

Taking
Care
Part of AXA Health



The voice of technology
enabled care

everon

Your Digital Partner

“ Strategies for Seamless Connectivity”

The Other Options...

September 2023



Agenda

- Lessons from the digital mobile “new normal”
- Bringing in additional resilience: The alternatives;
 - GSM
 - Landline
- Resilience is all about risk: how do we manage it?



We have to think strategically about our digital roll-out as an industry



TSA Risk Survey: Short-Term Risks 1 to 2 years

Short Term Risks	Ranking	Relative Score
Cost of digital transition makes TEC unaffordable	1	100
Lack of interoperability between health, social care and TEC	2	86
Commissioners not seizing the new digital opportunities	3	78
Equipment Supply failures/shortages	4	77
Lack of interoperability within TEC sector	5	74
Health and Social Care integration promises unfulfilled	6	73
Limited digital offering from existing system suppliers	7	72
Failure to deliver new, preventative and proactive services which keep the TEC sector relevant	8	72
Failure to deliver personalised care due to lack of data sharing	9	62
Loss of confidence in TEC services due to digital unreliability	10	52

When we're introducing new technology like
SIMs

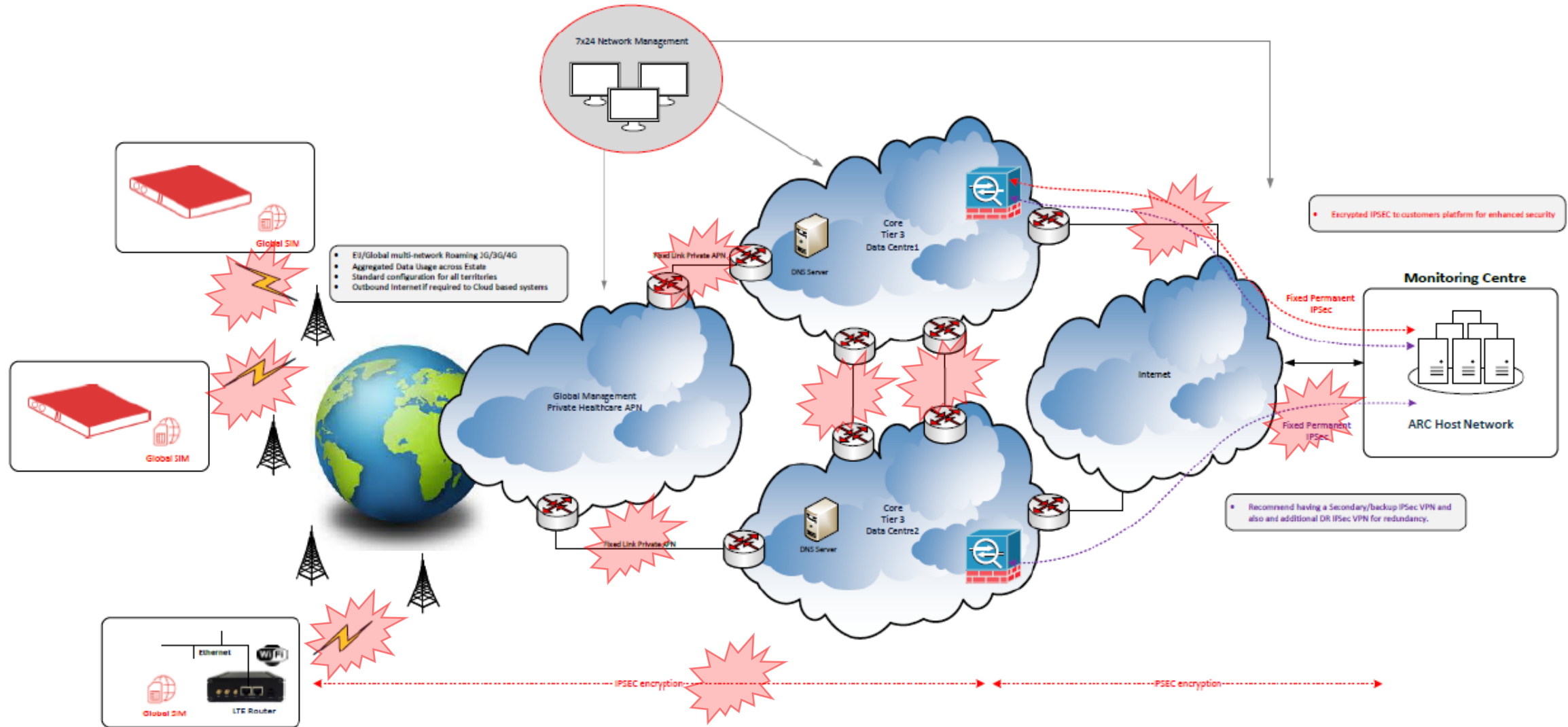


How do we ensure resilience: We are relying on a mobile phone network that was not designed for life-saving services

BCP in advance: Using the mobile phone network introduces new points of failure – work with your SIM provider to understand the disaster recovery plan for each STEP of the data journey



High Level Generic VPN Network Diagram



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Future voice opportunities: When VOLTE is rolled-out across networks we will have 4G voice

Alternatives to roaming: If the mobile phone network or SIM provider network goes down then 100% of services are lost – is there an alternative route?

Understand SIM fail-over approach: Having a dual SIM is not an answer on it's own – we need to understand the architecture of the SIMs provider and how they will failover

Getting security right: New digital security requirements (ie. VPN) require similar BCP review, what is the back-up?



Alarm systems - Social alarm systems

Application Guidance

TS 50134 Part 9: IP Communications Protocol

Developed by TSA Special Interest Group 10



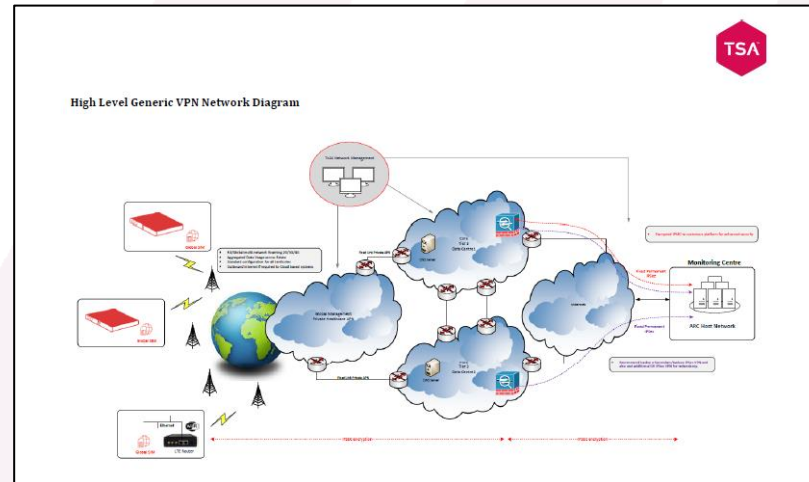
TSA™

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The End-to-End Resilience of Technology Enabled Care Solutions

Author: Steve Sadler – Head of Technology Strategy, TSA

New “digital skillsets” will be required for providers of the future



It is recognised here that the end-to-end delivery of TEC services can be complex, and the end-to-end understanding of technology platforms, telecommunications, user devices, the associated data processing and skills requirements, is a specialist role. It is proposed that a single Design Authority (person or organisation) should be the identifiable owner of these responsibilities and accountable to the QSF audit process.

So we've got to think about resilience options in an entirely new way...

• GSM

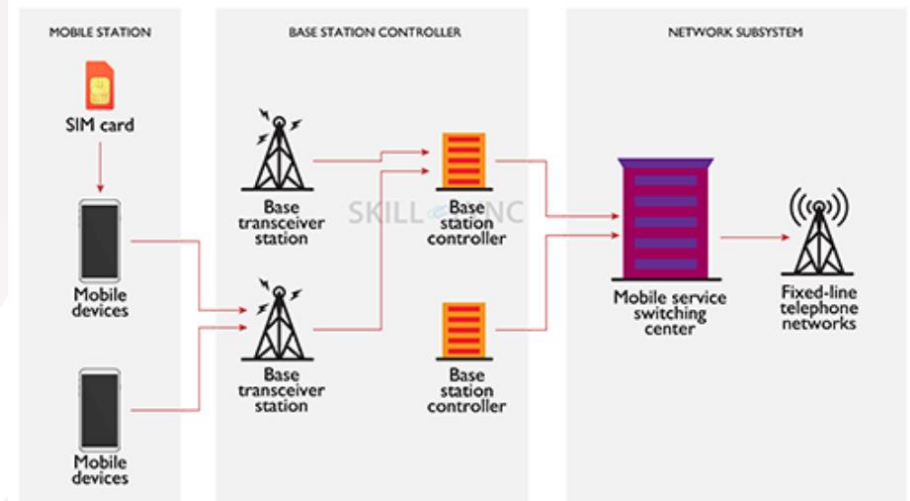
• Benefits:

- A Dispersed Alarm solution
- Delivers ANALOGUE connectivity over mobile networks
- Works if the Mobile network up BUT digital speech paths are down or VPN tunnels are down

• Downsides;

- No guarantee that DTMF tones will work over the mobile network – signal degradation
- Not using full digital capability of mobile network
- Only supports DTMF tones, not SCAIP or NowIP

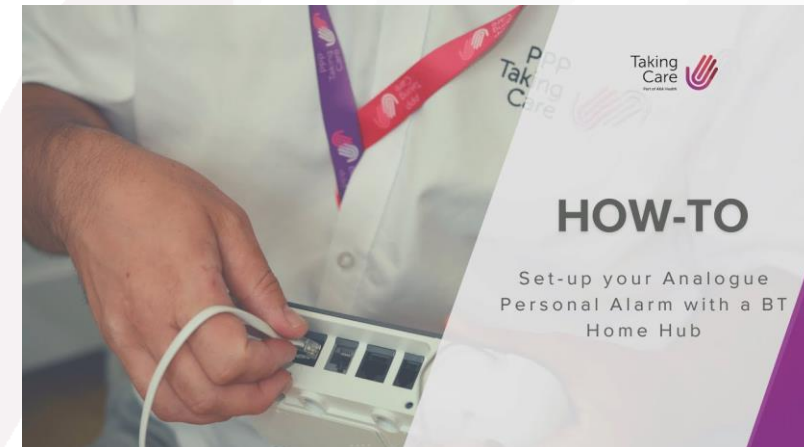
Global system for mobile (GSM) network

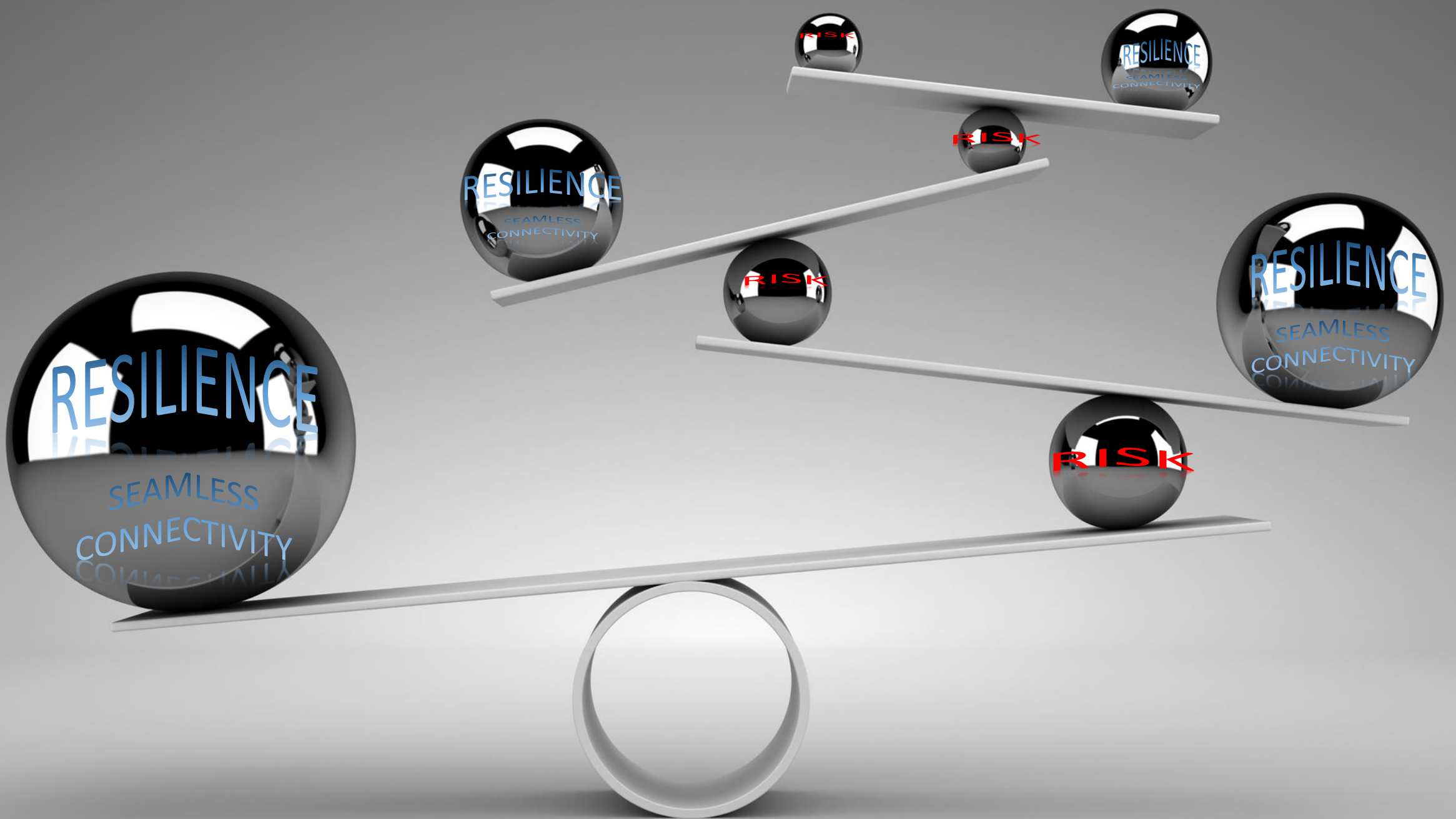


So we've got to think about resilience options in an entirely new way...

• Landlines

- Plugging alarms into the back of Broadband HomeHub – where there is a telephony port
- Benefits;
 - Allows analogue personal alarms to be used over digital telephone network
 - Allows customers to retain “familiar” alarm
 - Not reliant on digital mobile phone network
- Downsides;
 - Survivability of tone signal over digital network designed for data
 - At the mercy of changes made by communications provider (ie. changing compression rates) on a month-by-month basis
 - Understanding which alarms are likely to be the most resilient
 - Not recommended by Openreach





Risk management tools from the TSA



Risk Management Tools & Templates

Tools & Templates included here:

1. Risk Maturity – Self Assessment tool
2. Sources of Risk - Checklist
3. TEC Sector Risks – 2021 Sector Survey summary
4. Risk Likelihood and Severity – Evaluation Tool
5. Risk Register - Template
6. Risk Incident Escalation - Template

