already moving towards PSN compliance. As more providers and services become available, Government estimates that 80% of the public sector (approximately 4m users) will be connected to the PSN by the end of 2014.

How does it work?

Like the Internet, the PSN is made up of different networks which are connected together. To provide the performance, resilience, and security required by the public sector, the PSN is unified by an agreed set of standards with which all suppliers and customers must comply.

These standards, the PSN Codes and Conditions, are administered by the PSN Authority. Initial versions were agreed at the end of July 2011 to enable services and customers to gain PSN Certification against them. As the PSN market and services develop, changes to the Codes and Conditions are being adopted to ensure that the PSN evolves and improves.

Who's who?

There are three classes of PSN service provider: PSNSPs (who supply PSN services), DNSPs (PSNSPs who meet more stringent conditions and can connect to the GCN), and GCNSPs (who provide the links between DNSPs).

As a customer seeking to buy from the PSN marketplace, you can select services from one or more PSN Service Providers (PSNPs/DNSPs). These are suppliers who provide certified PSN services from, for example, WAN connectivity to voice services, conferencing, security, internet access or hosting and application services. PSNSPs cannot connect or 'peer' directly with each other, but must communicate across the PSN via Direct Network Service Providers (DNSPs).

DNSPs are PSNSPs who, like BT and other suppliers, must meet additional, stringent obligations allowing them to connect to other DNSPs via the Government Conveyance Network (GCN).

The GCN is the hub of the PSN, acting as the gateway between the networks of different service providers. It is supplied by a small number of key providers who 'mesh' together their networks so that the GCN appears as a single logical network. GCN services are only bought by DNSPs, not by end customers of PSN services.

Some providers choose to offer services at both PSNSP and DNSP levels, making use of this flexibility to minimise the cost and complexity of individual services, while ensuring that connection is still made through their DNSP service, and the GCN hub to other service providers and customers.

Providers of PSN services do not have to be private sector ICT companies. Public sector bodies may also share services through the PSN marketplace if they comply with the appropriate Codes and Conditions as a PSNSP or DNSP.

Through this architecture, the PSN allows information and communication to flow from one customer or service provider to another, regardless of location or supplier.
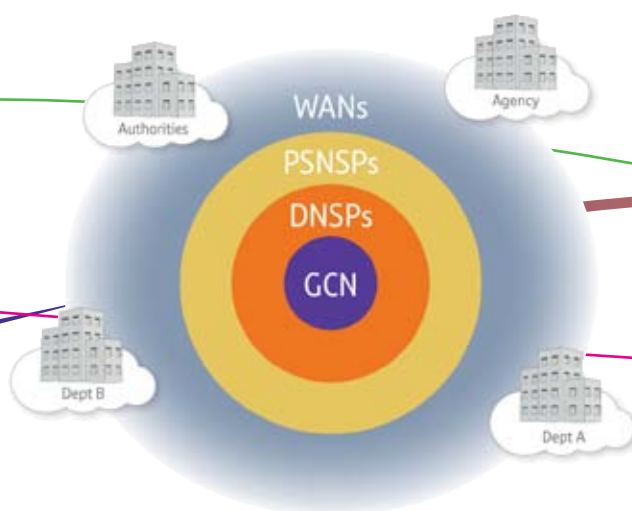
What is PSN compliance?

PSN compliance guarantees a common approach to information assurance, technical interoperability, service management, and governance. Each service provider and customer must comply with relevant obligations set out in the PSN Codes and Conditions.

The PSN Code Template is a single document containing the three Codes that govern PSN services:

1. Code of Connection (CoCo): for PSN customers
2. The Code of Practice (CoP): for PSNSPs
3. The Code of Interconnection (ColCo): for DNSPs

The Codes are non-contractual obligations which are signed by the applicant for each PSN service or customer environment, starting the PSN compliance certification process. As well as the signed Code Template, applicants must complete and submit the detailed 'Annex B' declaration of compliance against each of the Conditions or obligations that applies to them, along with a full description of the service or environment to be considered.

Once the submission is made, it is then subjected to both independent verification and testing against PSN Code Conditions and security accreditation to the required Business Impact Level by the Pan Government Accreditor. If verification and accreditation are completed successfully, a Compliance Certificate is issued by the PSN Authority for that service or customer environment.

Each service that a supplier wishes to provide through the PSN must be individually certified for a specific Business Impact Level.

In addition to the Code Template, there is a Deed of Understanding (DoU) that applies only to GCNSPs and is their contractual commitment to providing a GCN service.

Customers can transition to PSN compliance by negotiating changes with an existing supplier, buying from the PSN Frameworks, or running new procurements where this is appropriate.

What are the PSN Frameworks?

For too long, the public sector has been constrained by a maze of incompatible networks and legacy systems, separately procured and individually contracted, offering fragmented service, poor value, and limited collaboration.

The PSN Frameworks, developed by the Cabinet Office with the Government Procurement Service (GPS), put an end to this complexity. Framework-based procurement offers the public sector direct access to catalogues with a choice of suppliers and services. Benefits include simplified procurement processes, shorter procurement times, and reduced procurement costs. Ongoing value is assured by competitive pricing in an open market environment.

What are the benefits?

The PSN is not just about compliance. It's about positive change, both short and long term, with quantifiable savings and benefits. It's also about improving contact with citizens, allowing simpler and more effective communication, and enhancing the quality of service delivery.

By reducing cost and complexity, standardising networks, allowing service sharing, and extending the parameters of collaborative working, the PSN not only supports the ICT objectives set by Government, it aims to exceed them.

Cost savings

There are many ways the PSN can make more of limited budgets. The list below highlights specific areas in which the PSN not only saves money, but goes further, to deliver even more impressive benefits.

Simplified procurement

Direct access to the PSN Frameworks makes procurement easier, faster, and more cost-effective. Many offerings in the PSN Frameworks are PSN-certified, so you can confidently choose the services to buy, and the providers to buy them from, with full assurance of compatibility and value for money.

Business transformation

The initial cost savings achieved with the PSN are only the beginning. The PSN enables innovation and major business transformation. With the PSN, all organisations involved in public service delivery can do more for less, exploiting common ICT services to work more effectively, sharing resources, accessing information, cutting overheads, improving productivity, and enhancing public service delivery.

Seamless connectivity

PSN users are seamlessly linked through the robust "network of networks," governed by strict standards of compliance. This provides fast, secure, and reliable access to business and network services wherever and whenever they are needed.

Streamlined operation

Through rationalisation, the PSN can streamline incompatible, inflexible, and duplicated networks, multiple procurement contracts, complex SLAs, and unmanageable maintenance overheads.

Closer collaboration

Information can be securely shared and directly accessed through the PSN, enabling genuine collaborative working between departments, agencies, and the third sector, at national, regional, and local levels.

Flexible working

By enabling secure, seamless connectivity and cross-boundary working, the PSN liberates your workforce, offering virtually unlimited work style options and mobility, totally independent of location, while consolidating public sector estates.

Shared services

The PSN makes it possible for the public sector to share business and application services as needed, including voice, video, email, messaging, and data centres. This leads to significant cost savings, as well as greater efficiency and enhanced performance.

Technical interoperability

The PSN's versatile network infrastructure offers interoperability across the entire public sector, enabling all users to share information and access standards-based services. This gives the public sector a substantial reduction in overall operating costs.

Service assurance

The PSN can combine the proven benefits of a multi-supplier environment with the reassurance of common levels of assurance and service management, enabling resilient performance and consistent service levels.

Enhanced security

The base PSN security standard is CAS(T), a recognised level of security assurance for Business Impact Level 2, protecting critical communications service across the public sector. Providers can also build on this with CESG-approved solutions to provide and certify PSN services with greater levels of security as needed.

Are all PSN providers the same?

If all PSN providers must meet the same standards, does it really matter which one you choose? The answer is yes.

PSN Certification is the essential baseline criterion for inclusion in the PSN marketplace. However, it is not necessarily an indication of whether the provider has the experience, capability, and scale to deliver the full potential benefits of the PSN. Here is a short checklist to consider before choosing.

Is the provider new to the PSN?

Since 2007, Government has been working closely with the communications industry to design the architecture and define the standards of what is now the PSN. A provider who has played a major role throughout this development process will bring valuable knowledge and insight to PSN customers.

What is the provider's PSN certification?

There will be more PSN Services Providers (PSNSPs) in the market than Direct Network Service Providers (DNSPs) as the latter must meet more demanding PSN criteria. At the PSN core, there are even fewer Government Conveyance Network (GCN) providers. Being able to satisfy all PSN Codes and Conditions is proof of total commitment to the programme, your assurance that a provider has the broad capability and is qualified to deliver on the highest level.

Can the provider offer full PSN at scale?

Early trials have involved very small implementations, limited in scope and restricted in scale. Make sure the provider is able to offer scalable, end-to-end PSN solutions, including services such as WAN, internet connectivity, security, remote access, voice, data and video applications, and hosting at the right Business Impact Levels.

Has the provider worked with all levels of Government?

A broad track record of past and current projects yielding proven benefits involving Central, regional and local government is an important factor in judging how well a provider will fit with and understand your objectives and requirements.

Does the provider have business transformation experience?

While the PSN is new, major programmes delivering PSN-type outcomes and benefits have already made an impact on Government, with measurable savings and efficiencies. You want a provider who has significant experience in public sector business transformation to ensure you benefit from what the PSN can offer.

Can the provider manage framework procurement?

A key benefit of the PSN is access to catalogues of approved services. A provider with experience in creating and working through large scale frameworks and service catalogues can help you avoid the cumbersome and complex procurement minefield, and take advantage of time and cost savings.

Does the provider have a range of PSN-ready offerings?

A comprehensive PSN portfolio can ensure your current and changing needs will be met, and extensive benefits realised. The provider must understand the impact of the PSN on all services offered. At the same time, the provider must be able to provide bespoke solutions as and when necessary.

Does the provider already offer essential UK services?

Not every provider is used to delivering complex, robust, and future-proof solutions. A record of providing critical national infrastructure services throughout the UK demonstrates the required capacity and resilience for a true PSN offering.

Is the provider agile enough to meet your needs?

The PSN offers many opportunities for innovation in the way you work. A provider should be able to take your changing business needs into account, with the flexibility to offer you optimum support as your goals, and needs, evolve. The provider should have a track record of innovation and be ready to work with you to identify and deliver new solutions to business challenges in an agile way.

How far does the provider reach?

You may at some point need to expand or change the locations you connect to. For true end-to-end PSN delivery, you need a provider who covers the entire UK, with the national, regional, and local networking expertise to ensure robust performance where and when you need it. For some departments, international expertise and global connectivity may also be important.

Can the provider protect your critical services?

A provider whose networks meet security levels which are above the required PSN standard has specialist expertise you can trust. With the increase in threat levels and importance of anticipating and protecting against network vulnerabilities, demonstrable experience in cyber security is another key credential.

Can the provider map out your whole PSN journey?

The PSN is not just about the network. It goes beyond connection and compliance, upfront savings, and enhanced value. A far-sighted provider will scope out the specific ways you can use the PSN to ensure that the transformation and outcomes you want will be realised.

Why PSN from BT?

All PSN providers are not the same. On the contrary, your choice of provider is vital if you are to reach your PSN potential. So the question is, whom can you trust to help you harness the power of PSN?

BT is one of the world's leading providers of communications services. We have long supported a joined-up approach to the public sector, and enthusiastically welcome the Government ICT Strategy.

We are at the forefront of the PSN, unique in bringing together the experience, credibility, and capability for fully compliant, fully integrated, and fully scalable end-to-end PSN solutions.

We are already contracted to deliver PSN services to tens of thousands of end users at hundreds of sites across the UK. Our portfolio spans network services to next-generation voice to video conferencing, shared contact centres to virtual data centres, and a host of innovative cloud services.

For us, compliance is only the beginning. It's what you make of the PSN that makes the difference. And no one can make more of a difference than BT.
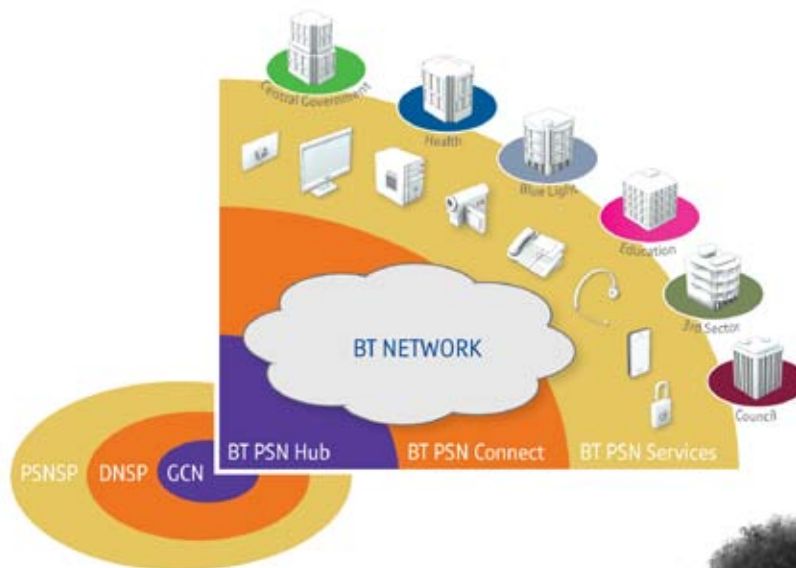
Credibility

We have been working closely with the Cabinet Office since 2007, helping define and design the PSN, shaping the architecture and standards to make it a reality. In April 2011, we signed a Deed of Undertaking (DoU) to become a provider of the Government Conveyance Network (GCN), the central hub between PSN service providers. BT will also operate as a Direct Network Service Provider (DNSP) offering connectivity services, as well as providing a range of services at the PSN Service Provider (PSNSP) level. This versatility allows us to minimise the cost and complexity of individual services.

Commitment

Having co-developed the PSN, we remain committed to its success. Meeting exacting PSN criteria involves significant technical and commercial change for a major supplier, and we have so far invested over £30m in our PSN services. We are making more and more services PSN-compliant, and are already delivering large scale PSN-type services across the public sector. We are now working to transition both major Government departments and Local Authorities into PSN compliance.

Scalability

BT is capable of enabling real PSN adoption and benefits realisation at scale. We have proven experience delivering PSN-like outcomes and we have been working to ensure smooth PSN transition for our key public sector customers. We have in-depth experience on the scale and scope needed to achieve the results Government is looking for. Projects we have undertaken across large parts of the public sector are among the biggest, most complex, and successful of their kind in the world.

Public sector ethos

We not only have a public sector heritage, we have also spent decades working closely with, for, and across all levels of Government. We are, in fact, one of the sector's largest providers of network services, and a trusted, long-term partner, having proved ourselves in good times as well as bad, during natural disasters and emergencies. We understand public sector challenges from the inside out, particularly the importance of stretching limited budgets to meet the needs of citizens.

Business transformation record

We are the only provider who has delivered transformational solutions right across the public sector. We have helped key Government customers achieve measurable success by simplifying the way their operations are connected, and introducing innovations that improve efficiency, effectiveness, and standards of service. Here are just a few cases:

- **MOD:** Designed, implemented, and operated by BT, the Defence Fixed Telecommunications Service (DFTS) offers voice and data, replacing 19 separate networks, and saving MOD £700m over the first ten years.

- **NHS:** N3, the award winning, secure national broadband network, connects every NHS location and more than a million NHS employees. With more than 51,000 connections throughout England and Scotland, N3 is one of the largest virtual private networks in Europe and saves the NHS around £115m a year.

- **DWP:** In one of Europe's largest convergence programmes, BT replaced multiple voice and data networks with a common infrastructure, the Integrated Communications Network Services (ICONS). We also created Europe's largest IP contact centre, serving millions of customers daily across many locations. This flexible solution saves the DWP millions of pounds, transforms workflow, and boosts efficiency.

- **Liverpool City Council:** By improving overall connectivity, BT helped Liverpool City introduce new ways of managing HR and payroll, finance, revenue, and benefits, saving £150m within ten years.

We can also demonstrate successful transformation within our own company. Over the past two years, we saved £1.8bn in operating costs, reduced our headcount by 35,000, equipped 70,000 employees for flexible working, and streamlined our IT systems as well as our supply chain.

It's clear that the PSN is not a massive change for us – it is, in fact, a perfect fit, a complement to the way we have been transforming business for our customers, and ourselves. We are already well-versed in ways of achieving impressive benefits through business transformation. We can extend our experience and learning to the rest of the public sector.

Framework procurement experience

BT already manages large-scale procurement in the public sector. We are, for example, the only supplier on all major fixed and mobile Catalyst ICT frameworks contracts operated by the Government Procurement Services (previously the Office of Government Commerce Buying Solutions organisation, OGCbs).

Our Defence Fixed Telecommunications Service (DFTS) Agreement for MOD is recognised as delivering "Value for Money" by the Treasury. The service lists over 3500 items, yet ordering is simple, with one single point of contact. The offerings are regularly price-checked, and the catalogue is used by many other Government departments and public sector bodies. We're also working on inclusion in the new National Policing Improvement Agency (NPIA) procurement process, set to save the Police service up to £30 million. N3 is another example where BT-managed procurement plays a major role in saving time and costs, in this case for the NHS.

Breadth of portfolio

Our PSN strategy is customer and benefits led, supported by an increasingly wide range of PSN certified services. We are taking proven services like those we developed for MOD and DWP, and bringing them to PSN compliance.

Our services include voice, data and video, contact centres, plus a rich cloud-based portfolio. In fact, BT is investing in a full suite of PSN services, the better to help you integrate with the PSN.

Our breadth of PSN offering means you can choose exactly what you need to help cut costs, improve efficiency, and drive up standards of service.

Capability

BT underpins the Critical National Infrastructure, delivering services that are essential to the economic, social, and political wellbeing of the UK. Our unparalleled expertise in networked ICT services, and the breadth of our business services, differentiate us from the rest of the marketplace, giving us the capacity and resilience to provide end-to-end PSN solutions.

BT's GCN is built on our core UK Multi-Protocol Label Switching (MPLS) network. It is ready to deliver PSN services today as it complies with the required technical and security standards.

Flexibility

Public sector bodies need a defined transition path to the PSN rather than just a PSN-certified service. BT can help in this process. Our PSN offerings extend from Central to regional to local departments, Authorities, and agencies, so we can meet your most specific needs, now and in the future, whatever size your organisation, and wherever you are.

Coverage

With the largest network serving the UK public sector, BT has the geographic reach to help you connect and expand wherever you need to, even to full national coverage. Of course we also offer international and global connectivity as well. So you can adapt to change without the complexity and cost of adding separate providers each time. This gives you the reliability of a trusted supplier, and the assurance that BT can meet your changing needs.

Security

Our core MPLS network, connecting many critical corporate and Government operations, is already assured to CAS(T), the baseline requirement for the PSN. We are accredited to deliver even higher levels of security as required by our customers. Our experts monitor more than 430,000 security devices for more than 850 corporate and Government customers worldwide, so we are able to recognise – and address – vulnerabilities. Our secure managed patient care records service for the NHS currently handles

650 million transactions a year. We also provide a directory operating at multiple security levels for 260,000 military, civilian, ally, and partner end users for MOD.

BT complies in full with the requirements of the Security Policy Framework, giving us a perspective rarely available to those outside Government. We are also a key contributor to the UK Government task force on cyber defence. In fact, many of our advanced cyber security solutions have been developed from our work with MOD. It is further proof of how we optimise the services we develop on behalf of one customer, and offer them across Government. This enables us to provide outstandingly secure solutions now, with an identified transition to a PSN-compliant service going forward.

Vision

We take a mature approach to the PSN, looking at long-term outcomes as well as short-term savings. We have made sure we understand the opportunities, and the risks. We aim to ensure limited public sector budgets are focused on improving services.

With this strategy comes an obligation to our existing public sector customers who depend on us to deliver PSN connectivity, compliance, and major business benefits.

Our unparalleled resources, depth of portfolio, security expertise, and geographic reach mean that we can deliver the full benefit of the PSN.

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Delivering the public spending cuts facing the new Government will not be easy. But those who argue it will be impossible without slashing services should take a look at BT."

David Wighton
Business and City Editor, The Times, May 2010

Does one size fit all?

As the public sector faces unparalleled Government pressure to cut costs and increase efficiency, demands are further fuelled by increased citizen expectation. Given the critical nature of these challenges, we don't think you should have to compromise to meet them.

So we ensure the key stages of the PSN process – from connectivity to compliance, from short-term transition to longer-term transformation – can be tailored and incrementally delivered to match your individual requirements and business case.

Whether you are in Central Government, a small Authority interconnecting to larger partners, or a medium-sized agency, we can offer the future-proof PSN services you need.

We can also help you maximise the benefits of the PSN in many different ways, for example, through shared IT infrastructures, streamlined operations, and more efficient procurement processes. We have already achieved strong results in these areas all across the public sector, as well as inside our own company.

DFTS
Through DFTS, MOD is saving £700m over ten years.

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DFTS offers transformational capabilities, proven here in MOD, which could help the UK significantly improve government processes. The partnership that we have built with BT – focused on helping us to do what we do more efficiently and more securely – is poised to bring wider benefits to UK plc."

Major Dave Whitaker
Head of Voice Services, DE&S ISS

N3
N3 already delivers many significant PSN-type benefits, connecting over a million NHS employees and saving some £115m a year. We are currently working to bring N3 to PSN compliance.

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The beauty of N3 is it allows us to move information and intelligence around the system, which is a critical part of high quality healthcare. That benefits the public, it benefits the patient, it benefits the professionals, and it benefits the planet."

Dr. David Pencheon
Director of the NHS Sustainable Development Unit

What about smaller scale PSN?

The PSN could soon be the only way to interconnect with other parts of the public sector, whether to Central Government or to the local police. So although the PSN is not yet mandatory outside Central Government, it's clear that regional organisations, councils, and agencies need to start planning now. Any new contracts should include provision for PSN compliance. Indeed, many Local Authorities are already moving towards the PSN with both individual and collaborative initiatives.

For smaller public sector bodies, the PSN from BT can deliver the full benefits of sharing without the burdens of technological risk or complex governance. Our countrywide PSN-ready fibre and copper broadband network can provide secure and seamless access through aggregation, so agencies in the same council or region can work together. This facilitates collaboration between Health, Police, Local Authorities, Education, and third sector organisations.

For example, contact centres, data centres, or emergency control centres could be better utilised, HR and payroll applications could be shared, individual library services could be joined up, revenue collection and benefit distribution could be simplified, among many other positive changes. Better connected communities also encourage participation and self-service on the part of citizens, resulting in further efficiencies.

We can also enable flexible working to help increase productivity, while offering better utilisation of your property estate. While buying BT's PSN services as one entity rather than several smaller bodies helps achieve better prices.

Norfolk County Council
In Norfolk, BT helped transform public services delivery for both customers and staff, optimising and expanding an existing network while furnishing Norfolk with a blueprint aligned to the UK PSN vision. It now connects 20,000 staff across 1000 buildings, while allowing 5000 staff to work remotely. This innovative approach brings new levels of collaboration between partner organisations including schools, healthcare, and emergency services. Over 10,000 pupils benefit from a BT virtual data centre with over 450 remotely accessible applications. The solution also cuts ICT costs by up to 40%, and reduces carbon footprint. A PSN-ready architecture will help Norfolk County Council address its long-term challenges. In fact, there is already a shared network between Norfolk County Council, Norfolk schools, Norfolk and Waveney Mental Health Trust, and Great Yarmouth Borough Council.

BT supplies services to every police force in the UK, providing unified communications across highly secure networks with contracts covering the ICT development lifecycle, business transformation, technical consultancy, and application development. Some services we offer have a higher security accreditation than the PSN baseline requirement CAS(T), so we are well-placed to help the Police prepare for the PSN.

Northumbria Police
Representing more than 1.5 million people, and facing stringent budget cuts, Northumbria turned to BT for a practical and cost-effective future-proof solution. The result exceeded expectations.

"In September 2011, Northumbria Police signed off the delivery and implementation of a complex PSN-ready WAN and LAN solution implemented by BT across the Northumbria Police estate – on time and to budget."

Paul Armatage
Director for ICT, Northumbria Police

What happens next?

No two public sector bodies are exactly the same, so every experience of the PSN will be different. A PSN journey depends on many factors: the size and nature of the organisation, the existing infrastructure, short and long-term goals, and whether you want to simply use the PSN or also provide PSN services. Based on our considerable public sector experience, we can help you develop and fine-tune a PSN strategy.

Here are some of the key steps in the PSN process:

Objective setting:
What are your desired outcomes? For example, cost savings, increased collaboration, resource sharing, changes in technical architecture, service delivery improvements. They are by no means mutually exclusive, but identifying and prioritising your goals will help focus on the best ways to achieve them.

Gap analysis:
Consider where you are now, and where you need to be to achieve PSN compliance and results. Examine your current contracts, networking architecture, security levels, organisational structure, interfaces, and governance. We can help you formulate a clear, realistic, and practical transition plan covering the key milestones and supported by a business case with identified benefits and procurement or contract change options. If you are in Central Government, we can help you plan for mandatory compliance by 2014.

Engagement:
We can help you work through the transition and compliance process, leading to Certification from the PSN Authority.

Benefits realisation:
At this point, the innovation begins! You can start to exploit the technology foundation and realise some of the many advantages of the PSN. There are direct benefits to be gained from ICT, and indirect benefits, such as cost savings and service improvements, from organisational efficiencies.

PSN Glossary

Accreditation – the process carried out by the PGA/PSNAP to ensure that all parts of a PSN service meet the security requirements for the intended Impact Level for use across government

Assurance – the existing security assurance process that still applies to products sold outside a PSN service wrap

CAS(T) – PSN certification includes the requirement for at least CAS(T) security accreditation. It equates to IL 2. This is the level for UNCLASSIFIED and PROTECTED data, and acts as the foundation for the higher impact levels of RESTRICTED, CONFIDENTIAL and above

Certification – the award granted by the PSNA to confirm that a service or customer environment is PSN compliant after Accreditation and Verification

Compliance – meeting all of the relevant PSN Code Conditions and Accreditation requirements

Code Template – the non-contractual commitment signed to commence the compliance process, acting as CoP, CoICo or CoCo

Code Conditions – the Annex B to the Code Template containing all of the obligations (different for PSNSPs, DNSPs, GCNSPs and customers) that must be met for compliance

CoCo – Code of Connection, applying to customers' environments

CoICo – Code of Interconnection, applying to DNSPs

CoP – Code of Practice, applying to PSNSPs

DoU – Deed of Understanding, a contractual undertaking with Cabinet Office signed by each GCNSP in order to deliver a GCN service

DSNP – Direct Network Service Provider, offering connectivity services

GCN – the Government Conveyance Network, the PSN hub, a logical shared 'gateway' network at the centre of PSN that links DNSPs and their customers together

GCNSP – GCN Service Provider

IL (or BIL) – Impact Level or Business Impact Level. An assessment of the confidentiality, integrity and availability of information assets according to the business sector in which they operate (i.e. IL2 or 2:2:4 means 2 for confidentiality, 2 for integrity, and 4 for availability)

PGA – Pan Government Accreditor (CESG), responsible for conducting security accreditation of PSN services

PSN – Public Services Network

PSNA – the PSN Authority, created by the Cabinet Office with responsibility for governance of PSN. It oversees the process under which services and customer environments are certified as PSN-compliant

PSNAP – PSN Accreditation Panel, reviews and makes accreditation recommendations to PSNA prior to certification

PSNGB – An industry association for all suppliers of PSN services

PSNSP – PSN Service Provider, delivering certified PSN services

Verification – independent checking carried out to ensure that a service meets all relevant obligations in the Code Conditions

How can we help?

With the public sector facing so many tough decisions, choosing PSN from BT is easy.

We are committed to the PSN, and to our customers. We go beyond technology to transformation. And beyond the role of supplier to that of trusted business partner.

We want to make people more productive, processes more efficient, and public services more accessible. With our strong public sector record, we are uniquely placed to deliver the PSN and help you simplify, share and save.

We hope you have found this guide useful. We have also created a dedicated website, that will provide you with comprehensive information on all aspects of PSN. **www.bt.com/psn**

We welcome the opportunity to answer your questions, and explore the ways we can help you achieve both cost and service improvements with the PSN.

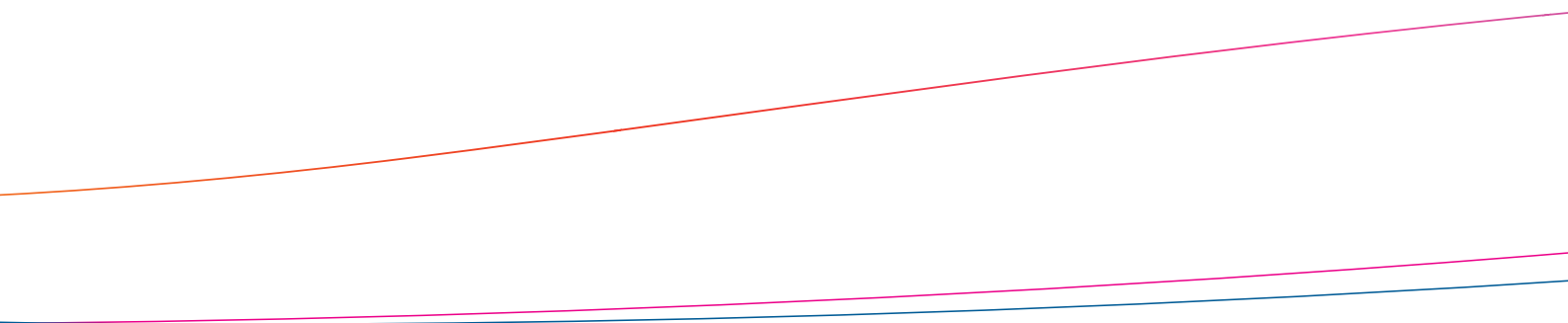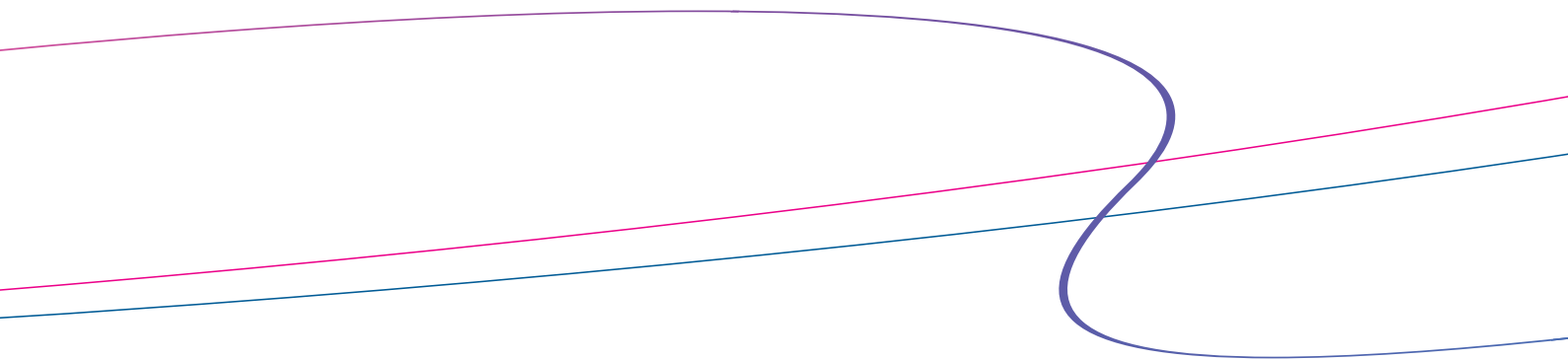For further information please contact your BT Account Manager or email us at **psn@bt.com**

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BT is providing public service organisations with a comprehensive range of secure PSN services, enabling our customers to reduce costs and to increase the ability to share and collaborate"

Neil Rogers
President, BT Global Government

Notes