

# AMDH Services Limited

## Case Study

### End of Life Analysis for KCOM



## Terms

### PSN

The UK Government Public Sector Network (PSN) is used by local government organisations to connect to the Government Connect Network (GCN) and gain access to central government resources.

### CODE OF CONNECTION

The UK Government requires its executive departments and local government to comply with a minimum set of security requirements. This is termed the "Code of Connection" or CoCo. Part of the CoCo management of EoL.

### END OF LIFE

A device reaches "End of Life" when it is no longer vendor supported. This can be hardware or software (EoHM, EoSM). For UK PSN Code of Connection End of Software Maintenance is important.

## The Challenge

KCOM manages a large Public Sector Network (PSN) for one of its customers and as a part of this has a contractual obligation to provide End of Life Reporting to its customer on the infrastructure managed on the customer behalf. Due to a temporary lack of internal resources KCOM commissioned this work from AMDH Services Limited.

## How we helped

AMDH Services Limited took the information KCOM provided on the infrastructure under management and from this created a End of Life Report for supply to the KCOM end customer. This report included the number of devices under management, device types (routers, switches, servers etc), the vendor support status of the hardware / software and the approximate replacement cost of the hardware.

We worked with KCOM to present this information to its customer and to answer any questions the customer had on the proposed replacement devices and the associated costs.

## More on the UKG

### CoCo

#### VULNERABILITY MANAGEMENT

The Code expects end government bodies to have a patching policy and to apply critical patches within 14 days.

#### CONFIGURATION MANAGEMENT

The Code requires that all systems, software and services are configured to provide a minimal attack surface and are under active management of their configuration.

#### PHYSICAL SECURITY

The Code expects that all devices are securely housed and that policies are in place and followed that control how physical access to devices is provided.

#### PROTECTIVE MONITORING

Monitoring and correlation of event and incident logs in order to identify and respond to attacks on the infrastructure and the services it supports are required by the Code.

#### ACCESS CONTROL

The Code requires that access controls are in place with only duly authorized users allowed access.

A comprehensive list of the requirements of the Code can be found on the Cabinet Office website.



## End of Life Reporting

Maintaining a vendor supported environment and understanding future cost is critical to maintaining compliance

#### BACKGROUND

KCOM operates the UKs largest Public Sector Network (PSN) on behalf of one of its customers. This environment has numerous local government organisations using it to provide a MPLS based Wide Area Network (WAN) for their edge sites along with access to the PSN / GCN and the internet.

Additionally this network connects in excess of 1500 schools and provides internet access, and other services to them.

The network consists of well over 2000 devices from a variety of vendors.

#### AUDIT

AMDH Services Limited worked with KCOM to audit the environment, ensuring that an accurate list of devices types, software versions and number of devices was available.

AMDH Services Limited also

identified from the vendor websites and through communication with the vendors the end of life Status of each device type along with its vendor recommended replacement.

#### COSTINGS

AMDH Services Limited then worked with KCOM to obtain quotes for the replacement equipment and to add the required installation costs for each element to provide the customer with an indicative cost of the replacement costs of each device type and overall costs for the total required replacement exercise.

#### REPORTING

AMDH Services Limited then prepared a report for KCOM and the end customer articulating:

- 1) Requirements of the PSN Code of Connection regards end of life

- 2) Number of devices within the customer estate, their software version, and their end of life status
- 3) Proposed replacement device, estimated cost, and date by which the replacement was required
- 4) Any exceptional circumstances that would allow the replacement to be deferred or excluded

#### PRESENTATION

The report was provided to KCOM and the customer and a customer meeting was held where the output was discussed and an approach to the replacement agreed with the customer.

A number of improvement recommendations were also made about the process.



**We make IT  
simpler by  
breaking  
down  
complexity**

## About AMDH Services Limited

**AMDH Services Limited is a small consultancy specializing in IT Technical Design and Architecture for the public sector and enterprises.**

**Our Mission is to work with our customers to deliver optimal designs that meet the customer requirements and are within the agreed budget. We will do this by working with the customer to understand the requirements at the onset in order that the requirements can be used to clearly set the agenda when working on the project.**

**We specialise in network design, cloud services design, strategic direction and leadership and business case development.**



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