

# Analogue to Digital Telecare

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## Roadmap 2018

February 2018

# Contents

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- Summary
- Quarter by Quarter plan
- Deliverables
- Communication Strategy

# Summary

	Starting Point for the Year	By the End of the Year
<b>Initial Deployments</b>  (Previously Wave 1 and 2 and Hub & Cluster)	4 Partnerships Live with ~500 users.  NHS Highland (Albyn FitHomes) & PKC partnering.	6 Partnerships live as clusters with ~1000 users (of their own).  Plans for scaling initial deployments tested and ready to implement.  Jontek, Tunstall and Cloud clustering options available.  1000 clustered users live. (WLC, A&BC, Highland, Falkirk)
<b>TAG</b>	TAG monitoring learning from initial deployments.  Tunstall assurance visit planned.  Aberdeen fact find visit/call planned.  Cloud ARC visit planned (Communicare / Appello / Tunstall).  Monitoring of overseas best practice in place.	Connectivity landscape (current and planned) fully understood and communicated.  Completed assurance on Tunstall and Cloud ARC solutions.  Programme aligned with Digital Health & Care Strategy
<b>Communications</b>		Published business case for A2DT.  Published interim review of initial deployments.  Published final review of initial deployments.  Published full document set to provide technical, and operational support to Partnerships planning and undertaking A2D shift.

# Summary

	Starting Point for the Year	By the End of the Year
Procurement	Initial comments on Scotland Excel Framework provided.	Scotland Excel tender completed and framework live (including ARC equipment and cloud approaches).
Standards, Specification, Process	Liaise with BSI/Cenelec re publishing of digital standard.	<p>Cenelec standard published (allows Innovation workstream to push industry to implement and innovate).</p> <p>Developed operational learning docs from initial deployments results and H&amp;C results (published as part of A2DT document set).</p> <p>Operations standards for Digital Telecare established.</p>
Innovation	Investigate potential of using other Innovation Challenge processes, e.g. CivTech, to address connectivity challenges	<p>Innovation Process and partnerships in place and implemented to develop three steams of innovation (setup rather than delivery):</p> <ul style="list-style-type: none"> <li>• Connectivity challenges: Identify partners to work with to address connectivity challenge (potentially via CivTech) and commenced work to address these. (running trials by end of year). Range of alternative connection technologies tested.</li> <li>• Telecare Development (working with industry partners by end of year on technology to support changes to the service model).</li> <li>• Integrated Health &amp; Care (alpha by end of year)</li> </ul> <p>Commence work to look at non-technical innovation to support the above programmes.</p>

# Quarter by Quarter Plan

	Q1 (April – June) (Starting Point)	Q2 (July- Sept)	Q3 (Oct – Dec)	Q4 (Dec – Mar) (End Point)
Initial Deployments	<p>4 Partnerships Live (Bield, PKC, ELC, CEC) ~500 users.</p> <p>Clustering users from NHS Highland (Albyn FitHomes) &amp; PKC.</p>	<p>Collect and collate information from initial deployments.</p> <p>Add two further Partnerships to initial deployments (Aberdeen &amp; Glasgow) ~500 users.</p> <p>Add Tunstall and Cloud H&amp;C option (Glasgow, Aberdeen and Communicare?).</p>	<p>Develop scaling plans for initial deployments.</p> <p>Complete “ready to scale” checkpoints.</p>	<p>Finish monitoring of initial deployments.</p> <p>Complete test of scaling plans and implement scaling activity.</p> <p>1000 H&amp;C users (WLC, A&amp;BC, Highland, Falkirk)</p>
TAG	<p>Tunstall Assurance Visit</p> <p>Aberdeen fact find visit/call.</p> <p>Approach digital directorate to understand current and planned connectivity.</p> <p>Monitoring of overseas best practice in place.</p>	<p>Test FTTP connectivity approach (at Albyn FitHomes).</p> <p>Liaise with industry and Ofcom to understand digital rollout plans – communicate to Partnerships</p> <p>Programme aligned with Digital Health &amp; Care Strategy</p>	<p>Cloud ARC visit completed (Communicare / Appello / Tunstall).</p>	

Continued...

# Quarter by Quarter Plan

	Q1 (April – June) (Starting Point)	Q2 (July- Sept)	Q3 (Oct – Dec)	Q4 (Dec – Mar) (End Point)
Procurement	Initial comments on Scotland Excel Framework provided. Publish tender on PCS	Evaluate tender responses.	Scotland Excel framework tender complete.	Scotland Excel framework go-live.
Standards, Specification, Process	Liaise with BSI/Cenelec re publishing of digital standard.	Develop operational learning docs from initial deployment results (part of A2DT document set).		Operational standards framework in place.
Innovation	Investigate potential of using CivTech to address connectivity issues. Establish relationships with innovation centres to define the innovation processes for the Programme and identify / maintain joint working opportunities. Commence planning of Integrated Health & Care developments.	Progress development of coordinated innovation process Commence work to look at non technical innovation to support the above programmes. Identify industry partners to work with on Telecare Development	Draft innovation process developed. Scope work on controlled innovation environment to support Telecare Development	Innovation Process and partnerships in place and implemented. working with industry partners on Telecare Development. Integrated Health & Care alpha developed. Test alternative connectivity approaches (eg FTTC, Whitespace, Satellite).
Communications	Plan development of business case for A2DT, including initial deployment findings. Revalidate assumptions from original FarrPoint reports.	Publish interim review of initial deployments.		Publish business case for A2DT. Publish final review of initial deployments.

# Deliverables (Main)

Deliverable	What?	When?	Who?
Interim Review of initial deployments	<p>Summary of the learning from initial deployments to date, including:</p> <ul style="list-style-type: none"> <li>• Benefits seen</li> <li>• Issues encountered</li> <li>• Efficiencies delivered</li> <li>• Learning points for other Partnerships.</li> </ul>	Q2	TAG and initial deployment Partnerships
Final Review of initial deployments	<p>Summary of the learning following completion of initial deployments monitoring period, including:</p> <ul style="list-style-type: none"> <li>• Benefits seen</li> <li>• Issues encountered</li> <li>• Efficiencies delivered</li> <li>• Learning points for other Partnerships</li> <li>• Scaling plans.</li> </ul>	Q4	TAG and initial deployments Partnerships
Business Case for A2DT	<p>Business case for implementing A2DT. Including:</p> <ul style="list-style-type: none"> <li>• Financial case</li> <li>• Operational benefits/efficiencies.</li> <li>• User benefits</li> <li>• Technical benefits</li> </ul> <p>Document will revisit and validate assumptions made in the original A2DT strategy documents.</p>	Q4	TAG with input from others (TBC) on operational / user aspects.
A2DT Document Set	<p>Full set of documentation detailing learning and advice/guidance from A2DT programme to date. Documents to assist Partnerships planning and implementing A2DT – from technical and operational standpoint. Structure and content of document set to be determined during year (initial suggestion in later slide).</p>	Develop, publish & update during year	TBC

# Communication Plan

Deliverable	What?
Documentation	<p>Interim Review of initial deployments</p> <p>Final Review of initial deployments</p> <p>Business Case for A2DT</p> <p>A2DT Document Set</p> <p>Tone of all documentation is advisory, not dictating, ie “Our research/results suggests....”</p> <p>Audience for documentation will vary, so documentation will have different focus. Ie technical document, operational documents, business case for senior management. Multiple documents may be produced on same topic – but for different audiences – ie information security for IT professionals, for operational staff, management, etc.</p>
Dashboard	<p>Dashboard to be developed to provide management information on progress of the A2DT workstreams. Dashboard to be used internally within Programme team. Wider dissemination TBA.</p>
Marketing	<p>Aim to widen audience to include senior managers from Partnerships and to engage with Partnerships / Housing / 3<sup>rd</sup> sector not currently fully involved.</p> <p>Focus on senior management for presenting business case. Target early 2019 – potentially for regional meetings.</p>
Events	<p>Quarterly events to communicate progress &amp; learning.</p> <p>First event to potentially include presentations from BT and VM on their plans for Digital rollout.</p> <p>Events may include private sector representatives – potentially later in the session to provide opportunity for Partnerships to speak openly first.</p>
Other	<p>Ongoing communications (newsletters/twitter/etc) regarding standards development and plans for rollout of digital telephone services.</p>



# A2DT Document Set

Example document set structure (indicative document list – not exhaustive)

