



SWIFTNet Connectivity

SWIFTNet Connectivity Implementation Service Overview

This document provides customers with an overview of the SWIFTNet Connectivity implementation service. It gives the benefits of using the service and the steps that must be followed. It also describes the responsibilities of each party involved, and the quality standards that customers can expect from a SWIFT Service Partner. SWIFT strongly encourages the use of a SWIFT Service Partner to carry out this implementation service.

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Translations

The English version of SWIFT documentation is the only official version.

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Preface

About this document

This document provides customers with an overview of the SWIFTNet Connectivity implementation service. It gives the benefits of using the service and the steps that must be followed. It also describes the responsibilities of each party involved, and the quality standards that customers can expect from a SWIFT Service Partner. SWIFT strongly encourages the use of a SWIFT Service Partner to carry out this implementation service.

For the latest available version of this document, see www.swift.com > Ordering & Support > Documentation. Or got to the Service Partner section at www.swift.com > Partners > Service Partners > Overview.

Audience

SWIFT intends this document for the following audience:

- existing SWIFT customers
- prospective SWIFT customers

In preparation for, a new connectivity, an upgrade of existing connectivity, or the relocation of existing connectivity, all parties must read this document before implementation.

Related documentation

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

Significant changes

This version of the *SWIFTNet Connectivity Implementation Service Overview* introduces the changes that follow:

- Alignment of document with both the *SWIFT Software Implementation Service Overview* and the new *SWIFTSolutions Implementation Service Overview*.
- Removal of the *Connectivity Technical Overview* chapter. For more detailed technical information, the *SWIFTNet Connectivity Packs* are now referenced.
- Update to the *Support* related information.
- Standardisation of the implementation process into three distinct *phases*, Pre-implementation, Implementation, and Post-implementation. This also aligns the process with the other implementation services, mentioned above.

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1 Introduction and Recommendations

Overview

A customer requires SWIFTNet connectivity, if they have installed a new configuration, upgraded an existing configuration, or relocated an existing configuration. A customer can decide to manage the implementation project by themselves, or request the SWIFTNet connectivity implementation service from a SWIFT Service Partner. The SWIFTNet connectivity implementation service gives customers the option to request preparatory and advisory services, implementation services, or a combination of both. This can be done through an accredited SWIFT Service Partner.

Benefits of using the SWIFTSolutions implementation service

By providing the SWIFTSolution implementation service through a SWIFT Service Partner, both SWIFT and the customer derive a number of benefits, as follows:

- **SWIFT-Certified Experts (SCEs)**

The customer can rely on the expertise of the SWIFT-Certified Experts (SCEs) provided by the SWIFT Service Partners if internal expertise or resources are not available. This ensures a smooth and efficient implementation. For more information see the *Service Partner factsheet* on www.swift.com > Partners > Service Partners.

- **Efficient and effective implementation**

Qualified personnel conduct the implementation efficiently and effectively, to comply with established SWIFT quality standards.

- **Centralised project management**

A SWIFT Service Partner appoints a single point of contact to coordinate the deliverables of the various suppliers during the implementation.

- **Range of partners**

The customer can select a range of SWIFT Service Partners to perform the installation, which makes it easier to schedule the installation.

- **Local support**

The customer can select a SWIFT Service Partner close to its operating base.

- **Broad range of services**

SWIFT Service Partners can offer a broad range of services and products that complement SWIFTSolutions.

Quality Standards

SWIFT makes recommendations to the SWIFT Service Partners to adhere to a high standard of service quality. A SWIFT Service Partner can propose additions to the minimum service requirements. SWIFT advises customers to contact a SWIFT Service Partner to obtain the latest pricing and service offerings.

SWIFT Service Partners must understand the appropriate implementation guide and follow the guidelines. The SWIFT Service Partner must also ensure that the customer has a fully operational system after implementation.

This means it has the following characteristics:

- The customer must have a fully operational system.
- Ready to complete the software implementation.
- The ability to exchange bilateral keys (live).
- A stable connectivity.
- 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 is able to create new ones).

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

Pre-sales activities

This service guide excludes any involvement with Requests for Information (RFIs) or Requests for Pricing (RFPs) that relate to a connectivity implementation project. It also excludes comparison of offers from Network Partners and other suppliers. The Service Partner and the customer can agree on these services outside of the scope of the SWIFTNet connectivity implementation service.

Installation and activation of the VPN boxes and the 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 Partner's single point of contact can coordinate the actions of the Network Partner.

Availability of the SWIFT Service Partner

In the period between the implementation and the live cutover date, the SWIFT Service Partner must be available to answer customer queries. The SWIFT Service Partner must also give assistance on connectivity parameter setting, firewall connections, and routing. This follow-up availability is provided as part of the standard SWIFT connectivity implementation service, 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 (SIPN) through either a PSTN or an ISDN dial-up connection. SWIFT recommends PSTN.
Dual-I	Provides access to SIPN through a single router and a pair of VPN boxes in an active/standby configuration. The router has a leased line and the backup line is an ISDN or a PSTN (recommended) dial-up.
Dual-I ISP-LL	The Dual-I ISP local loop leverages the infrastructure and expertise of local ISPs. The ISPs 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 SIPN 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 an ISDN or a PSTN (recommended) dial-up.
Dual-P	Provides access to SIPN through a pair of router and VPN boxes. Both routers have a leased line to the POP.
Single-P	In a multiline configuration, Single-Ps consist of a single router and a single VPN box connected to SIPN by a single leased line.

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

2 Connectivity Implementation Process

Parties involved

A SWIFTNet connectivity implementation can involve the following parties:

- **The customer**

Is the organisation that orders the SWIFTNet connectivity implementation service.

- **The SWIFT Service Partner**

The SWIFTNet connectivity implementation service provider, if a SWIFTNet connectivity implementation service is requested. SWIFT Service Partners work closely with SWIFT to offer predefined services with SWIFT-Certified Experts (SCEs). SWIFT requires that SWIFT Service Partners conduct all implementation services to SWIFT's exacting standards. Each SWIFT Service Partner performs these services according to the SWIFT accreditation scheme.

- **The SWIFT Network Partner**

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

- **SWIFT**

Scope of service offering

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

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

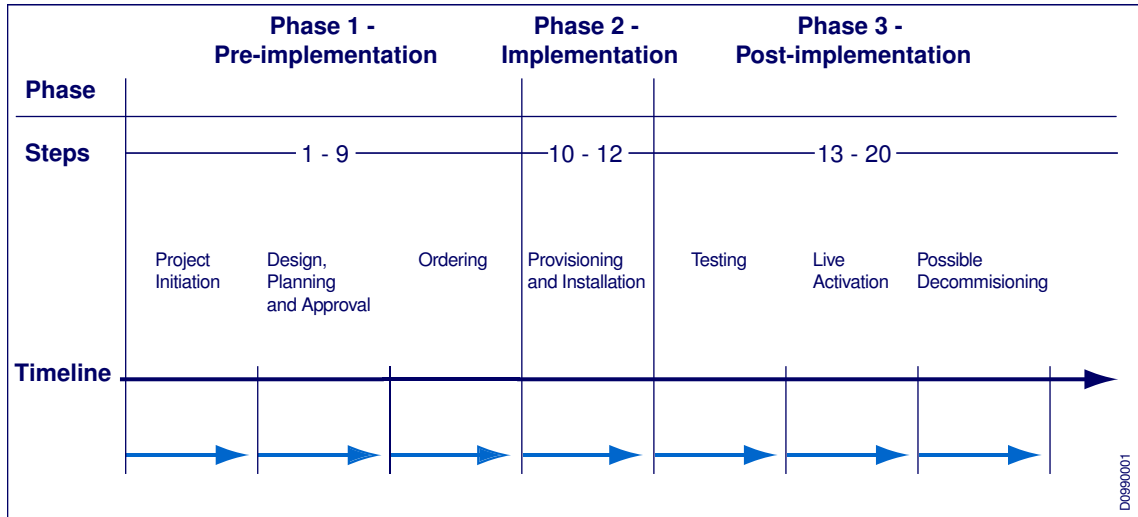
Before a Service Partner can implement connectivity, it must define the following customer requirements:

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

The implementation service process

The SWIFTNet connectivity implementation service consists of three phases. These phases are divided into multiple steps. The phases can be offered either 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 Partner meets the customer to establish the requirements.	One to one-and-a-half days, depending on the complexity of the customer's configuration.
2	Define the project teams	The Service Partner and the customer form dedicated teams for the project. Contact details are exchanged between the two teams.	
3	Analyse and document the current network infrastructure within the customer's premises	The customer provides the Service Partner with any urgent documentation and information about the current setup, including: <ul style="list-style-type: none"> physical elements such as entry points, rack space, and cabling LAN: use of router, firewalls, and Demilitarised Zone (DMZ) WAN: connectivity between primary and Disaster Recovery (DR) sites external connections: SWIFT, Internet, and other IP Networks 	

Design, planning, and approval

Step	Action	Responsibility	Effort (days)
4	Propose a network configuration	The Service Partner proposes a network configuration, and the customer reviews this configuration.	One to two days, for desk work and a meeting with the customer to present, discuss, and reach agreement on design and planning.
5	Define different plans of action	The Service Partner and the customer agree on the plans.	
6	Approve the design	The customer signs off the design and the planning that it has agreed with the Service Partner	

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 line upgrade to 128K	Provider (Network Partner, Service Partner)	10 March 2007
Order new router of type X	Network Partner	25 March 2007
Update firewall policies	Internal (network department)	5 April 2007
Install VPN boxes	Network Partner	8 April 2007

Ordering

Step	Action	Responsibility	Effort (days)
7	Prepare for ordering	The customer, with the help of the Service Partner, must correctly complete the order forms (SWIFT, Network Partner). Either in paper format, or online at www.swift.com .	One day (average).
8	Validation	SWIFT validates orders and if required, requests corrections.	
9	Follow-up on ordering and perform pre-installation check	The Service 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
- regular follow-up by the Service Partner with 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 three weeks.	One day
11	Installation	The Network Partner installs the full configuration (lines, VPN boxes, routers), and the Service Partner co-ordinates or installs on behalf of the Network Partner.	
12	Site visit	The Service Partner performs site visits together with the customer to ensure that a successful installation is achieved.	

Deliverables include the following:

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

Example of a typical report

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

Phase 3 - Post-implementation

Testing

Step	Action	Responsibility	Effort (days)
13	Perform end-to-end test	The Service Partner and the customer test the configuration at application and network level.	Half a day to one day, depending on the complexity of the testing.
		The Service Partner and the customer establish a SWIFT FIN session and send and receive traffic.	
14	Resilience	The Service Partner and the customer test the configuration against the customer's requirements.	
15	Stress test	The Service Partner and the customer perform a stress test which 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.	
18	Monitor live operations	The customer confirms to both SWIFT and the SWIFT Service Partner that live operations are working correctly.	

Deliverables include the following:

- traffic flowing on production system
- the customer confirms all systems are operational
- the SWIFT Service Partner 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 SNL)	The customer sends a cancellation request to SWIFT and the Network Partner.	One day, depending on complexity.
20	Collection of hardware	The customer or SWIFT Service Partner arranges for the Network Provider to come on-site to collect the connectivity equipment.	

Deliverables include the following:

- regular progress reports
- lines are cancelled and the equipment removed
- billing is stopped

3 Roles and Responsibilities

Introduction

Every successful implementation requires the co-ordinated involvement of the customer, the SWIFT Service Partner, the SWIFT Network Partner and SWIFT. The following tables list the key responsibilities for each party. It is the customer's responsibility to decide whether to use a SWIFT Service Partner to assist in the implementation of connectivity to SWIFT. If the customer decides not to use a Service Partner, the responsibilities of the Service Partner, listed below, become the customer's responsibility.

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

Customer or SWIFT Service Partner responsibilities

Either the customer's or the SWIFT Service Partner's responsibilities, regardless of who performs the installation, are limited, as shown in the following table.

Responsible for:	Are limited to:
Network connectivity	The design, ordering, and organisation for the implementation of network connectivity. Additionally, decommissioning if required.
Hardware	The ordering of 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. These 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, taking resilience requirements into account. Proposing a plan to implement live operation and possible decommissioning.
Network Partner installation	Project management until successful live operation (if the pre-implementation checks are successful).
Initial training	The initial training to ensure that the customer has the minimum knowledge necessary. The customer must manage the newly installed connectivity upon the departure of the Service Partner's SWIFT certified engineer.

Before a Service Partner can implement connectivity, it must define the following customer requirements:

- traffic
- future services and traffic projections
- resilience

SWIFT responsibilities

SWIFT responsibilities, regardless of who performs the installation, are limited, as shown in the following table.

Responsible for:	Are limited to:
Processing orders	The processing of orders, shipping of software, and issuing of passwords.
Provisioning	The provisioning of customers on the SWIFT network.
Service Partner management	The managing of the Service Partner programme, and the maintaining and publishing an up-to-date list of SWIFT Service Partners.
Technical support	The provision of online technical support, see www.swift.com , or from a Customer Service Centre (CSC).
Software releases	The maintenance of software and the provision of software updates, as necessary.

Required Expertise for a SWIFT Service Partner

Before the SWIFT Service Partner can deliver the SWIFTNet connectivity implementation service, their SWIFT-Certified Experts (SCEs) must have:

- **General connectivity expertise**

up-to-date knowledge of IP, LAN, WAN, and network devices such as routers and firewalls

- **SWIFT-specific connectivity expertise**

current certification from SWIFT confirming complete understanding of the following SWIFT documents:

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

Note The SWIFT Certified Expert (SCE) for SWIFTAlliance Entry and Access and for SWIFTAlliance Gateway can be a different person within the Service Partner organisation. The SWIFT Service Partner must share knowledge and expertise with the customer.

Conditions

Before signing for an implementation, customers can confirm costs, and any additional enhancements to the standard SWIFTNet connectivity implementation service. This can be done by contacting a SWIFT Service Partner. Implementation Services provided by SWIFT Service Partners are accredited by SWIFT.

For more information about SWIFT Service Partners, see www.swift.com > Partners > Service Partners.

4 SWIFTSupport

Support for SWIFT customers

SWIFT is the single point of contact to report all problems and queries that relate to *SWIFT services and products*. SWIFTSupport is SWIFT's *customer* support service. It is available to all SWIFT *customers*.

Users within a *customer* institution must register to use the SWIFTSupport service. For more information about how to register for SWIFTSupport, see www.swift.com > Ordering & Support.

Related information

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

