



England

Identity and Access Management

Roadshow – 6th November 2025



Before we start

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Captioning



If you require live captioning, you can do this by clicking the three dots on the main screen. From the list, please select 'Live Captions' (Preview).

Ask a question



You can ask a question using the chat icon.

During today's session we will be publishing questions so they will be visible to colleagues.

Leave feedback



If you have any feedback on the broadcast, please email iamplatforms@nhs.net

Sound



This is a one-way broadcast. You can't communicate using your microphone or turn your camera on.

Agenda

- CIS Service Level Agreement updates
- Major Incidents (October 2025)
- Single Sign on Proof of concept
- Smartcards & Printers
- IAM Software and deprecation
- IAM User research panel -
- SRA and TAC
- National RA updates
- Comms channels updates
- Best practice updates



Welcome and introductions

- Owain Williams, Lead Product Manager
- Allison Loose, Senior Product Manager
- Phil Gill, Senior Product Manager
- Richard McDermott, Enablement Lead
- Alison Wheatley, User Research

CIS Service Level Agreement updates

Allison Loose

Revised CIS1 Authentication Closure Dates:

Date	What's Happening
1 Oct '25	<ul style="list-style-type: none">• CIS1 Authentication reduces to a Silver SLA• Expectation is that majority of suppliers will have migrated to CIS2 Auth at this time• Reduce CIS1 Infrastructure (including platform redundancy)• Support hours reduced to 8am – 6pm Monday to Friday; availability target also reduced
1 Mar '26	<ul style="list-style-type: none">• No SLA in place for CIS1 Auth• Support on reasonable endeavours basis• Infrastructure will be scaled down to bare bones with little or no redundancy
28 Feb '27	<ul style="list-style-type: none">• CIS1 Auth will no longer able to be used (infrastructure removed by this date)

*CIS2 authentication remains at platinum service level.

Service Levels

Platinum

- typically, critical national services
- absence of the system leads to complete failure of dependent systems and services with a high possibility of clinical safety issues
- service interruption results in severe reputational damage
- 24/7/365 support required
- service availability of 99.9% (43 minutes down time allowed per month) Auth services have been operating at internal objective of 99.99%
- DR recovery target of 2 hours
- monthly MI reporting

Silver

- absence of system leads to operational difficulties, but these are manageable for an extended period, such as 1 day
- absence of system may lead to a slight increase in clinical risk
- business hours support between 8am and 6pm, Monday to Friday, but not bank holidays
- service availability of 99.5% (210 minutes down time allowed per month)
- DR recovery optional - dependent on outcome of business impact analysis
- monthly MI reporting

Updates

- CIS1 Authentication Platinum support extended temporarily for short period – new date to be announced
- CIS2 Authentication is a Platinum service.

Major Incidents (October 2025)

Allison Loose

Outages, Impact & Actions

Date	Services Impacted	What happened	Impact	Actions
2 Oct 25	CIS2 Auth	HSCN domain incorrectly seen as new by CloudFlare, resulting in domain block.	Between 18:00 and 20:45 on 02/10/2025 users of CIS2 reliant on HSCN service would have been unable to authenticate against CIS 2. 80% of CIS2 traffic during this time was impacted	<ol style="list-style-type: none"> Alerting thresholds updated Investigating automating failover Several wider process improvements (Cyber, Service, etc) (IN PROGRESS)
9 Oct 25	CIS2 Auth AfCID	Azure FrontDoor Outage	Between 8:40 and 9:31 on 15/10/2025, users of CIS2 Auth would get an error message and would be unable to authenticate due to Azure FD Outage. Mitigation from CIS2 was in place 9:31, but the outage on Azure Front Door lasted until 14:24 10/10/25, impacting AfCID availability.	<ol style="list-style-type: none"> Resource alert status updated Investigating third party/ AWS Cloudfront as additional traffic route
13 Oct 25	CIS2 Auth	UK IPs presented as Ukraine	Between 23:52 on 13/10/2025 and 09:36 on 14/10/25 a number of IP addresses were presented as Ukraine. Still unresolved by Microsoft, but mitigation in place from 9:36 on 14/10/25	Action is with Microsoft.
15 Oct 25	CIS1 & CIS2 Auth	Microsoft Patch interrupted Localhost operations	Since September 2025, Microsoft released patch was starting to be deployed across UK and prevented communication with NHS Credential Management.	Action is with Microsoft, advice given to disable patch.
20 Oct 25	CIS1 & CIS2 Auth	SDS connection limit exceeded	Between 09:59 and 12:06 on 20/10/2025 a number of users could not undertake activities (e.g. authorisation, search in NCRS) that were reliant on NCRS.	<ol style="list-style-type: none"> Impact to be qualified Alert implemented Investigating hotfix process to speed mitigation time
29 Oct 25	CIS2 Auth	Azure FrontDoor Outage	Between 15:41 and 15:57 on 29/10/2025, users of CIS2 Auth would get an error message and would be unable to authenticate due to Azure FD Issues. Mitigation from CIS2 was in place 15:57, but the issues on Azure Front Door lasted until 11:30 on 30/10/2025, impacting AfCID availability	Incident was detected by alerts implemented after 2 Oct, action is still (2) Investigating automating failover.

Single Sign on Proof of concept

Allison Loose

National SSO PoC Overview

Context:

- Team are currently looking at architecture and approach.
- Hypothesis: Single sign on would reduce the number of logons and the amount of time it takes to authenticate.
- *The solution pattern tested provides a National Single Sign-On based on CIS2 and NHS Connect functionality, with seamless access for local applications (attached to a local Entra tenant) and national applications.*
- In parallel the team are looking to run some Proof of Concepts to test technical feasibility of architecture in front-line NHS organisations
- This is the first of number of potential POCs to explore a variety of implementation 'patterns' to meet the SSO outcome.

The Ask:

The team are looking for organisations who have **applications (clinical or back office) attached to a locally-managed Entra tenant** (i.e. not the nhs.net Connect tenant)

The team require some **technical and clinical commitment** over an elapsed 8-week period of time starting ASAP.

a) ICT involvement (Commitment to be negotiated)

- 1 active directory specialist – to assist in setup in configuration
 - Total time: c. 1-4 days over 8 week period
 - Anticipating 1-2 days in the first 4 week for setup
 - Overall time dependent on complexity of environment

b) Clinical staff involvement

- 8-10 clinicians per participating organisation (negotiable)
 - Total time: c. 2-4 days per clinician over 8 week period
 - Anticipating (negotiable):
 - 1-2 days shadowing/observing clinician on shift
 - <0.5 days design interview and wireframe
 - <0.5 days test environment

Problem Statement

Health and Social Care staff face fragmented access to digital systems, often juggling multiple accounts, which leads to inefficiencies, delays, and increased security risks.

The absence of a single, authoritative and trusted staff identity hinders clinical workflows, burdens IT teams with manual processes, and takes time away from patient care.

We need to understand how best to simplify and unify identity and access management to improve security, reduce administrative overhead, and support the NHS's productivity goals.



The approach to Identity and Access Management (IAM) across the Health and Social Care is **fractured**. Sign on capabilities across H&SC are inconsistent, this leads to security vulnerabilities and log in burden for staff.



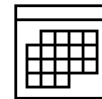
Time is wasted in the NHS with password resets with around **20% of helpdesk calls** being related to password related issues.



The setup for staff is different across organisations, leaving the system vulnerable to risks, with many of the recent cyber-attacks in the NHS attributable to poor IAM processes.



Approximately **3%** of NHS providers use single sign-on across all their IT systems.



There is no single staff identifier and as approximately 250k staff join an NHS organisation as permanent staff each year it is estimated that on average **3-4 days are lost** to Joiner and

Smartcards & Printers

Phil Gill

New Smartcards

- 2026 will see us introducing a new series 10 smartcard
- New middleware will be required – it will be a combined series 9 & 10 PIV minidriver
- You should also have installed Oberthur Middleware to support the 1m+ series 8 smartcards in circulation
- We plan on starting supplier and end user testing in January 2026 – please contact us if you wish to volunteer for user testing (you'll need to be using smartcard connect – see below)
- We do not plan rolling out the cards until April 2026. As this is past the date for an SLA for CIS1 **these series 10 cards will only work if Smartcard Connect is installed on a machine**
 - Note: Smartcard connect is the key software requirement, alongside middleware for using CIS2 applications with Smartcards, as opposed to the Identity Agent for CIS1 authentication
 - It is worth noting that CIS2 behaviour and the industry standard protocol behind it, mean that pulling out the smartcard **does not** result in the applications logging out – it requires an explicit log out per application
- We will look at adding further capabilities to series 10 smartcards in the latter half of the 2026/27 financial year



Smartcard Printer at end of life

- We have been informed that the 'green' DoH V2 printer is now end of life
- An email will be coming to all organizations from our framework supplier informing them of this at the beginning of December 2025. They call this printer 'NHS Enduro'
- The email will also offer advice for upgrades etc.
- End of life means manufacturer support, parts and firmware updates will be extremely limited and the supplier is no longer able to guarantee a full repair to working order if required

IAM Software and Hardware deprecation

Richard McDermott



IAM Software and Hardware deprecation

- Oberthur middleware required **all** machines, machines without OT middleware deployed are unsupported
- All non v2.4.10.0 of the Identity Agents are officially retired (they are unsupported and should not be used)
 - Over 85% of the estate updated since this issue was discovered in September
- All retired versions of the Identity Agent will be blocked from 31 March 2026
 - Includes v2.4.5.0 and v2.4.6.0
- Series 4,5,6 smartcards to be blocked from authenticating from 31 March 2026
- Renewals and Unlocking to be blocked using S4,5,6 from Q4 2025.
- Smartcard Connect not impacted
- Web content to support this:
- <https://digital.nhs.uk/services/care-identity-service/releases-and-planned-maintenance/service-deprecation-and-retirement/software-and-hardware-retirement>

IAM User Research Panel

Alison Wheatley

What is user research?

User research helps us understand how NHS staff actually work. So: their challenges, needs, and what helps them do their jobs

By listening, watching, and testing ideas **before** they're designed and built

So that NHS services work better for everyone

It's about listening, learning, and improving — not testing people!



Activities like:



The user research panel

A group of NHS staff, including RAs, HR, IT and others, who help us improve the various products and services we have.

By joining, you'll:

- Be invited to take part in short, flexible sessions every few months
- Choose which sessions to join (you can always say no)
- Contribute to national services and help shape real NHS digital improvements



What to expect

- Clear info before every session
- Your time and workload respected
- Supportive, safe conversations
- Your privacy protected: feedback is anonymized and your data stored securely



Read more and sign up

<https://digital.nhs.uk/services/care-identity-service/identity-and-access-management-user-research-panel>

<https://bit.ly/ur-panel>



SRA and TAC

Richard McDermott

SRA and TAC/RPA Profile Management

- Secure Robot authenticator provides free, secure authentication for RPA processes
- SRA software installed on machine, one time linking of an RPA CIS profile
- Over 500 bots in use since we launched SRA
 - Use cases include eRS, ESR, Prescription admin and PDS
- New users contact us [here](#):
- Functionality in CIM to create specific TAC or Robot identities in Care Identity management
- Guidance available [here](#):
- **Actions for RA teams**
 - Share UUIDs of TAC and RPA profiles, in excel format with IAMplatforms@nhs.net
 - Using the Subject "**ODS - TAC profiles**" or "**ODS - RPA Profiles**"
 - IAM team will convert these profiles from human CIS to TAC/RPA
 - Deadline to share these details was 01.09.25
 - We'll be sharing dates with organisations that have shared UUIDs on their migration shortly
- Following completed migration we'll start actively removing non flagged RPA/TAC profiles

National RA updates

Owain Williams

Registration Authority Policy

1. Draft available [online](#) and open for public comment
 - Write us at nationalra@nhs.net to feedback
2. Requires legal confirmation before publication
3. Key changes to document:
 - Temporary Access
 - RPA Guidance

*CIS2 authentication remains at platinum service level.

Comms and Engagement

Richard McDermott

Comms Updates

- National RA teams group
 - For access please use this link [National RA Team | General | Microsoft Teams](#)
 - Supports central tenant users only
- Identity Agent Slack Channel
 - For access please use this link [Join IA slack channel](#)
- RA Manager newsletter/direct email
 - All RAM roles with email associated
 - Dynamic list out of CIM – we do not hold a separate non-RAM distribution list
- RA drop in sessions
 - <https://digital.nhs.uk/services/care-identity-service/latest-news/feature-focus-schedule>
- IAM news section
 - <https://digital.nhs.uk/services/care-identity-service/latest-news/content>
 - RA led knowledge sharing
 - <https://digital.nhs.uk/services/care-identity-service/latest-news/feature-focus-schedule>

Best practice reminders/AOB

Owain Williams



Best practice reminders/AOB

- Leavers should take their smartcards with them
- Self service binding is to be available for all roles (currently admin roles do not see the option)
- 'Unverified' profiles are specifically for Service Finder self-claim identity and authenticator and will not allow access to other services
 - Should not be linked with / to / by eSR
 - CIM and AfCID teams are working on 'uplift' journey for self created profiles that require elevated assurance
 - Positions *can* be assigned to these profiles. RAs need to consider if assigning this access is appropriate

Request for feedback

We are continuously working to understand how we can improve our services!

https://feedback.digital.nhs.uk/jfe/form/SV_5o2I9JyKNO64nwW



Q&A

Thank You



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england.nhs.uk

Further information