

# ANS Replacement Project Update



Contact: Gary Kilburn

Email:- [Gary.Kilburn@nationalgrid.com](mailto:Gary.Kilburn@nationalgrid.com)

Tel:- 07717-443-498

## ANS – Overview

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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.**

## High - Level Timeline

Months	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
Customer Engagement					
Final Product Sign-Off					
Internal / External Tests					
Parallel Running – Emergency Exercise					
Implementation 01-Oct-14					

**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:-

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- 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](mailto:Gary.Kilburn@nationalgrid.com)

## System 'Go-Live'

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### **Indicative 'Go Live' date of 1<sup>st</sup> 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 :***

***Gary Kilburn***

***07717-443-498***

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