<FAQ>

Project to Onboard Qualifying Community Optometrists to NHS Wales Identity & M365 (inc. Enterprise & Mobility Security "EM&S") Services ("M365 Project")

FAQ's

Document Version	V2.0

Status	Approved

Document author:	Tessa Snook
Approved by	WGOS
Date approved:	05/06/2024
Review date:	05/06/2025

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

TABLE OF CONTENTS

1   How many Licences have been purchased?

2150 F3 & F5 (inc. EM&S) Licences have been purchased for NHS Wales Qualifying Community Optometrists, Dispensing Opticians and two Administration Staff per Practice.

2   Who qualifies for a Licence?

Qualifying Users include:
Practice-based Optometrists (including locum)
Domiciliary Optometrists (including locum)
Pre-registration Optometrists
Dispensing Opticians (including locum)
Contact Lens Opticians (including locum)
Low Vision Service Wales Dispensing Opticians (including locum)

All the above will need to have completed Quality Improvement training via Yr Ty Dysgu to qualify for a Licence, to check this we search the Performers and Administrative List held by NWSSP. Once we issue your account, we request that you complete Information Governance (where required) and Cyber Security training within two months.

Due to an uplift in licences funded by Welsh Government, we're now able to onboard two administrative staff per Practice. The staff members will still need to complete Information Governance and Cyber Security Training within two months of receiving their account.

3   What is in scope of the project?

The project is to onboard qualifying community optometrists/dispensing opticians & admin staff to NHS Wales Identity & M365 (inc. EM&S) services (funded by Welsh Government WGOS Reform for up to a maximum of 2150 licenses/support for Pilot & Full Roll-out/Implementation), with specific focus on:
- Delivering a safe platform to meet business needs which could be further exploited by future projects eg WGOS Contract Reform, accessing future Electronic Referral System (ERS) and Electronic Patient Record (EPR)

The M365 products available to qualifying Community Optometrist cohort of users will be managed by Access Control. They will at a maximum provide the following capabilities from the F3 licensed products:

- NHS Wales Email (MS Outlook), MS Teams Lite (Chat and ability to join meetings), Ability to be added to Teams Channels for accessing documents held in that Channel's SharePoint site, Office Suite eg MS Word, MS Excel, MS PowerPoint. (see next page for full list)

NB: Teams Channel creation will not be enabled for this cohort of Users

- ☑ Azure Information Protection Premium P1
- ☐ Azure Rights Management
- ☑ Common Data Service
- ☑ Common Data Service for Teams
- ☑ Exchange Online Kiosk
- ☑ Microsoft Azure Multi-Factor Authentication
- ☐ Microsoft Bookings
- ☑ Microsoft Defender for Cloud Apps Discovery
- ☑ Microsoft Entra ID P1
- ☑ Microsoft Forms (Plan F1)
- ☑ Microsoft Intune Plan 1

- ☐ Microsoft Planner
- ☐ Microsoft StaffHub
- ☐ Microsoft Stream for Office 365 F3
- ☑ Microsoft Teams
- ☑ Office Mobile Apps for Office 365
- ☑ Office for the Web
- ☐ Power Apps for Office 365 F3
- ☐ Power Automate for Office 365 F3
- ☑ Power Virtual Agents for Office 365
- ☑ Project for Office (Plan F)
- ☑ SharePoint Kiosk

- ☑ Skype for Business Online (Plan 1)
- ☐ Sway
- ☑ To-Do (Firstline)
- ☑ Universal Print
- ☐ Viva Engage Core
- ☑ Viva Learning Seeded
- ☐ Whiteboard (Firstline)
- ☑ Windows 10 Enterprise E3 (Local Only)
- ☑ Windows Update for Business Deployment Service
- ☐ Yammer Enterprise

4   What is out of scope of the project?

- Teams channel creation capability will be disabled.
- Products available in the M365 Suite will be limited using Access Control as described under question 4.
- Provision of hardware, e.g. devices, authentication devices such as mobile phones, landlines, cameras, headsets and microphones are not in scope of the M365 Project.

5   What are the pre-requisites required for onboarding to M365?

The following have been identified as pre-requisites for onboarding qualifying community

optometrists/dispensing opticians to M365, please note these pre-requisites will be regularly reviewed as part of the pilot and are subject to change.

- Completion of the New User Account Application Form
- Completion of relevant Information Governance and Cyber Security Training within two months of receiving the account, access to Learning@Wales will be provided in the event this hasn't been completed
- Access to a device to set up log in to the account and completion of authentication
- Sign off from Senior Responsible Person within the Branch to onboard

6   What support arrangements are in place?

New users will receive ongoing IT Support from existing support arrangements via DHCW ServiceDesk functions (which is available between 8am and 6pm), including access to a Primary Care Specialist for Go Live and post-project feedback activity. The Primary Care Specialist will delegate to other Specialists in the Team on a per Health Board basis.

Lessons learned during previous onboarding implementations of M365 have already identified the need for additional Primary Care Specialist, ServiceDesk, Client Services and M365 Centre of Excellence related resource to support additional users. These additional resources have already been reflected in License costs shared with the WGOS Implementation Programme.

7   What does the Full Roll Out entail?

The Full Roll Out is planned to be completed by end of Q2 with the intention of onboarding all qualifying community Optometrists, Dispensing Opticians and two admin staff per Practice.

Each Practice will also receiving a shared mailbox which can be access by any staff member with an NHS email address.

The project will also create a Starters, Movers, Leavers and Changers process in partnership with NWSSP to create and manage accounts following closure of the Project.

The roll out will be completed on a Health Board by Health Board basis in the following running order:
Cwm Taf Morgannwg
Betsi Cadwaladr
Powys
Aneurin Bevan
Cardiff & Vale
Swansea Bay
Hywel Dda

8   What is my role in the project?

In summary, the following outlines some of the high level activities of particular note:

Community Optometry Pilot Branches and their associated Users
Each qualifying community optometrist/dispensing opticians User/Site involved to:

- Provide an accessible point of contact for project activities
- Ensure staff within the Site are aware of project activities and that
  - They have confirmed they have read and understood AUP and related policies

- o They have confirmed and are able to evidence to the project that they are WGOS Quality, IG & Cyber Security compliant
  - o They have confirmed to the Project that they have the technical pre-requisites and devices
- Ensure they respond to all information gathering requests (Questionnaires) from the Project in a timely manner
- Act on the training and support documentation provided to aid account creation, onboarding activities and activation via Microsoft Authenticator App/MFA.
- Test all service functionality provided and log any Issues identified with DHCW Primary Care Specialist assigned to your Branch.
- Feedback to DHCW Primary Care Specialist, your experience on the NHS Wales email account provision/onboarding process (a questionnaire/evaluation feedback phone call/document will be provided to support this.)
- Act as a reference site for other community optometrists/dispensing opticians who may be included in a full rollout following successful Pilot
- Understand the importance of the Starters/Leavers/Movers process and embrace new routines/ways of working following onboarding to NHS Wales email

9   Which Admin staff should be onboarded?

Each Practice can nominate up to two Admin staff to onboard to M365 and provide an NHS account to, this will allow the two nominated to access the shared mailbox provided to the practice, their own NHS email address and access to the M365 suite described under section 4.

In terms of who to onboard, the decision is up to the Practice, the project is not recommending certain roles that should be onboarded but the following should be considered when making the nomination:
- The hours worked so that the practice will have (as close to) 100% coverage throughout their opening hours
- Who is currently engaged with the project and familiar with users onboarded within the practice
- As Optometrists and Dispensing Opticians will already be receiving accounts there is no need to include them when deciding who should receive the licences, the further two licences are strictly for admin staff within the practice

10   Is it mandatory to onboard admin staff?

There has been further funding to include admins in the licence count, so we'd encourage all Practices to utilise them.

If you are struggling to nominate two admin staff, please let the project team know and we can discuss other options.

11   Can the Practice have a generic email account for admin staff rather than one assigned to an individual?

For reference a generic account would mean that there's an account set up, for example; PracticeName.Admin@wales.nhs.uk which more than one person access by having the log in information.

Unfortunately, it is not possible for DHCW to create generic accounts due to Information Governance and Cyber Security risk.

However, each Practice will receive a shared mailbox which the two admin accounts will be able to access.

12   I already have an NHS account, do I need another one?

In the event that you have a dual role, we would still provide you with an account for you to use in your role as Community Optometrist as well as your account for your other role. Both accounts should be kept separate and used for their respective roles to prevent data being accessed incorrectly.

If you do not have a dual role, but already have an account, please let the project team know and they will discuss further options, in this case the expectation is for you to have one account only and preferably the account DHCW create as this will be configured for future systems.

13   My details aren't showing correctly on the email account, what do I do?

If any information is incorrect e.g. GOC number, Practice details or if you go by a different name than the one showing, please let the project team know and they can change this for you.

Once the project team have confirmed the change has taken place it can take up to 48 hours for this to show.

14   Can I include Patient Identifiable Information (PII) in an email?

It is safe and secure to email from one NHS email to another NHS email, so in this case it is safe for you to include PII in the email.

If you are not emailing another NHS email, then please refrain from including PII within the email.

All NHS Wales email addresses will end with @wales.nhs.uk.

15   I'm a locum, will I get an account?

Yes, locums are classed as qualifying Optometrists/Dispensing Opticians, so you will receive an account. We will likely get in contact with you directly rather than through a Practice so please keep an eye out for an email from the project team.

16   I'm having issues with Learning@Wales, who do I contact?

If you're having issues with Learning@Wales you can go to their website and use their live chat function to discuss the issue with the Learning@Wales team directly or contact the project team who can look into the issue further for you.

17   How will the project team contact me?

The project team will email you from Optometry.ICT@wales.nhs.uk and you can also contact the project team via that email if you have any queries.