

NHSmail and DSPT

NHS England and NHS Improvement



Project Context - Pre Covid

- Since January 2019 the DSPT North Team had been providing regional training workshops covering Data Security & Protection Toolkit (DSPT) and NHSmail.
- From January 2019 - March 2020 care providers had to submit their DSPT assessment in order to apply for NHSmail.
- NHS Digital have waived the preliminary requirement of DSPT completion in order to apply for NHSmail during the Covid-19 pandemic.
- This led to the implementation of the fast track process.

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NHSmail Benefits

- Secure and encrypted, meeting legal requirements for transferring confidential data
- Socially distant transfer of information between health and care organisations i.e. Pharmacies
- Multiple users can access important information via a shared mailbox, which is especially important under current circumstances
- Recognised as secure by other health and care organisations
- Access to the People Finder and NHSmail central directory
- Clear audit trail
- Reduction in administrative tasks
- Access to Microsoft Teams
- Secure email is required to adopt Proxy Ordering

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NHS Digital Hygiene Process

- The hygiene process date is currently set for mid-November and will de-activate all National Administration Service (NAS) email accounts **inactive for the last 180 days**
- This therefore includes NAS accounts created through fast track between 31st March and the date to be confirmed which have not been **active within this 180 day timeline**.
- Shared Mailboxes (SMB) will not be cleansed as part of the hygiene process, only individual user accounts will be removed.



Logging in for the first time (1).mp4

Start conversation

Close

...



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Logging in for the first time (1).mp4

Start conversation

Close



Update Password

fs.nhs.net/adfs/portal/updatepassword?wtrealm=urn%3aPROD.Portal.NHSMail&wctx=WsFedOwinState%3ddQ54ksr7jLYC0Yb0A5VCBk...

Update Password

You must update your password because your password has expired.

Your new password must meet the criteria below:

- Minimum length – 10 characters **without** requiring a mix of character types

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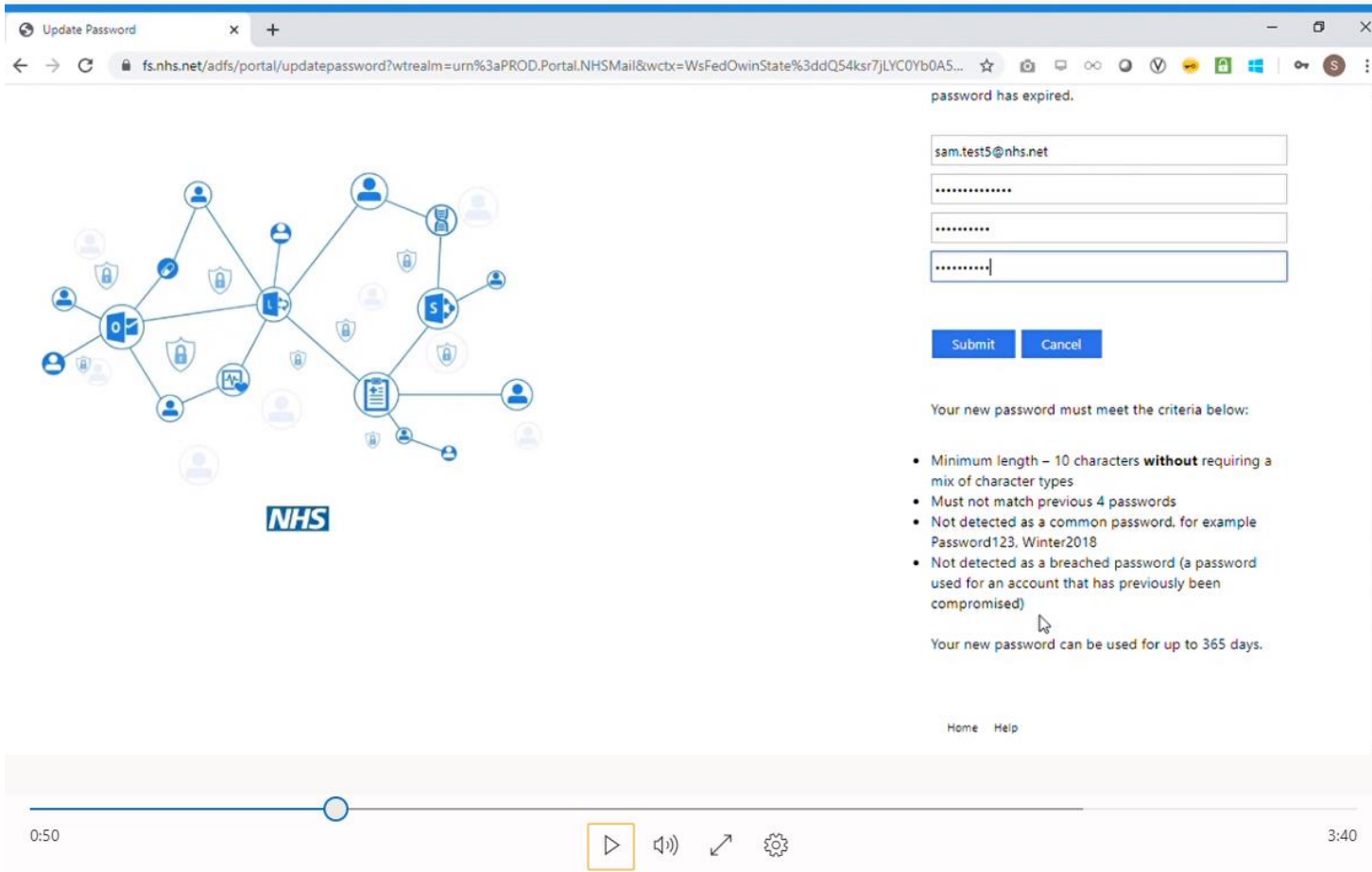
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Update Password

fs.nhs.net/adfs/portal/updatepassword?wtrealm=urn%3aPROD.Portal.NHSMail&wctx=WsFedOwinState%3ddQ54ksr7jLYC0Yb0A5...

password has expired.

sam.test5@nhs.net

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Submit Cancel

Your new password must meet the criteria below:

- Minimum length – 10 characters **without** requiring a mix of character types
- Must not match previous 4 passwords
- Not detected as a common password, for example Password123, Winter2018
- Not detected as a breached password (a password used for an account that has previously been compromised)

Your new password can be used for up to 365 days.

Home Help

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NHSmail 2 Portal - Home

portal.nhs.net/Home/AcceptablePolicy

NHSmail Enabling collaboration for health and social care

Acceptable Use Policy

1. Introduction
2. General information about NHSmail
3. Your responsibilities when using the NHSmail
 - 3.1 General responsibilities when using NHSmail
 - 3.2 Responsibilities when using the NHSmail email service
 - 3.3 Responsibilities when using the NHS Directory service
 - 3.4 Responsibilities when using your calendar
 - 3.5 Information governance issues
4. Using NHSmail services to exchange sensitive information
5. Using the NHSmail Office 365 (O365) Hybrid Service

1. Introduction

This document explains how the NHSmail service should be used. It is your responsibility to ensure you understand and comply with this policy. It ensures that:

- You understand your responsibilities and what constitutes abuse of the service.
- Computers and personal data are not put at risk.
- You understand how NHSmail complies with the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) by reading the Transparency Information.

As an NHSmail account holder, you should expect to receive ad-hoc communications about NHSmail

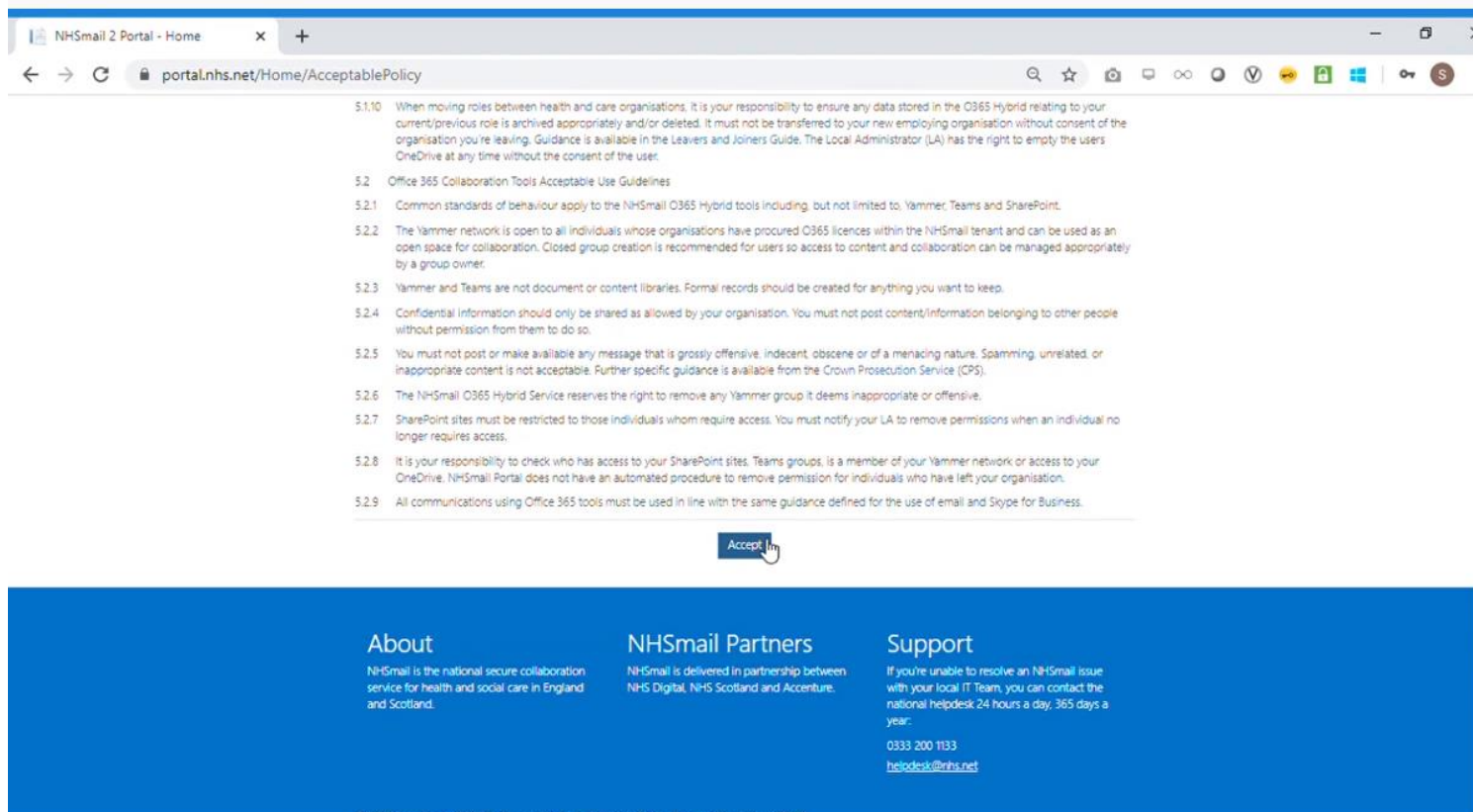
- from NHS Digital if you are based in England
- from National Services Scotland if you are based in Scotland

Informing you of changes or important updates to the service that may impact your use.

NHS Digital, in line with NHSmail Board approval, has the right to authorise activity on the service to protect and manage it against external threats, to maintain its security and integrity.

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NHSmail 2 Portal - Home

portalnhs.net/Home/AcceptablePolicy

- 5.1.10 When moving roles between health and care organisations, it is your responsibility to ensure any data stored in the O365 Hybrid relating to your current/previous role is archived appropriately and/or deleted. It must not be transferred to your new employing organisation without consent of the organisation you're leaving. Guidance is available in the Leavers and Joiners Guide. The Local Administrator (LA) has the right to empty the users OneDrive at any time without the consent of the user.
- 5.2 Office 365 Collaboration Tools Acceptable Use Guidelines
 - 5.2.1 Common standards of behaviour apply to the NHSmail O365 Hybrid tools including, but not limited to, Yammer, Teams and SharePoint.
 - 5.2.2 The Yammer network is open to all individuals whose organisations have procured O365 licences within the NHSmail tenant and can be used as an open space for collaboration. Closed group creation is recommended for users so access to content and collaboration can be managed appropriately by a group owner.
 - 5.2.3 Yammer and Teams are not document or content libraries. Formal records should be created for anything you want to keep.
 - 5.2.4 Confidential information should only be shared as allowed by your organisation. You must not post content/information belonging to other people without permission from them to do so.
 - 5.2.5 You must not post or make available any message that is grossly offensive, indecent, obscene or of a menacing nature. Spamming, unrelated, or inappropriate content is not acceptable. Further specific guidance is available from the Crown Prosecution Service (CPS).
 - 5.2.6 The NHSmail O365 Hybrid Service reserves the right to remove any Yammer group it deems inappropriate or offensive.
 - 5.2.7 SharePoint sites must be restricted to those individuals whom require access. You must notify your LA to remove permissions when an individual no longer requires access.
 - 5.2.8 It is your responsibility to check who has access to your SharePoint sites, Teams groups, is a member of your Yammer network or access to your OneDrive. NHSmail Portal does not have an automated procedure to remove permission for individuals who have left your organisation.
 - 5.2.9 All communications using Office 365 tools must be used in line with the same guidance defined for the use of email and Skype for Business.

Accept

About
NHSmail is the national secure collaboration service for health and social care in England and Scotland.

NHSmail Partners
NHSmail is delivered in partnership between NHS Digital, NHS Scotland and Accenture.

Support
If you're unable to resolve an NHSmail issue with your local IT Team, you can contact the national helpdesk 24 hours a day, 365 days a year:
0333 200 1133
helpdesk@nhs.net

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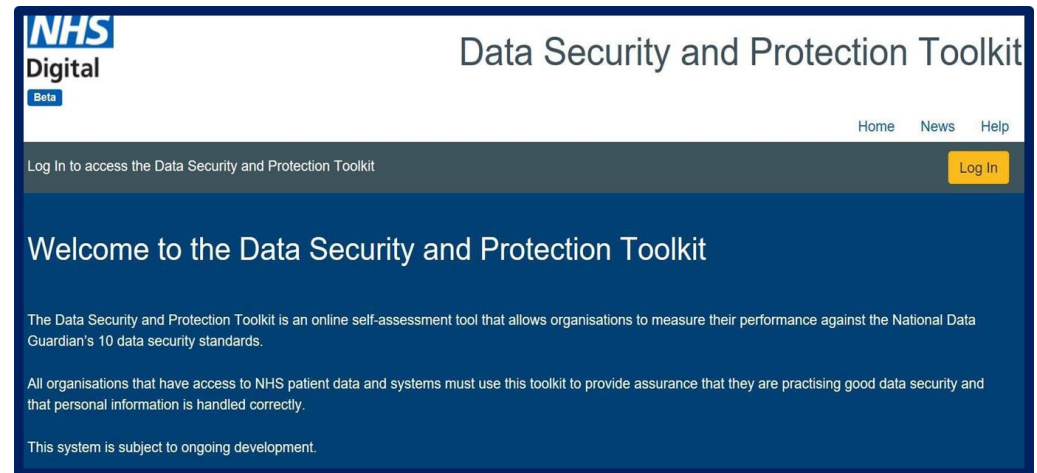
What is the Data Security and Protection Toolkit?

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What is the DSPT?

- Online, annual, data security self assessment
- Final deadline is 31st March each year



Why do we need to think about data security and protection?



- New Data Protection Legislation / General Data Protection Regulation
- National Data Guardian's 10 data security standards
- NHS Contract compliance

Levels of Compliance

Stage 1 - Entry Level	<ul style="list-style-type: none">• Evidence items for critical legal requirements are being met; but some expected mandatory requirements have <u>not</u> [yet] been met.• Ongoing access to NHSmail
Stage 2 - Standards Met	<ul style="list-style-type: none">• Evidence for all mandatory expected requirements have been met.• Access to NHSmail and other secure national digital solutions and local digital information sharing solutions.



How to Register



- Go to: <https://www.dsptoolkit.nhs.uk/Account/Register>
- You will need:
 - your email address
 - your ODS Code (Organisation Code)

Organisations can search here for their ODS code:

<https://odsportal.hscic.gov.uk/Organisation/Search>

- ODS Codes are normally in the format 'A***' or 'C***' for HQ organisations and 'VL***' or 'VM***' for Care Home sites and 'VN***' for Home Care sites
- Toolkit can be completed at HQ or site level
- If you are registering your organisation for the first time, you will be the Administrator. You will be responsible for completing your organisation's profile and adding any other users

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Any Questions?

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