Docman 10 AWS Migration

Frequently Asked Questions (FAQs)

Date: 19/08/2019
Doc Version: 1.0

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Why is Docman 10 being moved to Amazon Web Services (AWS)?

The decision to move to AWS was made jointly with NHS Digital. The AWS environment will enable us to continue to offer a reliable, stable and performant platform. Also, AWS provides features and function that will put us in the best place to develop and enhance Docman to meet future requirements.

What have you done to make sure that AWS is compliant with security and information governance standards?

We have worked closely with NHS Digital throughout the design, test and migration process to ensure that we follow good practise and implement all of the necessary measures to keep data safe and secure. This includes sign-off by the NHS Clinical Services Group, Information Governance and approval via the NHS Request for Change process.

Where will Docman data be stored?

All systems are located in highly secure data centres in the UK. We use Amazon's Availability Zones within the UK to provide the greatest levels of security, resilience and service continuity possible.

What do we have to do to prepare for the migration?

In order to move to AWS you will need to be able to get to the AWS environment. Therefore we ask that you work with your GPSoC Partners to verify that you are able to connect to the following IP addresses over your N3/HCSN network:

TCP port 80/443 on:

- 10.196.206.224/27

When we open up the new addresses should access to the current ones be maintained?

Yes, for the period of the migration you will need to be able to get to AWS and the current environment in UK Cloud. Once the migration has completed successfully and you have had a period of steady running in UK Cloud we will communicate to you so that you can revoke access to the current IP addresses.

When will we be moved to AWS?

We are currently planning to commence migrations in October 2019. We are in the process of testing the migration approach, which will give us key information about how quickly we can synchronise data and therefore inform our migration plan. Once we have this information we will get in touch with you to let you know when we intend to migrate you to AWS.

Will there be downtime when you migrate us to AWS?

We have developed a migration approach that will minimise any downtime and inconvenience. In advance of your migration we will ensure that all of your data is synchronised to AWS, we will then make a configuration update to point you to AWS. This switch will be done outside of normal working hours to minimise disruption.

Will there be any functionality changes as part of the move to AWS?

No, the migration to AWS will not introduce any new or changed functionality. The migration is purely focused on moving you from UK Cloud to AWS.

Are you able to roll back if there are any problems with the migration?

Yes, at the point that you move to AWS we will start synchronising your data back to UK Cloud. This will enable us to roll back the migration in the unlikely event that there are any issues.

What should I do if I have any questions?

If you have any questions, please contact your Account Manager or alternatively you can email DM.AWSMigrations@oneadvanced.com