

From: DWP Tell Us Once Communications

[<mailto:TELLUSONCE.COMMUNICATIONS@DWP.GSI.GOV.UK>]

Sent: 05 April 2019 14:14

Subject: Bulletin 193 – DWP replacing the Canopy Digital Connect (CDC) solution

SUBJECT - Bulletin 193 – DWP replacing the Canopy Digital Connect (CDC) solution

ACTION Review and respond to the information contained within this bulletin and await more detailed information which will support the introduction of the CDC replacement DWP - Employee Authentication System (EASR).

TIMING - The new solution will be rolled out to all Public Sector Pension partner organisations during May/June 2019

Background

What is CDC?

Canopy Digital Connect is the secure messaging service currently used to provide Public Sector Pensions with notifications from the Tell Us Once (TUO) Change Reporting System (CRS). This service is currently being provided under contract by Atos.

Public Sector Pensions (PSP) partner organisations currently pay a monthly charge for notifications received via this service and are also contracted to pay for material changes required to maintain connectivity to the CRS notification system.

CDC provides the PSP organisations with a secure method of accessing and viewing CRS notifications. TUO Central & Local government partners currently access notifications using a token known as an EASR (Employee Authentication Service Replacement) token. This method was not available to PSP partners when they joined the TUO service.

What is EASR?

EASR is a managed Service which was developed by DWP to replace Employee Authentication Service (EAS). It is now a cross-government solution and considered to be a suitable replacement for CDC. Essentially, it is a key to access the CRS notifications. One token will be assigned to each PSP user and this will allow them to access notifications securely. The process of assigning and using the tokens is straightforward and further information will be provided in due course.

What will this change mean for Public Sector Pension Partners?

Introduction of this service will require partner organisations to establish a simple structure to control/manage the accounts of staff who currently use the CDC solution.

The new solution will allow PSP users to access CRS where they will be presented with pension notifications.

There will be no charge for notifications and no charge for changes (e.g. IP range changes). The DWP Digital Team will monitor, manage and maintain the Service.

PSP Partners will use the TUO Helpdesk, who support all users, manage incidents and have direct access to the Digital support team.

What will each fund need to do to move to the new EASR environment?

The new structure will require each fund to nominate a Champion and two members of staff to fill the positions of Organisation Administrators (OAs). These staff will be responsible for allocating tokens to each member of staff. (We will provide a stock of tokens).

Next steps

You will need to identify a “Champion” for your Organisation. This person will be our initial first point of contact and they will need to nominate two further Organisation Administrators (OA). These OAs will be responsible for setting up your local users within your Organisation.

We will need contact details for the Champion (email and telephone) and a postal address for us to send tokens for your Organisation. More on this will follow.

Please reply by email to our helpdesk (see below) with the following:

- Name of the nominated Champion for the Fund and their email, phone number and office address.
- Name of the 2 OA nominations, and their email and phone numbers.
- Confirmation that you can access the portal.
<https://protect-eu.mimecast.com/s/fl72CJZXWsq1ww5CVtHen> i.e. get to the login screen.

We will be in touch shortly with more information. Meanwhile, if you have any questions/comments please do send these through to TUO Business Service Helpdesk tell-us-once.servicedesk@dwp.gov.uk <<mailto:tell-us-once.servicedesk@dwp.gov.uk>>

Contacts:

Cath Leaworthy: TUO Public Sector Pensions Account Manager

Tel: 0113 232 4146

Catherine.leaworthy@dwp.gov.uk <<mailto:Catherine.leaworthy@dwp.gov.uk>>

Beth Cassidy: TUO CDC Replacement Project Manager

Tel: 0191 204 9461

Elizabeth.cassidy1@dwp.gov.uk <<mailto:Elizabeth.cassidy1@dwp.gov.uk>>

TUO Helpdesk

Tel: 0113 232 4702

Tell-us-once.servicedesk@dwp.gov.uk <<mailto:Tell-us-once.servicedesk@dwp.gov.uk>>