



SWIFTNet

# Connectivity Implementation Service Overview

This implementation guide provides an overview of the connectivity implementation service. The document explains the purpose and benefits of the service, describes the roles and responsibilities of each party involved, and identifies the quality standards that the customer can expect. SWIFT recommends that all parties to a new connectivity, an upgrade of existing connectivity, or the relocation of existing connectivity, read this document before implementation.

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# Preface

## Purpose of the document

This implementation guide provides an overview of the connectivity implementation service. The document explains the purpose and benefits of the service, describes the roles and responsibilities of each party involved, and identifies the quality standards that the customer can expect.

## Audience

This document is for SWIFT customers and SWIFTReady service providers.

All parties to a new connectivity, an upgrade of existing connectivity, or the relocation of existing connectivity, must read this document before implementation.

## Significant changes

The following table lists all significant changes to the content of the *Connectivity Implementation Service Overview* since the **11 January 2008** release. This table does not include editorial changes that SWIFT may have made to improve the usability and comprehension of the document.

Updated information	Location
Terminology has been updated to reflect the new SWIFT partnership model. For example, <b>certified service partner</b> becomes <b>SWIFTReady service provider</b> .	Changes apply throughout this document.
Where necessary, SWIFT-related names have been updated to reflect the new branding and naming scheme. For example, <b>SWIFTAlliance Gateway</b> becomes <b>Alliance Gateway</b> .	Changes apply throughout this document.

## Related documentation

- *SWIFTNet Service Description*
- *Connectivity Packs*
- *Software Implementation Service Overview*
- *Network Access Control Guide*
- *Resilience Guide*

# 1 Introduction and Recommendations

## Overview

Customers that have installed a new configuration, upgraded an existing configuration, or relocated an existing configuration, need SWIFTNet connectivity. A customer can decide to manage the implementation project independently, or request the connectivity implementation service from a SWIFTRReady service provider. The connectivity implementation service gives customers the option to request preparatory and advisory services, implementation services, or a combination of both. Customers can request implementation services through an accredited service provider.

## Benefits of using the Connectivity implementation service

By providing the Connectivity implementation service through a SWIFTRReady service provider, both SWIFT and the customer derive a number of benefits, as follows:

- **SWIFT Certified Experts**

If the customer does not have available internal expertise or resources, then it can rely on the expertise of the service provider's SWIFT Certified Experts. SWIFT Certified Experts ensure a smooth and efficient implementation. Customers can find more information at [www.swift.com](http://www.swift.com) > Solutions > Partner programme.

- **Efficient and effective implementation**

Qualified personnel conduct the implementation efficiently and effectively, in compliance with established SWIFT quality standards.

- **Centralised project management**

A SWIFTRReady service provider appoints a single point of contact to co-ordinate supplier deliverables during the implementation.

- **Range of partners**

For ease of scheduling, customers can select from a range of service providers to perform the installation, depending on the location, level of certification, and so on.

- **Local support**

The customer can select a service provider that is close to its operating base.

- **Broad range of services**

SWIFTRReady service providers can offer a broad range of services and products that complement Solutions.

## Quality standards

SWIFT recommends that SWIFTRReady service providers adhere to a high standard of service quality. However, a service provider can propose additions to the minimum service requirements. SWIFT advises customers to contact a service provider to obtain the latest pricing and service offerings.

SWIFTRReady service providers must understand the appropriate implementation guide and follow the guidelines. The service providers must also ensure that the customer has a fully operational system after implementation.

A fully operational system has the following characteristics:

- System connectivity is stable.
- Connection with the back-office and printers is defined at a basic level. The customer is able to reconfigure and add to these connections.
- Base operators, profiles, and units are defined (the customer can create new ones).

For more information, see the *Solutions Implementation Service Overview* and the *Software Implementation Service Overview*.

### Pre-sales activities

This service guide excludes information about Requests for Information (RFIs) or Requests for Pricing (RFPs) that relate to a connectivity implementation project. This document also excludes any comparison of offers from Network Partners and other suppliers. The service provider and the customer can agree on such offers outside of the scope of the connectivity implementation service.

### Installation and activation of virtual private network boxes and routers by the Network Partner

For a description of the standard agreements between SWIFT and a Network Partner, see the *SWIFTNet Service Description*. The service provider's single point of contact can co-ordinate the actions of the Network Partner.

### Availability of the SWIFTReady service provider

In the period between the implementation and the live cutover date, the service provider must be available to answer customer queries. The service provider must also give assistance on connectivity parameter setting, firewall connections, and routing. As part of the standard connectivity implementation service the service provider provides follow-up availability until the live cutover date.

### Predefined connectivity configurations

There are a number of predefined configurations available. The following table gives some examples.

#### Access configurations and definitions

Dial-up	Provides access to the secure IP network through PSTN. ISDN is only possible through approval by SWIFT.
Dual-I	Provides access to the secure IP network through a single router and a pair of Virtual Private Network (VPN) boxes in an active/standby configuration. The router has a leased line and the backup line is a PSTN dial-up.
Dual-I ISP-LL	The Dual-I ISP local loop leverages the infrastructure and expertise of local internet service providers. The internet service providers provide a managed link to a Point of Presence (PoP). One of the four Network Partners that SWIFT uses operates this link.
Dual-I DSL Entry	Provides access to the secure IP network through a single router and a pair of VPN boxes in an active/standby configuration. The router has a DSL and the backup line is a PSTN dial-up.
Dual-P	Provides access to the secure IP network through a pair of router and VPN boxes. Both routers have a leased line to the PoP.
Single-P	In a multi-line configuration, Single-Ps consist of a single router and a single VPN box that connects to the secure IP network by a single leased line.

For more information about connectivity, see the *Connectivity Packs*.

## 2 Connectivity Implementation Process

### Parties involved

A SWIFTNet connectivity implementation can involve the following parties:

- **The customer**

The organisation that orders the connectivity implementation service.

- **The SWIFTReady service provider**

The provider of the connectivity implementation service, if the customer requests the service. Service providers work closely with SWIFT to offer predefined services with SWIFT Certified Experts. SWIFT requires that service providers conduct all implementation services to SWIFT's rigorous standards. Each SWIFTReady service provider performs implementation services according to the SWIFT certification scheme.

- **The SWIFT Network Partner**

An independent network provider that SWIFT selects to provide an IP Virtual Private Network (VPN) service.

- **SWIFT**

### Scope of service offering

Activities included within the scope of the connectivity implementation service include:

- implementation of a new connectivity configuration
- relocation of a current connectivity configuration
- modification or upgrade of a current connectivity configuration

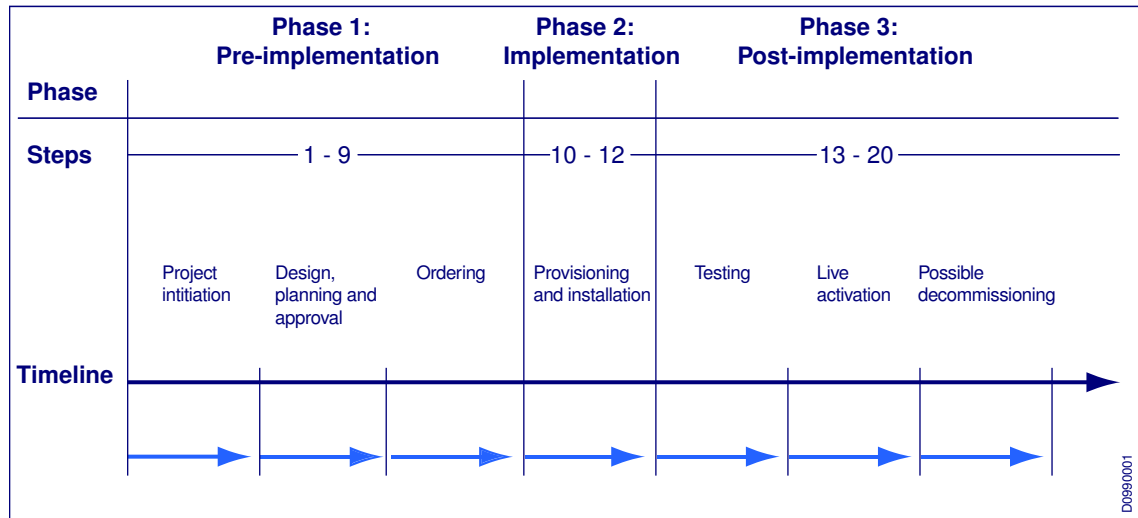
Before a service provider can implement connectivity, it must define the following customer requirements:

- traffic requirements
- future services requirements and traffic projections
- resilience requirements

### The implementation service process

The connectivity implementation service consists of three phases, which SWIFT has divided into multiple steps. Service providers can offer the phases separately or in combination.

## Implementation phases



## Phase 1: Pre-implementation

## Project initiation

Step	Action	Responsibility	Effort (days)
1	Define the customer's requirements (including resilience)	The service provider meets the customer to establish the requirements.	1 to 1.5 days, depending on the complexity of the customer's configuration
2	Define the project teams	The service provider and the customer form dedicated teams for the project. The teams exchange contact details.	
3	Analyse and document the current network infrastructure within the customer's premises	<p>The customer provides the service provider with any urgent documentation and information about the current setup, as follows:</p> <ul style="list-style-type: none"> <li>physical elements such as entry points, rack space, and cabling</li> <li>LAN: use of router, firewalls, and DeMilitarised Zone (DMZ)</li> <li>WAN: connectivity between primary and disaster recovery sites</li> <li>external connections: SWIFT, internet, and other IP networks</li> </ul>	

## Design, planning, and approval

Step	Action	Responsibility	Effort (days)
4	Propose a network configuration	The service provider proposes a network configuration, and the customer reviews this configuration.	1 to 2 days, for desk work and a meeting with the customer to propose, discuss, and reach agreement on design and planning
5	Define different plans of action	The service provider and the customer agree on the plans.	

Step	Action	Responsibility	Effort (days)
6	Approve the design	The customer signs off the design and the planning that it has agreed with the service provider.	

Deliverables include the following:

- a diagram of the final future network setup design
- plans that contain a detailed action list and time frame

#### Example of a typical check test

Tasks	Who to contact	By when
Order a line upgrade to 128K	Provider (Network Partner, service provider)	10 March 2007
Order a new router of type X	Network Partner	25 March 2007
Update the firewall policies	Internal (network department)	5 April 2007
Install the VPN boxes	Network Partner	8 April 2007

#### Ordering

Step	Action	Responsibility	Effort (days)
7	Prepare for ordering	The customer, with the help of the partner, must correctly complete the order forms (from SWIFT and the Network Partner). The customer can complete the forms on paper or online on <a href="http://www.swift.com">www.swift.com</a> .	1 day (average)
8	Validation	SWIFT validates orders and (if necessary) requests corrections.	
9	Follow-up on ordering and perform pre-installation check	The partner or the customer prepares the site for installation. The customer confirms the site readiness to the Network Partner.	

Deliverables include the following:

- correctly completed forms
- a SWIFT-validated order

The service provider performs regular follow-ups and provides status reports.

## Phase 2: Implementation

#### Provisioning and installation

Step	Action	Responsibility	Effort (days)
10	Provisioning	SWIFT performs provisioning. This step starts after acceptance of the orders and takes an average of 3 weeks.	1 day
11	Installation	The Network Partner installs the full configuration (lines, VPN boxes, routers), and the service provider co-ordinates or installs on behalf of the Network Partner.	

Step	Action	Responsibility	Effort (days)
12	Site visit	The service provider performs site visits together with the customer to ensure successful installation.	

Deliverables include the following:

- regular progress reports
- a site visit at the end of the installation
- the Network Partner co-ordinates the installation

#### Example of a typical report

Tasks	By when?	Status
Order a line upgrade to 128 K	10 March 2007	OK
Order a new router of type X	25 March 2007	OK
Update the firewall policies	5 April 2007	OK
Install the VPN boxes	8 April 2007	OK

### Phase 3: Post-implementation

#### Testing

Step	Action	Responsibility	Effort (days)
13	Perform end-to-end test	The service provider and the customer test the configuration at application and network level.	0.5 to 1 day, depending on the complexity of the testing
		The service provider and the customer establish a FIN session and send and receive traffic.	
14	Resilience	The service provider and the customer test the configuration against the customer's requirements.	
15	Stress test	The service provider and the customer perform a stress test that they have planned with SWIFT at least one week ahead.	

Deliverables include the following:

- a test report
- an operational system and fully tested setup (prime, contingency, and test system)

#### Live activation

Step	Action	Responsibility	Effort (days)
16	Activate new configuration	The customer moves live traffic to production and contingency.	Not applicable
17	Acceptance	The customer signs off on production and contingency connectivity.	

Step	Action	Responsibility	Effort (days)
18	Monitor live operations	The customer confirms to both SWIFT and the service provider that live operations are working correctly.	

Deliverables include the following:

- traffic flowing on production system
- customer confirmation that all systems are operational
- the service provider remains available to assist the customer, if necessary.
- an acceptance report signed by the customer

#### Possible decommissioning

Step	Action	Responsibility	Effort (days)
19	Request decommissioning (line and equipment and SWIFTNet Link)	The customer sends a cancellation request to both SWIFT and the Network Partner.	1 day, depending on complexity
20	Collection of hardware	The customer or service provider arranges for the Network Provider to come on-site to collect the connectivity equipment.	

Deliverables include the following:

- regular progress reports
- cancellation of lines and removal of equipment
- billing is stopped

## 3 Roles and Responsibilities

### Introduction

Every successful implementation requires the co-ordinated involvement of the customer, the SWIFTReady service provider, the SWIFT Network Partner and SWIFT. The following tables list the key responsibilities for each party. The customer must decide whether to use a SWIFTReady service provider to assist in the implementation of connectivity to SWIFT. However, if the customer decides not to use a service provider, then the customer assumes the service provider's responsibilities.

For more information, see the *Software Implementation Service Overview* and the *Solutions Implementation Service Overview*.

### Customer or SWIFTReady service provider responsibilities

Regardless of whether the customer or the SWIFTReady service provider performs the installation, responsibilities are limited to those shown in the following table.

Responsibility:	Limitation:
Network connectivity	Designing, ordering, and organising (and decommissioning if required) the network connectivity implementation.
Hardware	Ordering the ISDN or PSTN lines, plus the respective adaptor or modem in the case of Dual-up or Dual-I configuration.
Personnel	Ensuring that the relevant personnel are available for training.
Project management	Performing the required pre-implementation checks before the implementation. Pre-implementation checks verify the current network configuration and installation readiness of the customer.
Design and planning	Recommending a connectivity configuration according to the customer's requirements (including the customer's resilience requirements). Proposing a plan to implement live operation and possible decommissioning.
Network Partner installation	Managing the project management to successful live operation (if the pre-implementation checks are successful).
Initial training	Providing the initial training to ensure that the customer has the minimum knowledge necessary to operate the connectivity. The customer must manage the newly installed connectivity upon the departure of the service provider's SWIFT Certified Engineer.

Before a service provider can implement connectivity, it must define the following customer requirements:

- traffic
- future services and traffic projections
- resilience

### SWIFT responsibilities

Regardless of which party performs the installation, SWIFT's responsibilities are limited to those shown in the following table.

Responsibility:	Limitation:
Processing orders	Order processing, shipment of software, and issuing of passwords.

<b>Responsibility:</b>	<b>Limitation:</b>
Provisioning	Provisioning of customers on the SWIFT network.
Service provider management	Managing the SWIFTRReady service provider programme and publishing and maintaining an up-to-date list of SWIFTRReady service providers.
Technical support	Providing online technical support on <a href="http://www.swift.com">www.swift.com</a> or from a Customer Support Centre.
Software releases	Maintaining the software and providing software updates, as necessary.

### Required expertise for a SWIFTRReady service provider

The service provider's SWIFT Certified Experts must have the following expertise to deliver the connectivity implementation service:

- **General connectivity expertise**

Current knowledge of IP, LAN, WAN, and network devices (for example, routers and firewalls).

- **SWIFT-specific connectivity expertise**

Current SWIFT certification that confirms complete understanding of the following SWIFT documents:

- *Connectivity Packs*
- *Network Access Control Guide*
- *Software Implementation Service Overview*
- *Resilience Guide*

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**Note** The SWIFT Certified Experts for Alliance Entry, Alliance Access, and Alliance Gateway, can be different individuals within the service provider's organisation. The service provider must share knowledge and expertise with the customer.

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### Conditions

Before signing for an implementation, customers can confirm costs and any additional enhancements to the standard connectivity implementation service. To confirm costs and enhancements, customers can contact a SWIFTRReady service provider. SWIFT certifies the implementation services that service providers perform.

Customers can find more information about SWIFTRReady service providers at [www.swift.com](http://www.swift.com) > Solutions > Partner programme.

## 4 Support

### Support for SWIFT customers

SWIFT is the single point of contact to report all problems and queries that relate to SWIFT services and products. Support is available to all SWIFT customers.

Users within a customer organisation must register to use the Support service.

SWIFT automatically registers the Alliance Lite administrators, specified at ordering time, as users of the Support service. Other users within a customer organisation must register to get access to the Support service.

For more information about how to register for Support, see the **Customer login** section on the [www.swift.com](http://www.swift.com) home page.

### Related information

For more information about Support services, see the *Support Service Description*.

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