**Catalogue Solution Migration Process**

# Version 1.1

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| 1.0 | 08 May 2019 | Paul Lucas | Base-lined |
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1. **INTRODUCTION**

**Document Purpose**

* 1. The purpose of this document is to describe the responsibilities of various parties in the migration of a Source Solution to one or more Target Solutions.
  2. This document applies to the migration to and from both Type 1 and Type 2 Catalogue Solutions.
  3. Note, capitalised terms in this document are either defined in the schedule 1 (Definitions) of the Call Off Agreement or in the glossary at Annex 1 to this document.

**Structure**

* 1. This document sets out:
     1. In Section 2: the principles applicable to the migration between Catalogue Solutions;
     2. In Section 3: the key features applicable to the migration between Catalogue Solutions;
     3. In Section 4: the key responsibilities applicable to the migration between Catalogue Solutions;
     4. In Section 5: the processes applied to the migration between Catalogue Solutions.

**Context**

* 1. The migration of services for a Service Recipient may encompass:
     1. a single Source Solution to Target Solution or New Market Entrant Target Solution migration; or
     2. multiple Source Solution migrations to a single Target Solution or New Market Entrant Target Solution; or
     3. a single Source Solution migration to multiple Target Solutions or New Market Entrant Target Solutions; or
     4. multiple Source Solution migrations to multiple Target Solutions or New Market Entrant Target Solutions.
  2. The remainder of this document relates to a Service Recipient migrating from a single Source Solution to a single Target Solution or New Market Entrant Target Solution and the obligations on parties to ensure an effective migration. The process can be applied equally to the other migration scenarios set out in paragraph 1.4 and the Supplier shall collaborate with all relevant Source Solution Suppliers and Target Solution Suppliers or New Market Entrant Target Solutions Suppliers to facilitate the overall migration required by the Service Recipient.
  3. The process is described in four parts, namely the principles, key features, key responsibilities and process obligations.
  4. Within the context of this document the Supplier may be the Source Solution Supplier, Target Solution Supplier/New Market Entrant Target Solution Supplier (or both).

1. **CATALOGUE SOLUTION MIGRATION - PRINCIPLES**
   1. The following principles apply to the migration between Catalogue Solutions:
      1. it is critical that Service Recipients are able to migrate effectively between Catalogue Solutions in order to secure the most economically advantageous services and to adapt to emerging business needs;
      2. the Supplier is, subject to any current technical and operational constraints, committed to provide reasonable endeavours in enabling Service Recipients to migrate to and from their Catalogue Solutions in an efficient and effective manner;
      3. the Supplier will collaborate effectively with other suppliers, Service Recipients, Call Off Ordering Parties and any other party contributing to the migration; and
      4. the Supplier shall ensure that all data is managed safely and securely and in accordance with all relevant guidelines and best practice.
2. **CATALOGUE SOLUTION MIGRATION – KEY FEATURES**
   1. If the Data Migration Approach of the Source Solution Supplier agreed under the Data Migration Standard approved by the Catalogue Authority states that the Source Solution does not hold any data of relevance to migration, the Source Solution Supplier shall notify the Service Recipient and Target Solution Supplier/New Market Entrant Target Solution Supplier of this fact and shall be relieved of its other responsibilities under this ancillary document.
   2. If the Data Migration Approach of the Target Solution Supplier/New Market Entrat Target Solution Supplier approved by the Catalogue Authority states that the Target Solution/New Market Entrat Target Solution does not hold any data of relevance to migration, the Target Solution Supplier/New Market Entrant Target Solution Supplier shall notify the Service Recipient and Source Solution Supplier of this fact and shall be relieved of its other responsibilities under this ancillary document.
   3. Where data is to be migrated from the Source Solution the Source Solution Supplier shall provide such data to the Target Solution Supplier/New Market Entrant Target Solution Supplier and/or the Service Recipient in accordance with the process set out in this document, their applicable Data Migration Approach and Documented Data Extract.
   4. Where data is to be migrated to the Target Solution/New Market Entrant Target Solution the Target Solution Supplier/New Market Entrant Target Solution Supplier shall accept the data in the form set out in the Source Solution Supplier’s Documented Data Extract and shall process such data in accordance with the process set out in this document and their applicable Data Migration Approach.
   5. The Supplier shall ensure compliance with the Information Governance Standard with regard to the processing of all data within their boundary of responsibility and shall, to the extent applicable, adhere to their responsibilities and SLAs as set out in the remainder of this document.
   6. The Service Recipient as Data Controller shall have ultimate responsibility for validating and signing off the data migration and the Supplier shall fully support the Service Recipient in executing such responsibility.
   7. Where the Service Recipient is a GP Practice, the migration must be executed in compliance with [Chapter 8c of the General Practice GPG](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/215680/dh_125350.pdf), which provides guidance to organisations undertaking a Data Migration.
   8. The Supplier will need to provide a data migration service that facilitates the extraction and analysis of the contents of patient records, audit logs and any other associated documents, attachments and administrative information from the Source Solution in a safe and effective manner such that it can be transformed, loaded and replicated in the Target Solution/New Market Entrant Target Solution.
   9. All parties involved in the migration process which may include Source Solution Suppliers, Target Solution Suppliers/New Market Entrant Target Solution Suppliers, third party or specialist suppliers, the Service Recipient, Call Off Ordering Party, CCG/CSUs and other organisations will collaborate to ensure that:
      1. the time required to complete the migration and switch Catalogue Solutions is minimised and must not extend the migration period beyond the Service Level Agreement timescales;
      2. the impact on and disruption to core working hours and the provision of health and care services is minimised;
      3. aspects of the migration process which cause disruption to normal operations and provision of services take place outside core working hours wherever possible;
      4. any questions regarding e.g. interpretation and mapping of data are resolved quickly and are appropriately documented;
      5. no clinical data or access to clinical data is lost during the migration;
      6. any requests for information relevant to executing the migration are responded to as quickly and efficiently as possible;
      7. details and arrangements of the 'rollback' scenarios and procedures whereby the Service Recipient opts not to continue with the data migration are agreed and documented.
   10. Where clinical data is stored in a system (either a Catalogue Solution or non-Catalogue Solution) which is required to integrate with the Target Solution/New Market Entrant Target Solution but is not part of the overall migration (e.g. where a Service Recipient uses a separate system for say Document Management which stores clinical data and that system is not migrating), then the Target System Supplier/New Market Entrant Target Solution Supplier shall ensure that such system is appropriately integrated with the Target Solution/New Market Entrant Target Solution. The parties will collaborate to ensure no clinical data or access to clinical data is lost during the data migration.
3. **CATALOGUE SOLUTION MIGRATION – KEY RESPONSIBILITIES**

**All Parties**

* 1. The following key responsibilities apply to all parties involved in the migration:
     1. All material associated with the migration shall be maintained to facilitate continual improvement. To include for example, issue logs, data mapping tables and lessons learned.
     2. The parties consent to the sharing of non-patient-identifiable information regarding the output of data migration audits with other suppliers and organisations undertaking a migration.
     3. If the Cut-Over Period associated with a migration exceeds 3 Working Days, whether planned or unplanned, it will be reported to the Migration Management Agent.
     4. If the Cut-Over period has an impact on core working hours, whether planned or unplanned, it will be reported to the Migration Management Agent.

**Service Recipients**

* 1. The following key responsibilities apply to Service Recipients or the Call Off Ordering Party where they are acting on the Service Recipient’s behalf:
     1. Service Recipients, as the Data Controller, hold overall responsibility for the oversight of the data aspects of the migration and ensuring that all data is migrated securely and in line with the relevant legislation, Standards and guidelines.
     2. Service Recipients are responsible for:
        1. the mapping of local codes
        2. validation of the data transformation activities
        3. authorising Go-Live
        4. authorising final sign-off and handover of the data migration activities
        5. reporting and escalating issues to Migration Management Agent
        6. undertaking a review of the data migration activity and sharing the output as part of the continuous review process
        7. ensuring users are appropriately trained in the use of the Target Solution and calling on support from the Supplier as required.
  2. Service Recipients and/or the Call Off Ordering Party may choose to engage the support of a third party supplier to assist with the migration process.
  3. A failure by the Service Recipient (or party acting on their behalf) to fulfil the responsibilities set out in paragraph 4.2, or as specified elsewhere in this document, shall be a Relief Event under the Call Off Agreement.

**Supplier**

* 1. The following key responsibilities apply to the Supplier (whether acting as the Source Solution Supplier or the Target Solution Supplier/New Market Entrant Target Solution Supplier):
     1. The Supplier will support the Service Recipient or other parties involved in the migration in any way as is reasonably required to ensure the migration activities are completed as efficiently as possible and in line with this document.
     2. The Supplier will provide their Data Migration Approach and a Documented Data Extract (DDE), adapted where necessary to all parties involved in the migration.
     3. The Supplier will demonstrate how their Data Migration Approach, mapping tables and associated processes will be reviewed to take account of lessons learned and improvements identified as part of the continuous review process.
     4. The Supplier shall retain comprehensive evidence relating to each relevant stage of the agreed migration process and will provide the same to Migration Management Agent and/or the Service Recipient upon request.
     5. The Supplier shall provide a response to any clarification points raised by Migration Management Agent regarding any information submitted by the Supplier within five working days of receipt of such a request.
     6. The Supplier shall provide data migration reports, to include the following information as a minimum, to Migration Management Agent on request. These will not be requested in excess of four times per year:
        1. Number of data migrations completed since the last report
        2. ODS code (or other identifier where an ODS code is not applicable) of each Service Recipient or other organisation for which a data migration has been completed. In the case of a Service Recipient merger/split or the formation of a new organisation, then the ODS code of the new organisation will be returned
        3. The Cut-Over Period for each completed data migration (the duration of the Cut-Over period for each data migration)
        4. Each Cut-Over Period that overlapped with core working hours for each completed data migration. There should be no (or very few) such examples of this, but it is important that any examples that do occur are reported

Overall elapsed time for each completed data migration (the amount of time from when the order for the new Catalogue Solution is placed via the agreed mechanism to the date of Business Go-Live) During the reporting period the Supplier may have acted as both a Source and Target Solution Supplier. A full response shall be submitted for each data migration in which they have been involved. Where a particular item of information is not applicable, this should be stated but the Authority reserves a right to request that information as an ad-hoc requirement.

* 1. A failure by the Source Solution Supplier to fulfil the responsibilities applicable to them as set out in paragraph 4.5, or as specified elsewhere in this document, shall be a Default under the relevant Call Off Agreement.
  2. A failure by the Target Solution Supplier/New Market Entrant Target Solution Supplier to fulfil the responsibilities applicable to them as set out in paragraph 4.5, or as specified elsewhere in this document, shall be a Default under the relevant Call Off Agreement.

**Migration Management Agent**

* 1. The following key responsibilities apply to the Migration Management Agent:
     1. The Migration Management Agent will act as a point of escalation with regards to migration issues.
     2. The Migration Management Agent will facilitate resolution of migration related issues upon request from any of the parties involved in the migration.
  2. A failure by the Migration Management Agent to fulfil the responsibilities set out in paragraph 4.8, or as specified elsewhere in this document, shall be a Relief Event under the Call Off Agreement.

**Supplier Principles: SLA**

The Supplier shall provide a response to the Migration Management Agent on points of clarification raised regarding any information submitted, or any other queries relating to a migration, within five working days of receiving such request.

1. **CATALOGUE SOLUTION MIGRATION – PROCESS**
   1. This process is split into the following three phases:
      1. Phase 1: Data Migration Preparation;
      2. Phase 2: Data Transformation; and
      3. Phase 3: Business Go-Live.

**Step 1: Data Migration Preparation**

* 1. A Call Off Ordering Party may notify the Source Solution Supplier in writing that it is considering migrating a practice or multiple practices to a New Market Entrant Target Solution Supplier (a **NMETSS** and a **Proposed Migration Notice** respectively) in the format set out in Appendix 1. The Proposed Migration Notice will be sent to the address set out in the Catalogue Agreement entered into between the Source Solution Supplier and the Authority for the service of formal notices. The Authority shall provide such address to the NMETSS on request. A copy of the Proposed Migration Notice will also be sent by the NMETSS to the Authority.
  2. The parties acknowledge and agree that a Call Off Order Form is not required as part of this Step 1.
  3. Within 15 Working Days of receipt of a Proposed Migration Notice (or a copy of the Call Off Order Form pursuant to paragraph 5.11 below), the Source Solution Supplier will provide the following to the Target Solution Supplier;
     1. an Uplifted DDE, subject to entering into a mutually acceptable and commercially fair and equitable confidentiality agreement with the Target Solution Supplier/NMETSS; and
     2. The initial Data Extract the Source Solution Supplier is obligated to provide pursuant to requirement DMI06 of the Data Migration Standard.
  4. The Service Recipient shall be entitled to request the second and any subsequent Data Extract and the Source Solution Supplier is obligated to provide such Data Extract(s) pursuant to requirement DMI06 of the Data Migration Standard at any point after the Proposed Data Migration Notice has been served. For the avoidance of doubt, the parties acknowledge and agree that the Data Migration Standard requires the Source Solution Supplier to provide two Data Extracts without additional cost and any requirement for additional Data Extracts over and above this may incur costs to be agreed between the Source Solution Supplier and the Service Recipient.
  5. All requests for Data Extracts made pursuant to this Catalogue Solution Migration Process will be made in writing to the Source Solution Supplier in the format set out in Appendix 2 and the Source Solution Supplier shall provide such extract within 15 Working Days following a written request. The Source Solution Supplier acknowledges and agrees that actual production of the Data Extract shall take no more than 5 Working Days.
  6. The Source Solution Supplier acknowledges that a Service Recipient may, at its sole discretion, waive the need for this Step 1 and may instead trigger a formal Data Migration in accordance with Step 2 below.

**Step 2: Data Migration Process Triggered**

* 1. The Data Migration process is triggered when either a Proposed Migration Notice is served, or the Source Solution Supplier receives a copy of a Call Off Agreement made between a Call Off Ordering Party and a Target Solution Supplier under which the Call Off Ordering Party intends to replace the Source Solution with the Target Solution.
  2. The Call Off Ordering Party shall notify the Authority that it has entered into a Call Off Agreement and provide a copy of the Call Off Agreement within 2 Working Days of its execution.
  3. The Source Solution Supplier is not party to this stage of the Data Migration process and shall not be entitled to object to or insert any additional condition into this (or any) stage of the process once a Call Off Agreement has been entered into between the Service Recipient and the Target Solution Supplier unless such addition is agreed in writing by the parties.

**Step 3: Data Migration Plan**

* 1. The Target Solution Supplier shall provide the draft Data Migration Plan to the Service Recipient within 10 Working Days of the earlier of:
     1. **issuing the Migration Notice; and**
     2. **the execution of the Call Off Order Form between the Service Recipient and the Target Solution Supplier**

**(the Data Migration Initiation Date).**

* 1. The Data Migration Plan shall include (but not shall not be limited to):
     1. **The proposed timeline for the stages set out in this document from the triggering of the Data Migration Process to sign off of the migration;**
     2. **the proposed Business Go-live date for the Target Solution; and**
     3. **any dependencies on the Source Solution Supplier or any other system integrated with either the Source Solution or the Target Solution;**
  2. Each Data Migration should be considered as an individual case; therefore any specific details and aspects of the Data Migration must be agreed and the Data Migration Plan and/or Data Migration Approach updated accordingly and shared amongst the Service Recipient(s), the Target Solution Supplier and the Source Solution Supplier. These include, but are not limited to:
     1. Contractual arrangements and payments;
     2. Scope of the data migration i.e. are there any third parties involved, are there any integrated systems which hold data etc;
     3. Roles and responsibilities;
     4. Risk assessment including ownership and transfer of risks and any mitigation in place;
     5. Clinical Safety Case Report and Hazard Log (Suppliers are required to have these in place in order to comply with the [Clinical Safety](file:///C:/wiki/spaces/ISDNU/pages/814647031/Clinical+Safety) Standard);
     6. Resources required from each party;
     7. Anticipated timescales and agreement of a provisional Business Go-Live date;
     8. Arrangements for the Cut-Over Period;
     9. Run-Off period;
     10. Any downtime and/or limited availability of the Source or Target Solution the Service Recipient may be subject to, or where manual data entry into the Target Solution may be required. This will be reported to the Migration Management Agent;
     11. Review process; and
     12. Rollback scenarios and plan if the Service Recipient opts to withdraw from the purchase of the Target Solution.

**Step 4: Clinical Risk Assessment**

* 1. **The Service Recipient has responsibility for completing a Clinical Risk Assessment to include consideration of clinical and patient safety. Where, having undertaken that Clinical Risk Assessment, the Service Recipient considers there to be material risk associated with the migration, it shall issue the assessment to the Authority for review. The review may provide recommendations which the relevant parties shall, acting reasonably, act upon. If the Authority determines that an audit to validate the efficacy of the processes, procedures and tools to be used by the Source Solution Supplier or Target Solution Supplier/NMETSS is required, the Authority shall lead, and the Source Solution Supplier or Target Solution Supplier/NMETSS (as applicable) and Service Recipients shall support and facilitate the execution of such audit.**
  2. **The Clinical Risk Assessment shall be completed by the Service Recipient within 5 Working Days of the finalisation of the Data Migration Plan in accordance with Step 3 above. The Service Recipient reserves the right to undertake further reviews in respect of Clinical risk at any point during the migration.**
  3. **The Authority shall have 10 Working Days from receipt of the Clinical Risk Assessment outputs to complete its review and determine if a follow up audit is required. Any timescales associated with the audit if required will be agreed on a case-by-case basis.**

**Step 5: Source Solution data quality review**

* 1. **Once the Clinical Risk Assessment has been completed, it is then necessary to review the quality of the data held in the Source Solution and to work to improve this up to a minimum standard which will be agreed by all parties. The Service Recipient may seek assistance from the relevant ICB, Source Solution Supplier, or a third-party supplier in order to undertake this activity. This process of review and improvement results in the creation of a data quality report which can be used to guide further iterations of the data quality review process and will include but no limited to:**
     1. any irregularities in the data;
     2. standard data quality checks; and
     3. assessment of any misused concepts (e.g. use of clinical findings terms recorded as observables in SNOMED CT).
  2. **The data quality report should be refreshed as the migration process continues and can be used to track the issues and improvements in the data quality. This process to improve the quality of the data in the Source Solution up to the minimum agreed standard will continue until all parties are satisfied. It will need to be completed and approved by someone of appropriate authority and seniority within the responsible organisation. Once this point is reached, a final data quality report may be produced to be signed off and used as an agreement between the Service Recipient and the Source Solution Supplier regarding the quality of the data to be migrated.**
  3. **The data quality review shall be completed within 30 Working Days of completion of the Clinical Risk Assessment set out in paragraph 5.17 above.**

**Step 6: Technical Readiness check**

* 1. **The technical readiness check is designed to ensure that the Target Solution is ready to be deployed for use by the Service Recipient. Until this is confirmed, or the Service Recipient has in place clear plans to achieve technical readiness, the preparation for the Data Migration cannot be completed. In such case, the Source Solution continues to be the primary Solution in use by the Service Recipient.**
  2. **Completion of the technical readiness check shall be evidenced by written confirmation from the Service Recipient to the Source Solution Supplier in the format set out in Appendix 3 and in its sole discretion.**

**Step 7: Data Extracts**

* 1. **Once technical readiness is confirmed, or the Service Recipient has in place clear plans to achieve technical readiness, and to the extent relevant to the Source Solution, the Service Recipient shall, within 2 Working Days confirm in writing to the Source Solution Supplier that the most recent system extract included the full set of patient records and audit trails, including documents, attached images and any other applicable tasks, appointments, or administrative information.**

**Step 8: Target Solution Supplier data transformation and loading**

* 1. **The Target Solution Supplier/NMETSS will, within 5 Working Days of receipt of the Data Extract referenced in paragraph 5.4.2 above (or from any subsequent and additional Data Extract requested for the purpose of undertaking a migration), undertake an exercise to map the data received from the Source Solution Supplier into a format which can be loaded into the Target Solution.  This mapping will be completed using the DDE and the latest version of the mapping tables published by the NHS Digital National Release Centre (formerly UKTC) which are available from** [**TRUD**](https://isd.digital.nhs.uk/trud3/user/guest/group/0/pack/37)**. Where this is not possible, the Target Solution Supplier/NMETSS will document and provide the mappings that have been used for the data transformation activities, including any bespoke mapping between the Source Solution and the Target Solution. The Target Solution Supplier/NMETSS will then load the transformed data into the Target Solution and a data quality report and checklist provided to the Service Recipient to facilitate their review.**

**Step 9: Test system access and data quality review**

* 1. **The Target Solution Supplier/NMETSS will within 2 Working Days following loading of the data, provide the Service Recipient with access to a test system trial environment to enable the quality of the transformed data to be reviewed. During this checking the organisation responsible for the data migration (typically the Service Recipient) is responsible for completing the mapping of any non-standard or local codes or data items which the Target Solution Supplier/NMETSS has been unable to map as part of their data transformation activities. These should be identified in the reports and checklists provided by the Target Solution Supplier/NMETSS and documented for future reference. During the data quality review process, an issues log detailing any mapping issues and how they have been resolved will be maintained by all relevant parties.**
  2. **The Service Recipient shall have 10 Working Days from being granted access to the test system trial environment to review the quality of the transformed data and to undertake the mapping of any non-standard local codes and to provide a report to the Target Solution Supplier/NMETSS.**
  3. **Once the Service Recipient’s review of the data is complete the Service Recipient shall provide a report to the Target Solution Supplier/NMETSS. This report will inform any further iterations of Data Extracts and transformation which may be required and may then also be used as an agreement to progress to the next step. For the avoidance of doubt, where the data quality review identifies issues caused by the Source Solution Supplier, i.e. where the Authority (acting reasonably) believes that the Data Extract does not comply with the Data Migration Standard and/or Catalogue Solution Migration Process the Source Solution Supplier shall be responsible for remedying its Data Extract as soon as reasonably practicable and providing the further iterations of Data Extracts free of charge over and above the 2 Data Extracts it is obliged to provide pursuant requirement DMI06 Of the Data Migration Standard.**
  4. **Within 2 Working Days of the Service Recipient accepting the transformed data as being complete and accurate, it shall notify the Target Solution Supplier/NMETSS in writing (the Data Acceptance Notice) in the format set out in Appendix 4.**
  5. **Within 10 Working Days of the Data Acceptance Notice, the Service Recipient and shall review and confirm the proposed Business Go-Live date which should have been set during the Data Migration preparation phase. Within 2 Working Days of agreeing the Business Go-Live Date, the Service Recipient shall confirm the Business Go-Live Date to the Source Solution Supplier in writing in the format set out in Appendix 5.**
  6. **Steps 8 & 9 of the migration process may need to be repeated several times in order to fully and accurately complete and sign off the data transformation activities. The Source Solution Supplier and Target Solution Supplier/NMETSS shall continue to work collaboratively and undertake further mapping and transformation activities and/or facilitate the provision of additional Data Extracts to support and complete the migration process.**
  7. **There should not be a need for any more than 5 separate iterations of Data Extracts (whether full, partial or deltas) or data transformation for a migration except in circumstances where data quality issues have been identified as set out in paragraph 5.29. In the event that this data transformation process needs to repeated more than 5 times, it will be necessary for the Service Recipient and Source Solution Supplier to notify the Migration Management Agent in order that it can be assessed if the migration has been compromised. Throughout this, all parties must be aware of any potential data loss or overwriting of information and highlight and handle this accordingly.**
  8. From the commencement of the Data Checking phase (step 9) until theCut-over period and Business Go-Live (Step 10), **the Target Solution Supplier will provide the Service Recipient with access to the live system. The purpose of this will be to setup key, non-patient data in advance of go-live and so minimise the Service Recipient's manual data input on go-live. This core non-patient information should include, but not be limited to:** 
     1. **Organisational configuration (such as organisation details, and user access)**
     2. **Appointment configuration details (such as rotas and slots, and appointment templates)**

**Step 10: Cut-over period and Business Go-Live**

* 1. **Within 10 Working Days of receiving final confirmation of the Business Go-live Date, the Source Solution supplier shall provide to the Target Solution Supplier/NMETSS the final Data Extract. The commencement by the Source Solution Supplier of gathering this Data Extract triggers the Cut-Over Period.**
  2. **Within 5 Working Days of receipt of the final Data Extract, the Target Solution Supplier/NMETSS will apply the data transformation and mapping. Once completed, the Target Solution Supplier/NMETSS will notify the Service Recipient within 2 Working Days that Technical Go-Live is triggered and the Target Solution is configured and ready for live use by the Service Recipient in the format set out in Appendix 6.**
  3. **The Service Recipient will confirm in writing to the Target Solution Supplier/NMETSS of its final approval to proceed to Business Go-Live (the Business Go-Live Notice) in the format set out in Appendix 7. As part of this process, the Service Recipient will ensure that it has satisfied itself that any clinical risk identified in Step 4 above or at any point in the subsequent process have been addressed.**
  4. **It is essential that all parties involved in the migration collaborate effectively to ensure that the Cut-Over period is as short as possible. If the Cut-Over Period exceeds 3 Working Days, whether planned or unplanned, this will need to be reported to the Migration Management Agent and/or the Service Recipient by the Target Solution Supplier/NMETSS without undue delay.**
  5. **The Cut-Over Period ends at the Commencement of Business Go Live as this is the date at which Service Recipients are able to input patient data onto a Target Solution.**
  6. **The Source Solution shall remain the primary Solution and the Supplier shall continue to provide the Source Solution until such time as Business Go-Live has been confirmed in accordance with paragraph 5.40 below and following Business Go-Live shall and in addition, meet the ongoing obligations set out in Steps 11 to 13 below.**

**Step 11: Business Go-Live**

* 1. **Business Go-Live is where the Target Solution is switched on for live use and becomes the primary Solution to be used by the Service Recipient.**
  2. **The Target Solution Supplier/NMETSS shall undertake Business Go-Live on receipt of the Business Go Live Notice.**
  3. **The Source Solution should not be switched off on Business Go-Live in case there are any issues with the switch on of the Target Solution, although access levels and usage may be restricted such that it is used for reference purposes only.**

**Step 12: Run-Off period**

* 1. **The “run-off period” commences on Business Go-Live and is a period where there is dual running of the Source and Target Solutions.**
  2. **During the run-off period, the Target Solution is the primary Solution in use and the Source Solution is likely to be used for reference purposes only. The length for the run-off period will have been agreed during the Data Migration Preparation phase and will be recorded in the Data Migration Plan.**
  3. **During the run-off period, the Source Solution Supplier will continue to provide access to the Source Solution for reference purposes only, along with continuing to provide support services as required. The Target and Source Solution Suppliers and the Service Recipient shall work together in good faith to agree the duration of the Run-Off Period based on the specifics of the data migration but in any event the Run-Off Period shall cease on the delivery by the Recipient of a notice pursuant to paragraph 5.47 below.**
  4. **During and/or in advance of the Run-Off Period, the Target Solution Supplier/NMETSS will such provide staff, facilities and training, including floor-walking staff, as reasonably required to ensure that the Service Recipient is supported in its use of the Target Solution and can meet any necessary responsibilities and obligations effectively.**

**Step 13: Authorisation and handover**

* 1. **The Service Recipient will provide formal sign-off of completion of the migration in writing to the Target Solution Supplier/NMETSS once it has adjudged that all obligations can be met and the Service Recipient can operate efficiently using the Target Solution (the Migration Acceptance Notice) in the format set out in Appendix 8.**
  2. **On receipt by the Source Solution Supplier of confirmation that the Service Recipient has issued the Migration Acceptance Notice, the Source Solution can be decommissioned at the end of the run off period.**
  3. **The Source Solution Supplier shall retain access to all data held in the Source Solution as at de-commissioning including audit trails in human readable format without any undue degradation for the longer of the periods set out in either the Catalogue Agreement or Framework Agreement. This will include the provision of any necessary support services from the Source Solution Supplier.**
  4. **In the period following handover, the Target Solution Supplier/NMETSS will provide further floor-walking support and training if required and requested by the Service Recipient.**
  5. **Until such time as the Migration Acceptance Notice has been served, the Service Recipient retains the right to abort the data migration and revert to the Source Solution. Arrangements for this scenario should have been agreed between all parties and documented as part of the Migration Plan.**

**Step 14: Process Review**

* 1. **In respect of migrations to a NMETSS (or, in respect of a migration from a Source Solution Supplier to a Target Solution Supplier (excluding a NMETSS) where the Authority (acting reasonably) believes a migration was subject to unacceptable delays), within 30 Working Days of Business Go-Live the Authority, Service Recipient, Source Solution Supplier and Target Solution Supplier/NMETSS shall meet to undertake a review to elicit any lessons learned and to feed into the cycle of continuous improvement of the migration process and procedures associated with a data migration. The review should include consideration of the effectiveness of the following aspects as a minimum:**
     1. The process which has just been completed;
     2. Mapping tables;
     3. Data Migration Approach;
     4. Documented Data Extract;
     5. Data Extract
     6. Hazard Log and Clinical Safety Case; and
     7. Issues Logs.
  2. Documentation should be updated and maintained by the relevant parties and copies provided to the Authority throughout the migration process in order that it can be shared with the Migration Management Agent in the case of any incidents or issues and/or if requested as part of continuous improvement and for reference in subsequent data migrations.

**Breach of the Catalogue Solution migration process.**

* 1. Any breach of the provisions set out above shall constitute a breach of the Catalogue Agreement and the Framework Agreement and the Authority shall have the right to choose to invoke the Remediation Process and/or any of the remedies specified within the relevant Remediation Process provisions in the Catalogue Agreement or Framework Agreement.

**Use of Appendices**

* 1. The Appendices are designed to assist in ensuring all migrations follow the process set out in this document. The contents of the Appendices must be used in respect of migrations to NMETSS’s. A Service Recipient may wish to use the contents of the Appendices as part of any migration, but this is not mandated. For the avoidance of doubt, all migration just follow the timelines and sequence set out in this document.

**Appendices**

**Appendix 1**

**Proposed Migration Notice**

**[TO BE ISSUED ON SERVICE RECIPIENT/ICB LETTERHEAD]**

[ ] 20[24]

[**ADDRESSED TO SOURCE SOLUTION SUPPLIER AND SEND COPY TO THE AUTHORITY**]

Dear [ ]

**Proposed Migration Notice**

Please accept this letter as a Proposed Migration Notice pursuant to paragraph 5.2 of the Catalogue Solution Migration Process document (the **CSMP**) as contained in the Data Migration Standard forming part of the Digital Services Catalogue Agreement entered into by you and NHS England (the **Agreement**).

Capitalised terms in this letter shall have the meanings ascribed to them in the Agreement.

The following Service Recipient(s) [is/are] considering migrating to [**INSERT NME TARGET SOLUTION SUPPLIER/NMETSS NAME**] for the provision of its Catalogue Solution:

**Practice Name ODS Code Target Go-Live Date**

[ ] [ ] [ ]

In accordance paragraph 5.4 of the CSMP, you are required to provide the following to the New Market Entrant Target Solution Supplier within 10 Working Days from the date of this letter:

1. your DDE, subject to entering into a confidentiality agreement with the Target Solution Supplier/NMETSS; and
2. a Data Extract.

The DDE should be emailed to [**INSERT EMAIL ADDRESS FOR PERSON TO WHOM DDE SHOULD BE SENT**]

Please contact **[INSERT NAME AND CONTACT DETAILS FOR PERSON WITH WHOM THE SOURCE SOLUTION SUPPLIER NEEDS TO SPEAK TO ARRANGE COLLECTION/DELIVERY OF THE DATA EXTRACT]** within 5 Working Days of receipt of this notice to arrange the details for the collection or delivery of the Data Extract.

Kind regards.

[ ]

**Appendix 2**

**Data Extract Request**

**[TO BE ISSUED ON SERVICE RECIPIENT/ICB LETTERHEAD]**

[ ] 20[24]

[**ADDRESSED TO SOURCE SOLUTION SUPPLIER**]

Dear [ ]

**Data Extract Request**

Further to the [Migration Notice dated [ ]/Call Off Order Form dated [ ] [**DELETE AS APPROPRIATE**] this letter represents a formal request for a Data Extract pursuant to the Data Migration Standard forming part of the Digital Services Catalogue Agreement entered into by you and NHS England (the **Agreement**).

Capitalised terms in this letter shall have the meanings ascribed to them in the Agreement.

Can you please provide a copy of the Data Extract for the practices set out below within 15 Working Days of receipt of this letter:

**Practice Name ODS Code**

[ ] [ ]

Please contact **[INSERT NAME AND CONTACT DETAILS FOR PERSON WITH WHOM THE SOURCE SOLUTION SUPPLIER NEEDS TO SPEAK TO ARRANGE COLLECTION/DELIVERY OF THE DATA EXTRACT]** to arrange the details for the collection or delivery of the Data Extract.

Kind regards.

[ ]

**Appendix 3**

**Technical Readiness Confirmation**

**[TO BE ISSUED ON SERVICE RECIPIENT/ICB LETTERHEAD]**

[ ] 20[24]

[**ADDRESSED TO SOURCE SOLUTION SUPPLIER**]

Dear [ ]

**Technical Readiness Confirmation**

Capitalised terms in this letter shall have the meanings ascribed to them in the Digital Services Catalogue Agreement entered into by you and NHS England (the **Agreement**).

This letter is formal confirmation that Technical Readiness has been met in respect of the proposed Catalogue Solution Migration for the following practice(s):

**Practice Name ODS Code**

[ ] [ ]

Kind regards.

[ ]

**Appendix 4**

**Data Acceptance Notice**

**[TO BE ISSUED ON SERVICE RECIPIENT/ICB LETTERHEAD]**

[ ] 20[24]

[**ADDRESSED TO TARGET SOLUTION SUPPLIER/NMETSS**]

Dear [ ]

**Data Acceptance Notice**

Capitalised terms in this letter shall have the meanings ascribed to them in the Digital Services Catalogue Agreement (the **Agreement**).

This letter is formal confirmation that we accept the transformed data relating to the following practice(s) as being complete and accurate.

**Practice Name ODS Code**

[ ] [ ]

Kind regards.

[ ]

**Appendix 5**

**Business Go-Live Date Confirmation**

**[TO BE ISSUED ON SERVICE RECIPIENT/ICB LETTERHEAD]**

[ ] 20[24]

[**ADDRESSED TO TARGET SOLUTION SUPPLIER/NMETSS**]

Dear [ ]

**Business Go-Live Date Confirmation**

Capitalised terms in this letter shall have the meanings ascribed to them in the Digital Services Catalogue Agreement (the **Agreement**).

This letter is formal confirmation that the Business Go-Live Date in respect of the proposed migration of the Catalogue Solution for the following practice(s) is [**INSERT DATE**]:

**Practice Name ODS Code**

[ ] [ ]

Kind regards.

[ ]

**Appendix 6**

**Technical Go-Live Notice**

**[TO BE ISSUED ON TARGET SOLUTION SUPPLIER/NMETSS LETTERHEAD]**

[ ] 20[24]

[**ADDRESSED TO SERVICE RECIPIENT**]

Dear [ ]

**Technical Go-Live Notice**

Capitalised terms in this letter shall have the meanings ascribed to them in the Digital Services Catalogue Agreement (the **Agreement**).

This letter is formal confirmation that Technical Go-Live has been triggered in respect of the proposed migration of the Catalogue Solution for the following practices **and the Target Solution is configured and ready for live use by the Service Recipient(s)**:

**Practice Name ODS Code**

[ ] [ ]

Kind regards.

[ ]

**Appendix 7**

**Business Go-Live Notice**

**[TO BE ISSUED ON SERVICE RECIPIENT/ICB LETTERHEAD]**

[ ] 20[24]

[**ADDRESSED TO TARGET SOLUTION SUPPLIER/NMETSS**]

Dear [ ]

**Business Go-Live Notice**

Capitalised terms in this letter shall have the meanings ascribed to them in the Digital Services Catalogue Agreement (the **Agreement**).

This letter is formal confirmation of our instruction to you to proceed to Business Go-Live in respect of the proposed migration of the Catalogue Solution for the following practice(s):

**Practice Name ODS Code**

[ ] [ ]

Kind regards.

[ ]

**Appendix 8**

**Migration Acceptance Notice**

**[TO BE ISSUED ON SERVICE RECIPIENT/ICB LETTERHEAD]**

[ ] 20[24]

[**ADDRESSED TO TARGET SOLUTION SUPPLIER/NMETSS – COPY TO BE ISSUED TO SOURCE SOLUTION SUPPLIER**]

Dear [ ]

**Migration Acceptance Notice**

Capitalised terms in this letter shall have the meanings ascribed to them in the Digital Services Catalogue Agreement (the **Agreement**).

This letter is formal confirmation that we accept that you have completed the migration of the Catalogue Solution for the following practice(s)

**Practice Name ODS Code**

[ ] [ ]

Kind regards.

[ ]

**ANNEX 1 – GLOSSARY OF TERMS**

**“Cut-Over Period”** means the time between the provision of the final Data Extract to the Target Solution Supplier/NMETSS from the Source Solution Supplier to the point of Technical Go-Live;

**“Data Migration Approach”** means the data migration approach for a Catalogue Solution that the Supplier is obligated to produce as part of compliance assessment against the Data Migration Standard;

**“Documented Data Extract (DDE)”** means the document that describes the format and content of the Data Extract(s) applicable to a Catalogue Solution that the Supplier is obligated to produce as part of compliance assessment against the Data Migration Standard as detailed in paragraph 5.8 of this document. The DDE must reflect the entirety of the Source Solution and is not limited or restricted by reference to or comparison against a Target Solution;

**“Migration Management Agent”** means NHS England being the organisation that provides oversight and an escalation point for Catalogue Solution migrations;

**“Source Solution”** means a Catalogue Solution that is or may be being replaced by one or more other Catalogue Solutions;

**“Source Solution Supplier”** means a Supplier whose Catalogue Solution is being or may be replaced by one or more Catalogue Solutions from one or more Target Solution Supplier/NMETSSs;

**“Target Solution”** means a Catalogue Solution that is or may be replacing one or more Catalogue Solutions from one or more Source Solution Suppliers;

**“Target Solution Supplier”** means a Supplier whose Catalogue Solution is replacing one or more Catalogue Solutions from one or more Source Solution Suppliers;

**“Data Extract” means all data stored in a Catalogue Solution relating to a patient including all data fields contained in the Supplier’s DDE as detailed in the Data Migration Standard.**

**“New Market Entrant Target Solution”** means a Catalogue Solution of a new Supplier that is or may be replacing one or more Catalogue Solutions from one or more Source Solution Suppliers;

“**New Market Entrant Target Solution Supplier**” or “**NMETSS**” is a Supplier that has not provided a Solution to more than 10 Service Recipients or such lesser number as notified by the Authority. A NMETSS shall cease to be classified as a NMETSS one it has completed 5 satisfactory migrations from any Supplier subject to the Market Responsibility Provisions.