

## PROJECT DOCUMENTATION

# WORK PACKAGE 4 DESCRIPTION AND PRODUCT DESCRIPTIONS

**Secure Email / Area**

Norfolk Connect Partnership

Norfolk Councils working together to provide joined up services

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**Norfolk Connect Project 2003/04**

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**PRINCE 2**

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Owner: Norfolk Connect Partnership Project Office

Client: Norfolk Connect Partnership

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## Document History

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### Document Location

This document is only valid on the day it was printed.  
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### Revision History

**Date of this revision:** 17/11/03

**Date of next revision:**

Revision date	Previous revision date	Summary of Changes	Changes marked
12/11/03	N/a	First draft (v0.0)	
17/11/03	12/11/03	Taking account of Andrew Mewes' and Teresa Coldicott's comments	

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### Distribution

This document has been distributed to

Name	Date when last issued	Version (& Date)
Project Office		V0.0 (12/11/03)
Project Board		V0.1 (02/12/03)
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## Work Package 4 Description and Product Descriptions

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### 1. Title

Secure Email/Area

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### 2. Purpose of Document

The purpose of this document is to provide a clear description and scope of this Work Package, to ensure that its products will be successfully produced and will fit precisely within the overall project.

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### 3. Purpose of Work Package 4

The purpose of Work Package 4 is to select and procure a secure data sharing solution for all Partners.

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### 4. Description of Work Package

A full description of the work package is given in the Requirements Scoping Document, produced in Work Package 1, included here at Annex A.

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### 5. Deliverables

The following deliverables will be produced from Work Package 4:

- Evaluation criteria to be used in selection of solution, including meeting Partners specific needs (eg fitting with their IT architecture)
- List of potential Secure Email/Area solutions
- Report including evaluation and recommendations to Project Board
- Procured solution installed
- Training of staff including some of Project Office
- Report on potential application of Secure Email/Areas (based on Process Maps) and three agreed applications to pilot with Partners
- Three developed pilots
- Investigation and pilot of Government Gateway (external project funded from NCP/ODPM money).

See Annex B which includes Product Descriptions for the above.

Beyond the end of March 2004 the following may take place, providing resources can be identified:

- Review of pilots (3 NCP pilots plus Government Gateway)
- Decisions taken regarding any further development of Secure Email/Area.

## **6. Techniques, Processes and Procedures to be used**

PRINCE2 is to be used to manage and control the project as a whole and links with external projects.

Best practice will be used for evaluation of products.

Procurement of any Secure Email/Area products will follow Norfolk County Council processes and procedures (and/or possibly those of other Councils if each Council has to procure its own solution).

Change management and quality reviews are specified in the Quality Plan.

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## **7. Interfaces to be satisfied by the completed product**

Work Package 4 is linked with other Work Packages and external activities as follows:

- The Requirements Scoping document is included in Work Package 1
  - The E-Forms solution in Work Package 3 may provide a Secure Email/Area solution such that further technology need not be procured
  - The Process Maps will provide a basis for the selection of applications for secure email/area
  - The Government Gateway pilot will provide input to long term decisions.
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## **8. Configuration management requirements**

As defined in the Quality Plan for the project.

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## **9. Stage plan extract**

<copy in from Project Plan>

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## **10. Joint agreement on effort / cost / time**

The resources to be used in Work Package 4 are as follows:

- Andrew Mewes to manage the Work Package as a whole
  - Andrew in liaison with Team Managers to produce evaluation criteria, identify solutions, conduct evaluation and make recommendations to Project Board
  - Andrew to assist identification of procurement solution with support from Ruth Kerry
  - Relevant Team Managers in liaison with Andrew to undertake three pilots
  - QA of deliverables by Teresa and Ruth
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## **11. Any constraints to be observed**

The Work Package will concentrate on functionality that will benefit a number of Councils in order to meet ODPM requirements.

The time limit for spending the ODPM funding is 31<sup>st</sup> March 2004 so invoices for all work carried out must be submitted in time for processing in this financial year [date to be advised by Norfolk County Council].

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## **12. Independent quality checking arrangements**

See Quality Plan for general quality checks, roles and responsibilities. See Annex B for quality criteria and checks for all products included in this Work Package.

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## **13. Reporting arrangements & Sign-off requirements**

All deliverables will be QA'ed by the Project Office and Team Managers as required.

Approval by the Project Board will be sought for funding of technical solution and development of selected applications. External projects will be required to provide a report on progress to the Project Office, as a minimum one report in February 2004.

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## **14. Problem handling and escalation**

As documented in the Quality Plan. As far as possible problems will be managed by the Project Office and only escalated to the Project Board if they cannot be resolved.

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## **14. Work return arrangements**

Unlikely to be an issue as the external project (Government Gateway pilot) will be responsible for their own work and will have their own management arrangements.

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## **15. How completion is to be advised**

Completion of the external project (Government Gateway) is likely to be beyond the end of March 2004 and the outcome will be reported to the Norfolk Connect Partnership Project Board.

Completion of the three pilots will be presented to the Project Board.

**ANNEX A**

<b>Workpackage 1 (Technical Option Evaluation). Requirements Scoping document for: <u>Secure email / Area</u></b>
<p><b><u>Area:</u></b></p> <p>Secure email / area option</p>
<p><b><u>Introduction &amp; Background</u></b></p> <p>The Process Mapping work being undertaken at the request of this project is scheduled to finish end-Oct03 and will identify information flows between Partners' organisations. The work will highlight possible applications for Secure email and/or Secure areas that the Partnership may wish to develop. The Secure Email / Area Technical Option Evaluation work will investigate potential products and solutions and produce a report for the Project Board on costs, options &amp; recommendations. The subsequent procurement of a solution together with its implementation will be part of Work Package 4 (Secure Email / Area). By procuring the same solution for each Partner, joint, secure data sharing between Partners is envisaged.</p>
<p><b><u>Understanding this requirement</u></b></p> <p>A Secure Email / Area solution is sought to facilitate the exchange and sharing of data between Partners in a secure way. The prior Process Work will identify "What" information and "Between" whom (Partner-Partner and/or Citizen-Partner etc). The solution will need to provide a sufficient technical fit with Partners' architectures and enable suitable levels of security to be maintained. The Secure email / area Technical Option evaluation will consider the following when investigating possible solutions:</p> <ul style="list-style-type: none"><li>• Product maturity – how mature is the product/solution, how many customers use it.</li><li>• Technical fit with Partner architectures.</li><li>• Facilities it provides.</li><li>• Applicability – the extent to which the solution applies to Partners' needs.</li><li>• Technical support available.</li><li>• Training available.</li><li>• Whether Partners are likely to use it for other purposes besides those identified by the Process Mapping work.</li><li>• The total cost of ownership to have the solution.</li><li>• The total ongoing revenue cost for having/using the solution.</li><li>• The likelihood of using the solution post the initial funding phase.</li><li>• Any risk factors in choosing the solution.</li><li>• Any Kudos factors in choosing the solution.</li></ul> <p>Investigation into the Government Gateway is being undertaken as a separately managed activity but in liaison with the project team. The Gateway aims to provide a single sign-on for Citizens and Organisations in order to provide access to government services that require authentication. Because it has the potential for use by Central and Local government, investigation into its applicability for the Partners is important. To this end, one of the Partnership members (King's Lynn &amp; West Norfolk Borough Council) is undertaking a pilot of its use.</p>
<p><b><u>Related issues</u></b></p> <ul style="list-style-type: none"><li>• Process Mapping – identifying information flows and possible use of Secure Email / Area.</li><li>• E-Forms – providing a possible mechanism to capture data for subsequent sharing using Secure Email / Area.</li></ul>

- Govt Gateway (KL & W.Norfolk BC) – identifying the possible applicability of the Government Gateway's centralised authentication services for use by Local Authorities.

**Summary of requirement**

- Establish evaluation criteria & identify potential Secure Email / Area solutions.
- Determine suitability of particular solutions for Partners.
- Produce costed options & recommendations to the Project Board.
- Identify which Partners want to use/pilot its use.
- Procure the solution.
- Undertake training.
- Initiate development work.
- Implement/Pilot the solution & Go-Live.
- Share knowledge with other Partners and key organisations.

## ANNEX B

### 1. Product Description for evaluation criteria, potential solutions, report and procured solution

#### Purpose of product

To identify and purchase the most cost effective solution which meets the needs of the Partners for sharing confidential information.

#### Dependencies

To be aware of the needs of Partners.

To obtain information from suppliers.

#### Format and presentation

- List of weighted criteria
- List of selected products
- Tabular evaluation of solutions using scoring method
- Report on recommended solution
  - Explaining why some solutions have been rejected
  - Assessing costs, benefits and risks of top scoring options
  - Recommending a single solution for purchase (or use of E-Forms solution or Government Gateway).

#### Quality criteria for evaluation criteria

- Seven to ten criteria provided (sufficient but not too many)
- Priorities indicated by weightings reflect the needs of Partners
- Possible to make an objective assessment based on information provided by suppliers and presentation of solutions.

#### Quality criteria for product list

- Up to 6 solutions
- Solutions which
  - Meet relevant standards (or are planned to do so soon)
  - Would fit with infrastructure of Partners and other technology purchased by NCP project
  - Are thought to be 'best of breed' in the market
  - Are sold by reputable suppliers
  - Are within or close to budget.

#### Quality criteria for tabular evaluation

- Is it based on facts or substantiated viewpoints?
- Is it objective?
- Are the scores sufficiently different to allow a recommendation to be made to the Project Board

#### Quality criteria for costed options and recommendation report

- Do the facts support the recommendation?
- Are there substantive reasons for selecting/rejecting a solution which could be given to suppliers if requested?
- Is there a clear first choice and if not on what basis has the choice been made?

#### Quality criteria for procurement of Secure email/area solution

- Procured in accordance with Council practice?
- All relevant documentation in place?

#### Quality Checks for evaluation criteria

- Desk Review by Project Office and Team Managers
- Project QA to compare with information available on Internet.

#### Quality Checks for product list

- Desk Review by Project Office and Team Managers
- Project QA to compare with information available on Internet.

#### Quality Checks for tabular evaluation

- Desk review by Project Office and Team Managers
- Desk Review by Project Board.

#### Quality Checks for costed options and recommendation report

- Desk review by Project Office and Team Managers
- Desk review by Project Board.

#### Quality Checks for procurement of Secure email/area solution

- Interim checks of process followed by Procurement Officer(s) in Council(s)
- Project QA to review documentation.

## **2. Product Description for report on potential application of Secure Email/Areas and selecting three agreed applications with partners**

### Purpose of products

To select the three most suitable applications for piloting Secure Email/Areas within Partner organisations.

### Dependencies

Process Maps available.

### Format and presentation

Report including

- Criteria used to identify pilot applications
- Assessment of information provided in Process Maps which can inform decisions
- Additional information
- Tabular evaluation (criteria v potential applications)
- Top three recommended options with reasoning
- Rationale why some options were rejected
- Table of Partners to be involved in each of three pilots.

### Quality criteria for report on potential applications

- Criteria for selection take into account
  - Partner resources and availability
  - Valued added to Council business through the pilot, likelihood that it can be taken further
  - Ability to thoroughly test Secure Email/Area solution functionality and usability (complexity of application)
  - Meeting ODPM requirements (involve as many Partners as possible)
  - Is the application sustainable without the Project Office post March 2004?
- Evaluation based on facts from Process Mapping and Team Managers
- Recommendation is clear
- Identifies who will be involved in what.

### Quality Checks for report on potential applications

- Workshop with Team Managers to assess options
- Desk review by Project Office and Team Managers
- Desk Review and approval by Project Board.

### **3. Product Description for training and development of three pilot Secure Email/Area applications**

#### Purpose of products

To train staff such that they can then develop three pilot Secure Email/Area applications, as approved by the Project Board.

#### Dependencies

Decision made by Project Board on selected applications.

Suppliers able to deliver training when relevant staff available.

#### Format and presentation

Standard training course from supplier.

Three Secure Email/Area applications developed through prototyping and testing. Documentation for applications to be developed alongside prototyping, eg data input/output, security applied, etc.

#### Quality criteria for training

- Project Office staff who are trained understand how to use the Secure Email/Area solution
- Partner staff feel confident in using the Secure Email/Area solution with help from the Project Office.

#### Quality criteria for each Secure Email/Area pilot application

- Is the requirement specification for the application clear or assumptions documented?
- Does the pilot Secure Email/Area application meet the specification and mirror the current [paper-based] system?
- Could the Secure Email/Area application be used for live operational work
- Is the Secure Email/Area application sustainable without the Project Office post March 2004?
- Does the pilot meet the needs of Partners from the pilot (see criteria for selection)?
- Has adequate documentation been produced such as record of resources consumed, problems encountered, changes made to system/applications, etc
- Have ODPM requirements been met?

#### Quality Checks for training

- Project Office and Team Managers to seek feedback from staff who attended training course
- If training was inadequate seek further training if funds available.

#### Quality checks for Secure Email/Area pilot application

For each of the Secure Email/Area pilot applications the following checks should take place:

- Desk review of requirements specification by Project Office and Team Managers
- Project Office to ensure requirements specification is fully documented as issues emerge
- Testing of pilot Secure Email/Area pilot applications against specification and current system by Project Office and Team Managers (or their business representatives)
- Desk Review of what the pilot has achieved against documented selection criteria by Project Office
- Presentation to Team Managers and other invited Partner representatives including the Project Board and e-Champions.

An overall desk review should be conducted on all three NCP pilots and the Government Gateway pilot by the Project Office, presented to the Team Managers and the Project Board.

END OF DOCUMENT