



GCF Customer Working Group Call

1st October 2019 | 9 - 10am

Led by Andrew Bramley (AB) and Clair Hayward (CH)

Vodafone invoices

Previous communications had confirmed that Vodafone's invoices remained valid and that upon signing the extension contract, they would issue credit notes accordingly.

In response to feedback, this has been reversed. Vodafone will now be issuing credit notes in full for all invoices since July 2019 and raising fresh invoices to accurately reflect the new contract and any ceases requested.

- **ACTION : Andrew Bramley (CCS) to** discuss the timing and process for credit notes and new invoices with Vodafone and provide clarity via the next GCF User Newsletter, due early October.

CCS:Vodafone extension contract

While the extension contract is for 12 months until 31st March 2020, provisions are included for up to two six-month extensions. This gives the potential for services to continue until 31st March 2021 should any end users require this timescale to migrate to replacement services.

However, it is still recommended that user organisations migrate from the GCF as soon as possible to the replacement services following the opening of the migration window or away from the PSN completely.

Migration to Replacement Services

For the DNS Migration, the intention is to retain a single authoritative source of DNS records throughout. Users will have a migration window during which they will need to switch to the new service.

For the Email Migration, the intention is for users to make a technical change during a 'pre-migration window'. This will enable Vodafone and the new service provider to switch all users over simultaneously.

- **ACTION : Andrew Bramley and Helen Thurston (CCS) to** prepare high-level migration and options guidance, including background and FAQs
- **ACTION : Andrew Bramley (CCS) to** have an offline conversation with Kevin Hall at DfE.

Replacement Services - Peer Review

Work is underway to develop a framework to procure EMail Relay and PSN DNS services (RM6167 - PSN Core Services), with the aim being to award in February 2020.



A Technical Advisory Group has been established to conduct a peer review of the replacement services specifications. It is essential for technical experts from within the GCF user community to test, validate and approve specifications. Anyone interested in supporting this, should contact psncoreservices@crowncommercial.gov.uk. Thank you to those who have already expressed an interest.

- **ACTION : Simon Foster (GDS) to draft Terms of Reference for the Technical Advisory Group for circulation along with an invitation to selected representatives.**

Cost saving and levy Increase

The move away from GCF legacy Core Services to the more modern, cost-effective technology of the PSN Core Services will secure significant savings for the public sector. It is anticipated that fresh competition around the replacements will deliver commercial benefits compared to the existing GCF core service contract. Modern services will also provide huge benefits in terms of service levels and accessibility. You can read more about this in the Government Digital Service's (GDS) blog: *The Internet is Okay*: <https://governmenttechnology.blog.gov.uk/2017/01/20/the-internet-is-ok/>

To resource the project to migrate 453 user organisation from GCF services to the new services, CCS will be charging an additional levy, solely on the PSN Core Services Framework (RM6167), of 10%. This levy will finance the management of the GCF withdrawal project, specifically funding a joint project team between CCS and GDS and, for the GCF phase. However, it is expected that an overall 30% cost reduction will be achieved by moving to the new DNS and Email Relay, and the charge will be only payable on the new service.

The levy has been calculated based on the anticipated number of migrating users and the provision of a dedicated project team to manage the migration. It is anticipated that project resources required will reduce as more organisations migrate away, in which case the levy charge will be reviewed and reduced.

- **ACTION : Andrew Bramley (CCS) to investigate with GDS whether there are any comparable projects that can provide a marker for the level of resource required.**

Moving away from the PSN

Martin Bowyer (GDS) explained that GDS are managing the longer term PSN closure project. Questionnaires have been circulated to organisations to gather requirements for this in advance, with responses required asap please. Guidance and technical articles are available on Zendesk.

For further information, please contact GDS via psnservicedesk@digital.cabinet-office.gov.uk