ANS Replacement Project Update

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ANS – Overview

Decommission the old, obsolescent ANS service and replace it with an improved, more flexible service.

Benefits include:-

- 24/7 Supported System.
- Removal of stand alone handset.
- Users facility to maintain own contact details.
- SMS and Email Communication.
- Flexible system which can be developed for future change.
- Robust system with plenty of contingency and support.
Plan to implement following successful (internal / external) user testing and on completion of:

- A successful pilot alongside current ANS service during September
- A successful parallel run during the Emergency Exercise
Next Steps:-

- National Grid are contacting all current ANS users via email to obtain new SMS and Email contact details.
- Each organisation will receive the messages to one dedicated SMS device, this being any nominated mobile number.
- As well as the new SMS device receiving the messages, users can register up to 10 email addresses which will also receive the same messages.

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National Grid will contact all users over the next 2 months via their current primary ANS contact. Emails have commenced this week.

Should you wish to contact National Grid in advance of receiving this email to supply your contact details, please do so at:

Gary.Kilburn@nationalgrid.com
System ‘Go-Live’

**Indicative ‘Go Live’ date of 1\textsuperscript{st} October 2014.**

Service provider, Criticall - ensure 24/7 running with added security and resilience:-

### Security

- Access Security: Access to the service via a web browser is controlled by 128-bit SSL encryption. Each user must correctly enter 3 fields of data for access.
- The Service satisfies UK GCHQ-backed CHECK Certificate authentication for security.
- The Service complies with UK Data Protection Legislation.

### Resilience:

- The Service includes Criticall’s commitment to 99.995% availability of service to initiate call-outs.
- UK Resilience is achieved through 2 separate data centres, 150 - 250km apart, with a choice between London, Warwick and Cardiff.

**Should you require any further information please contact :**

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