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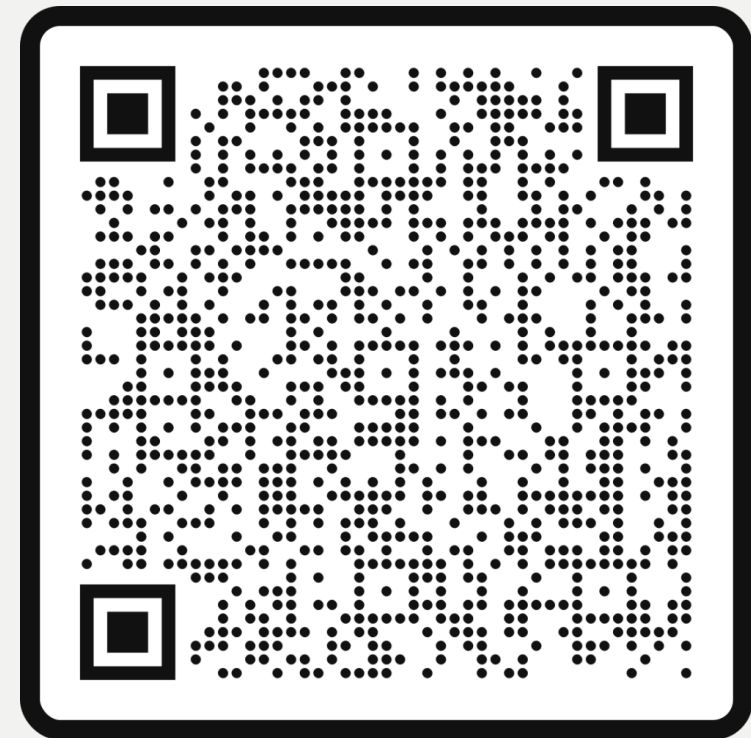## Welcome to the 2nd NHS Identity & Access Management Summit!

25th September 2025
Leonardo Hotel, Milton Keynes,
Midsummer Boulevard, Milton Keynes,
MK9 2HP

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Keynote Presentation

NHS Identity and Access Management Summit

Gavin Stone
Former British intelligence officer/ Ranked 9th in the world body language expert/Best-selling author /Co-founder of Spy Q /Gusset host of NBC News Radio show - House of Mystery

CONVENZIS TRAINING

Please scan the QR Code on the screen below to register your interest for our accredited training courses.

Register your Interest

HESUK

Powered by - CONVENZIS

Join the Healthcare Engagement Society (HES)

- **What it is** – A secure, year-round platform bringing NHS professionals together across six specialist communities.
- **Why it matters** – Stay connected beyond today's event, share challenges, and learn from peers facing the same priorities.
- **Your benefits** – Exclusive access to interviews, insights, best practice, and real-time discussion threads with colleagues nationwide.
- **How to join** – Simply scan the QR code, choose your community, and start connecting today.

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Chair Morning Reflection

NHS Identity and Access Management Summit

Bharat Thakrar
CISO
CyberBTX

Unravelling national access

Clinical access considerations as the care identity service evolves

Daniel Johnston, MRes, RN, Director Clinical Ops Int., ACNIO, NHS CSO

Andy Wilcox, Sr. Product Marketing Manager

International
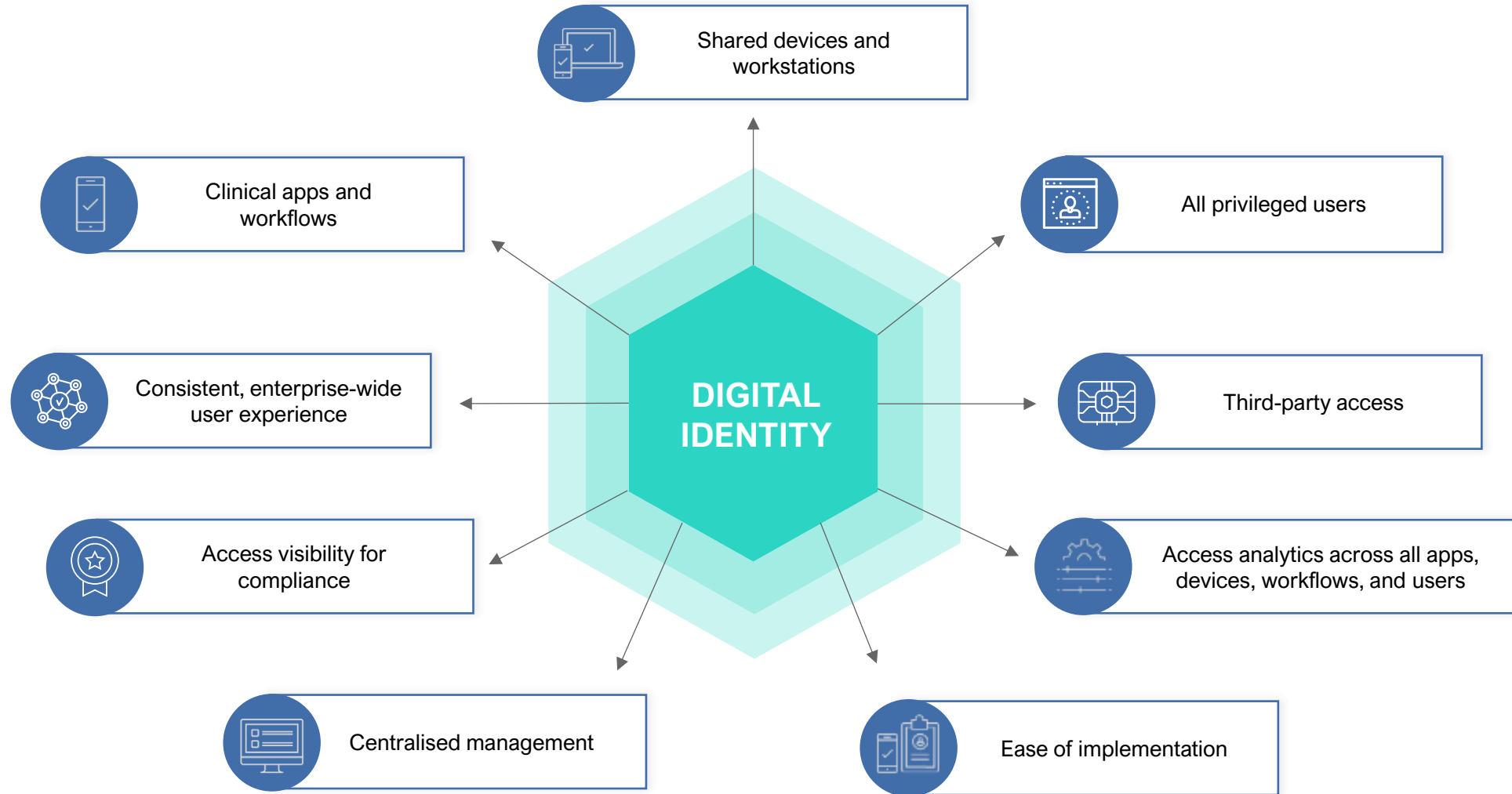
Local clinical access needs

Clinical workflows require the use of shared workstations and other shared devices.

Fast access, secure session management, and fast user switching on all shared devices are critical requirements for hospitals.

Digital identity is the link between people, devices, and data

DIGITAL IDENTITY

Shared devices and workstations

Clinical apps and workflows

Consistent, enterprise-wide user experience

Access visibility for compliance

Centralised management

All privileged users

Third-party access

Access analytics across all apps, devices, workflows, and users

Ease of implementation

National clinical access needs

NHS SPINE (CIS1 PKI Platform)

- Spine Combined workflow
- Worked with Smartcards
- **Reduced from 20+ to once per shift**

NHS SPINE (CIS2 OIDC Platform)

- Smartcard and other authenticators e.g. FIDO2
- Shift to modern, open standards
- **Address core usability issues**

NHS SPINE (CIS1 PKI Platform)

- Virtual Smartcard Solution
- Works without smartcard readers
- **Enabled Covid WFH workflows**

National Access Across EU

- **France**
- **Sweden**
- **Denmark**
- **Netherlands**

Frontline perspectives...clinical value wins heart & minds

Health IT success: Defining and scaling

**Frontline perspective
Clinically focused
(Problem & value)**

Partnership

**Evidence based
(Risk as well as benefit)**

**Systems
Thinking**

Shared values

Guiding Principles

Scale
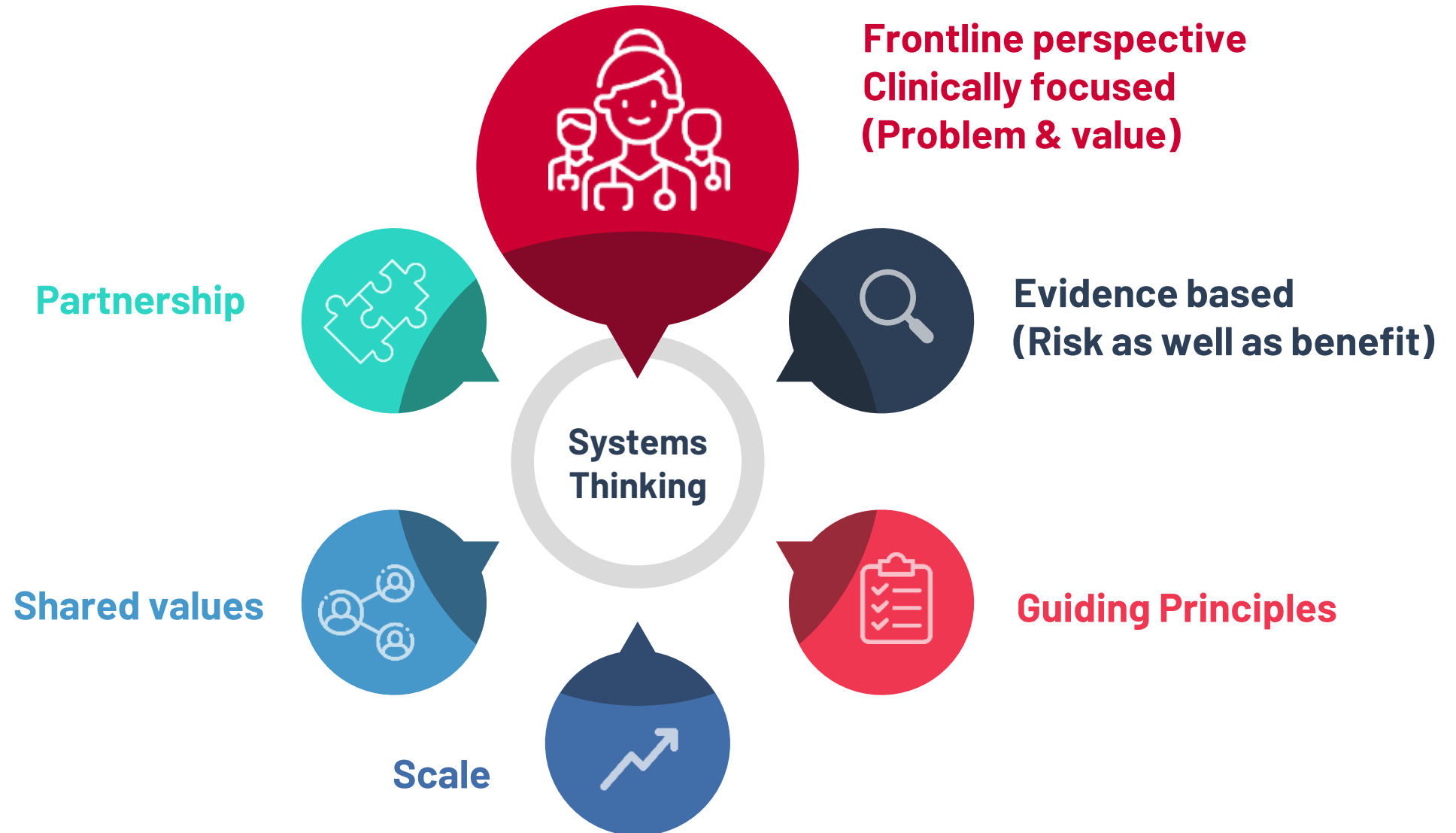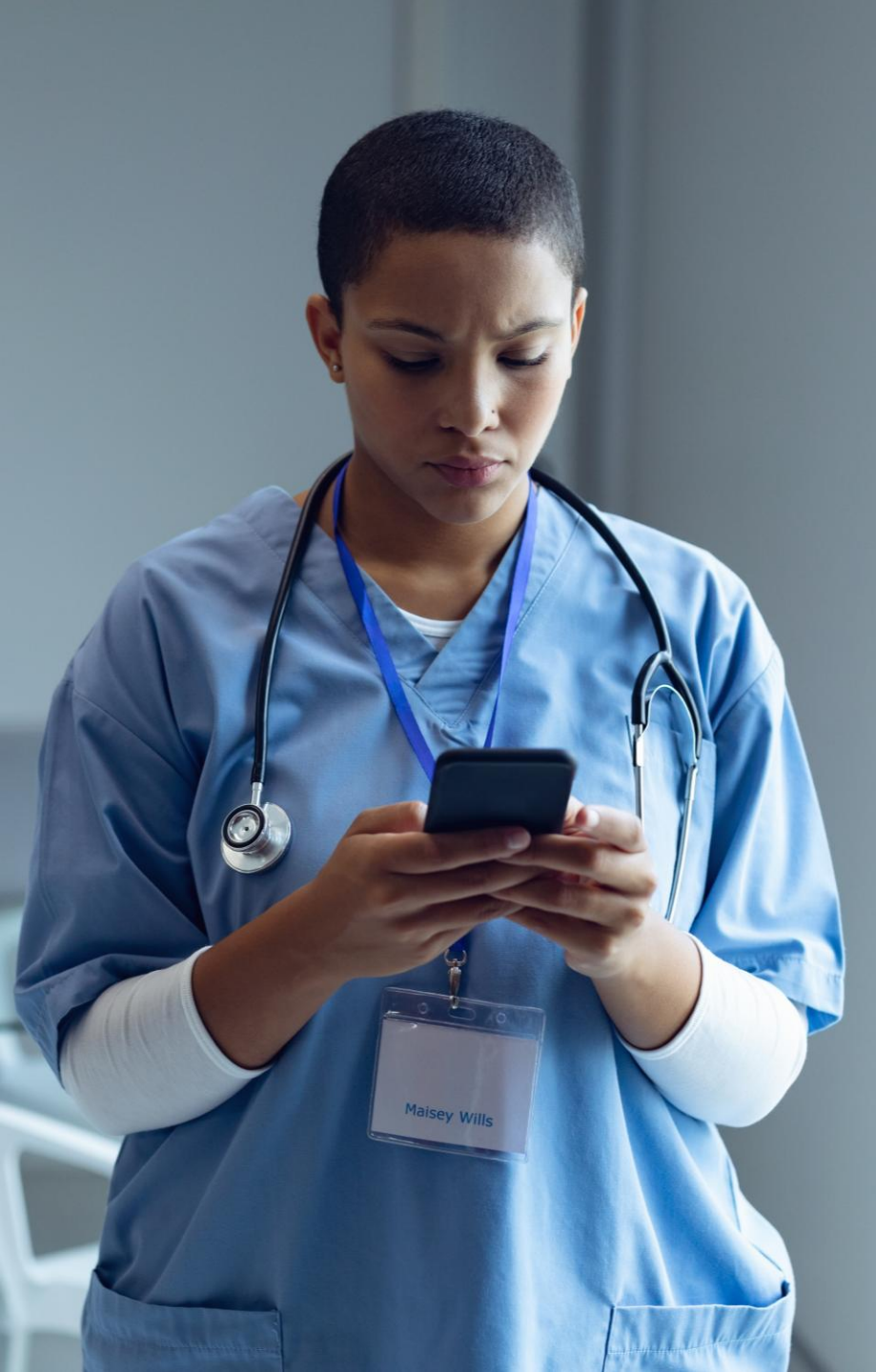
Inefficient access challenges adoption and usability

Security challenges

Balancing security with usability whilst meeting regulatory requirements
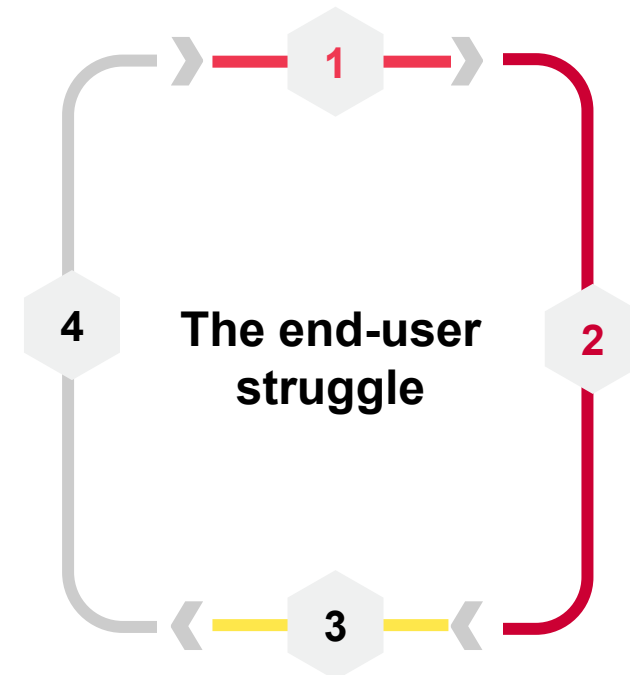
1

Management & Adoption Challenges

How to deliver a personalised experience on shared devices

4

The end-user struggle

2

Everyday reality

Fast access to data conflicts with security needs leading to workarounds
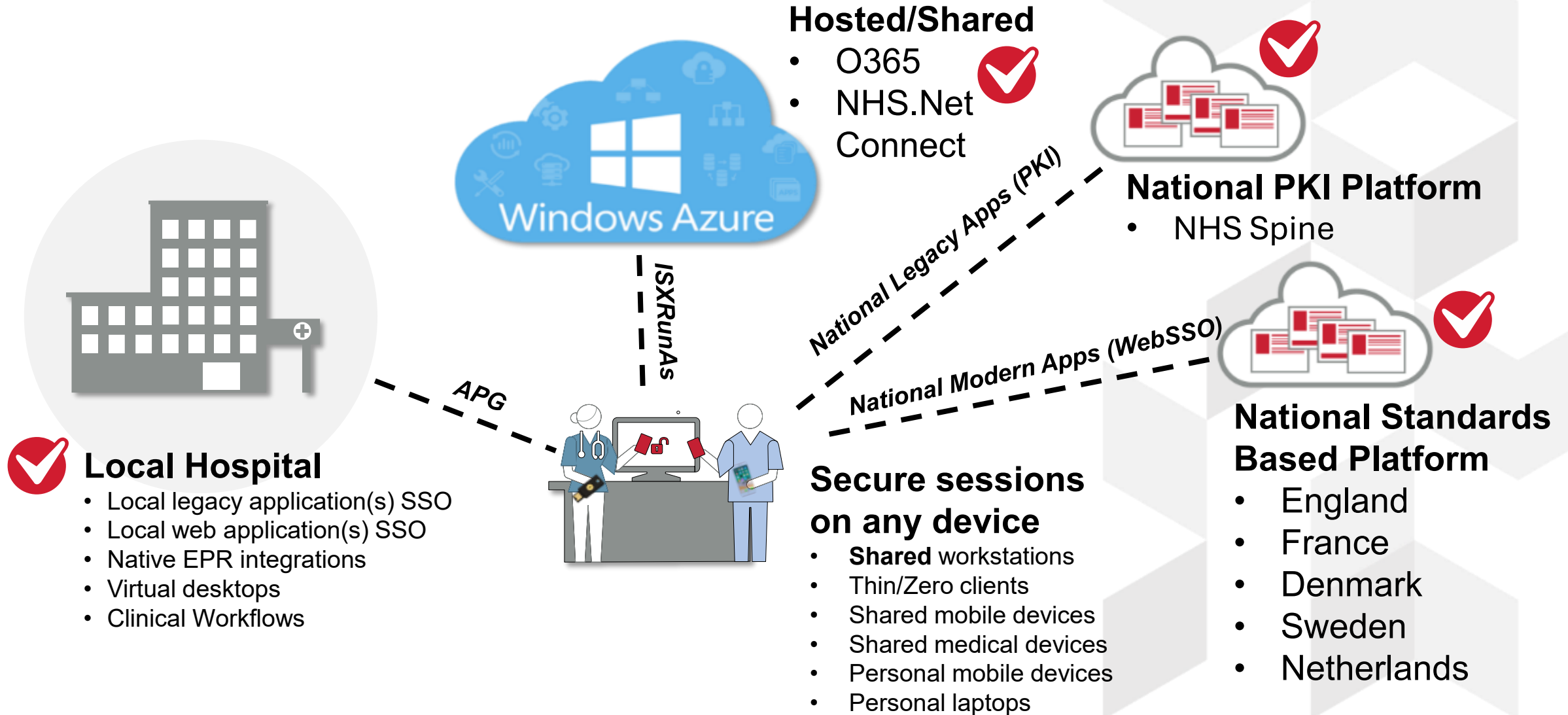
3

Human factor

Password sharing, generic logins and user resistance to new technology

End-to-end access needs of clinicians

A secure and streamlined workflow

Hosted/Shared
- O365
- NHS.Net Connect

National PKI Platform
- NHS Spine

National Legacy Apps (PKI)

National Modern Apps (WebSSO)

ISXRunAs

APG

Local Hospital
- Local legacy application(s) SSO
- Local web application(s) SSO
- Native EPR integrations
- Virtual desktops
- Clinical Workflows

Secure sessions on any device
- **Shared** workstations
- Thin/Zero clients
- Shared mobile devices
- Shared medical devices
- Personal mobile devices
- Personal laptops

National Standards Based Platform
- England
- France
- Denmark
- Sweden
- Netherlands

Passwordless Platform for Healthcare

Clinical MFA and SSO

Shared devices
- Desktop
- Mobile
- Medical

Personal devices
- Desktops
- Mobile
- Web

- Passwordless
- Compliant
- Self-service
- Integrations

Clinical workflows
- Exam room
- e-Prescribing
- Med admin

Enterprise workflows
- Privileged users
- Remote work
- JML

SailPoint
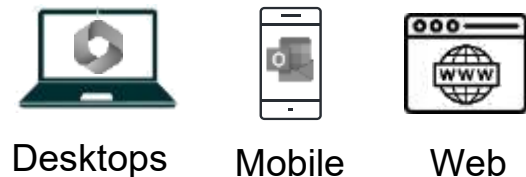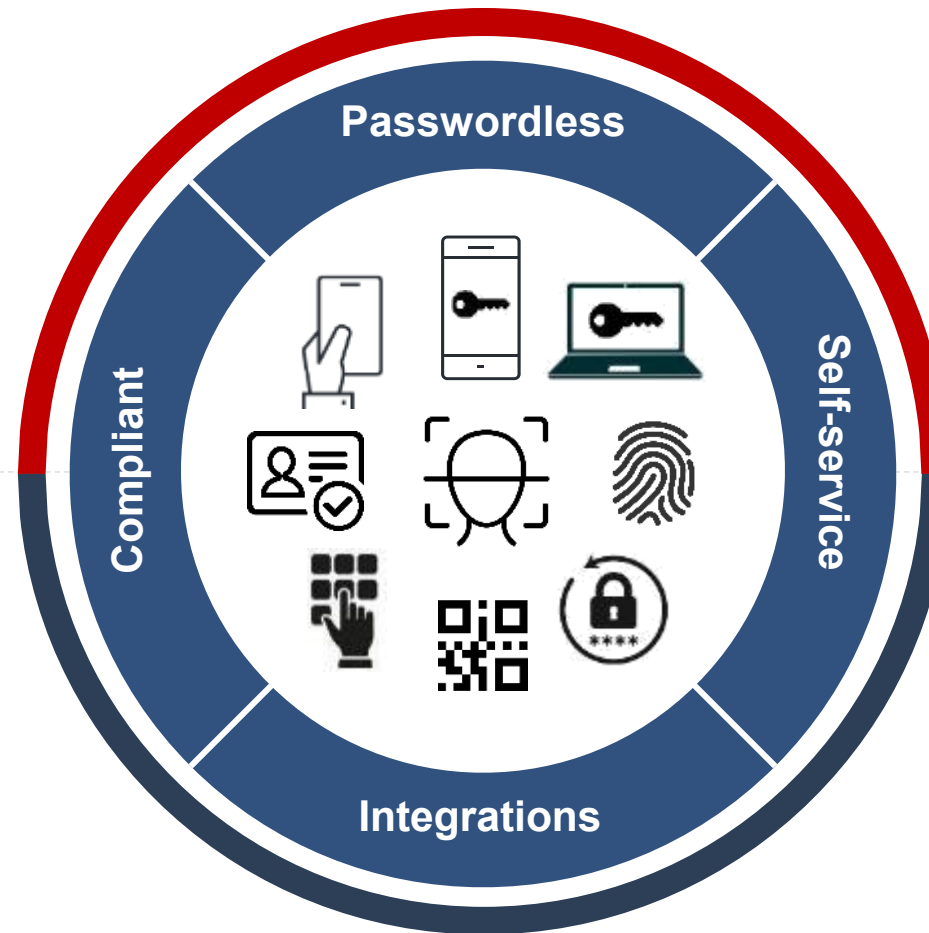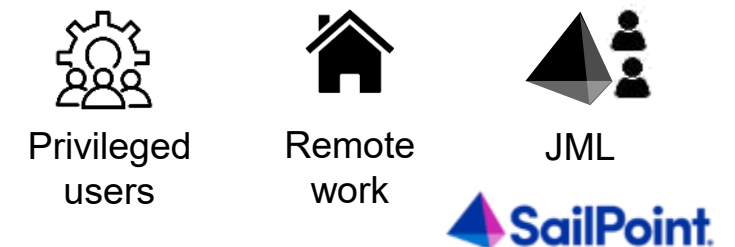
Non-Clinical MFA and SSO

Takeaways

![imprivata logo]

Contact our Presenters:

Andy Wilcox

Sr. Product Marketing
Manager
Imprivata

awilcox@imprivata.com

Daniel Johnston, MRes, RN

Director Clinical Ops Int.,
ACNIO, NHS CSO
Imprivata

djohnston@imprivata.com

Download our resources:

Harrogate and District NHS FT case study:

https://bit.ly/4gCN1jD

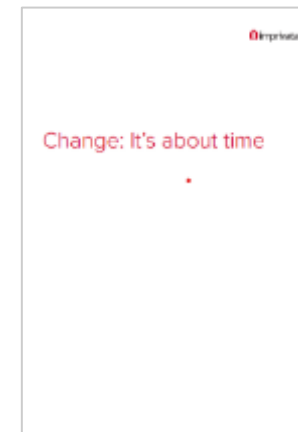**Journey to Passwordless Whitepaper:**

https://bit.ly/4pX4rvV

It's about time whitepaper:

https://bit.ly/4pGqTZN

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Fireside Chat

Prof Joe McDonald
Founder Great North Care Record, Consultant Psychiatrist,
Peripatetic Medical Director
The Access Group

Digital Transformation in Healthcare

Drew Maskell
Solutions Engineer
SailPoint

Jake Maskell
Advisory Solutions Consultant
SailPoint

The right **people** ⋯⋯ The right **access** ⋯⋯ The right **stuff** ⋯⋯ The right **time**
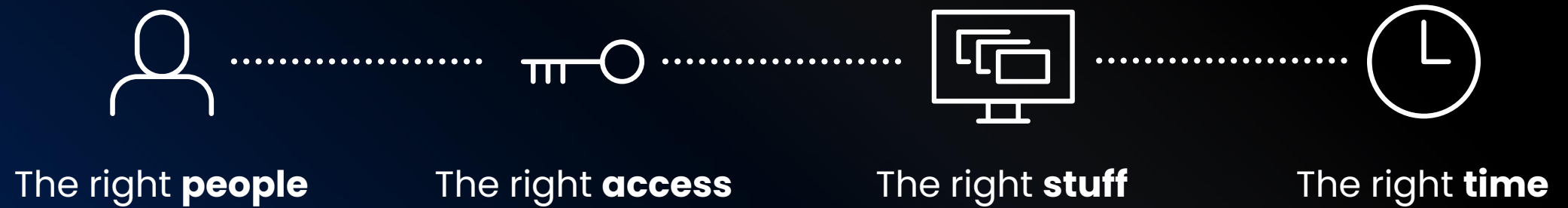
Identity Security

Identity Security

Security and Risk Reduction

Regulatory Compliance

Operational Efficiency

What are healthcare organisations trying to solve?

- Provide day one access while enforcing a least privilege strategy

- Manage and secure access to clinical and business applications, systems, and data

- Align to regulations such as the DSP Toolkit and CAF requirements.

- Prove compliance quickly with automated reporting

- Reduce non-employee and machine identity access risk

How do we address these challenges?

- Automated provisioning
- Access certifications
- Role discovery & optimisation
- Outlier detection & remediation
- Insights & reporting
- 100s of connected applications

39

SailPoint-Imprivata partnership
Strategic integration for stronger enterprise identity security

SailPoint

Identity security to manage and secure access to critical data and applications

+

imprivata®

Streamlined and secure access for clinicians and third-party ecosystems

Thank you!

Chair Afternoon Reflection

Bharat Thakrar
CISO
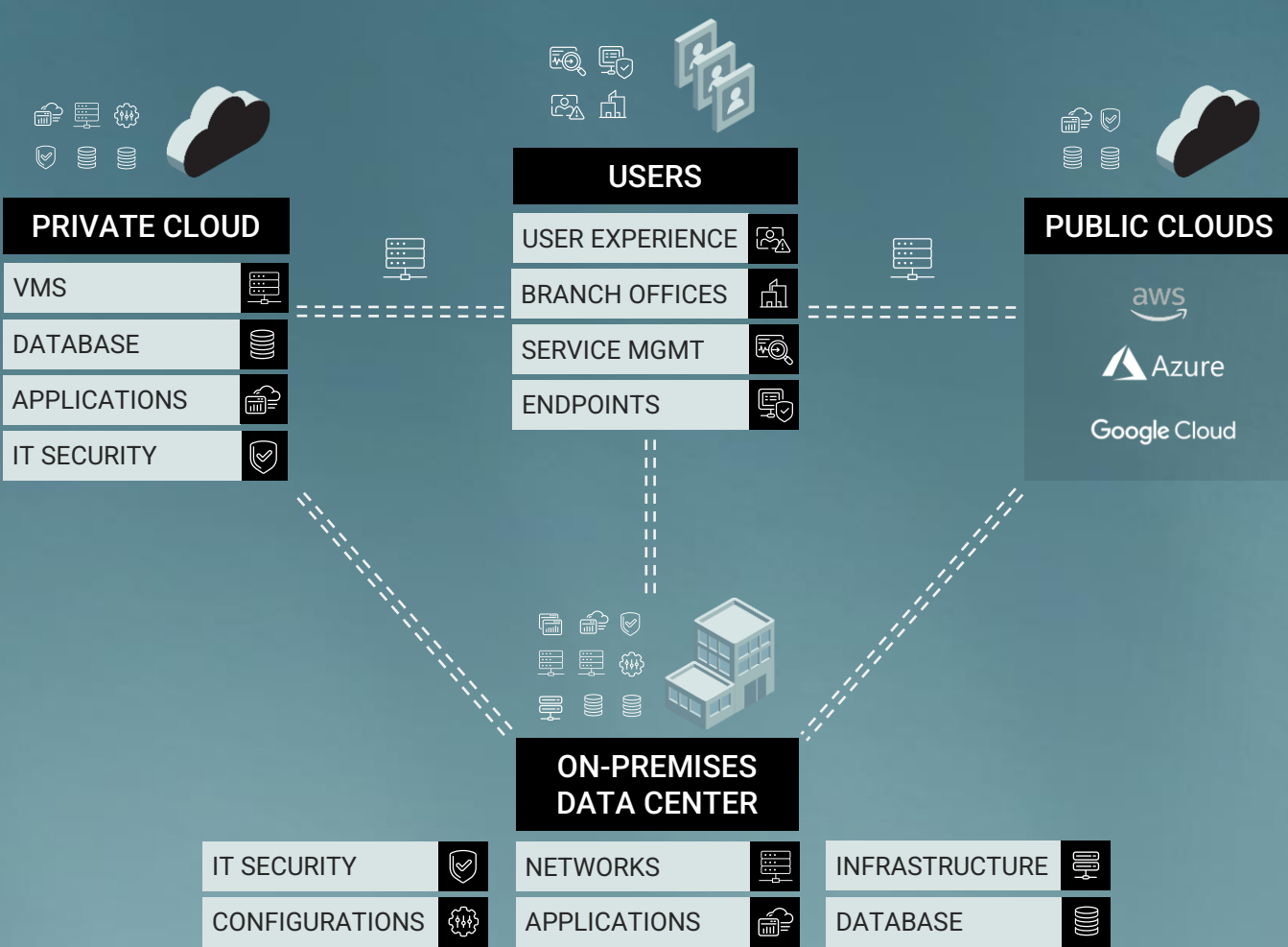CyberBTX

CUSTOMER CHALLENGES

IT COMPLEXITY

SERVICE DELIVERY

Silos and Tool Sprawl

End-to-End Visibility Gaps

Impacted Service Delivery

Cost and Resource Constraints

Implications of AI

Security and Regulatory Compliance

Manual Root Cause Analysis (RCA) and Productivity

USERS
- USER EXPERIENCE
- BRANCH OFFICES
- SERVICE MGMT
- ENDPOINTS

PRIVATE CLOUD
- VMS
- DATABASE
- APPLICATIONS
- IT SECURITY

PUBLIC CLOUDS
- aws
- Azure
- Google Cloud

ON-PREMISES DATA CENTER
- IT SECURITY
- CONFIGURATIONS
- NETWORKS
- APPLICATIONS
- INFRASTRUCTURE
- DATABASE

PEOPLE

PROCESS

TECHNOLOGY

Customer Challenges

Limited visibility across the technology stack

Need greater control over complex systems

Tool sprawl requires staff to develop and maintain skills in different operating environments

Multiple information sources add complexity and time to issue resolution, leading to operational inefficiencies

Businesses services distributed across hybrid cloud environments present unique challenges for troubleshooting, optimization, and security

Too many alerts can cause fatigue or be ignored, putting customer and end-user experience at risk

Missed SLAs and service-level objectives (SLOs) can result in additional costs through fines

The SolarWinds Platform

BRAND PROMISE

Simple. Powerful. Secure.

CUSTOMER FUNCTIONS

Observe → Visualize → Automate → Remediate

OFFERINGS

| Observability | Service Management | Security | Database |

FOUNDATION

SOLARWINDS PLATFORM
Secure by Design • Powered by AIOps and Machine Learning • Flexible APIs and OpenTelemetry

DELIVERY MODEL

Delivery models across SaaS and self-hosted (On-premises or hybrid)

A world-class unified monitoring, observability, and service management platform

- Accelerate transformation
- Combat complexity with ease
- Fuel innovation and deliver a superior digital experience
- Maximize agility and operational efficiency
- Minimize cost and risk

Monitor and Observe Everything From Anywhere

Powerful observability for your entire IT ecosystem

SolarWinds integrates public cloud, private cloud, and traditional data center observability

Self-Hosted
Deploy on-premises or in private or public cloud
(Formerly Hybrid Cloud Observability)

SaaS
For modern, cloud-native environments
(Formerly SolarWinds Observability)

Network
Infrastructure
Applications
Database
Security

Connected Visibility and AIOps

Network
Infrastructure
Applications
Database
User Experience

Monitor, observe, and manage cloud environments and
on-premises infrastructure with the same precision

AI-Powered

Utilize artificial intelligence and machine learning across hybrid environments to enhance IT operations, speed up problem resolution, and improve customer experience.

- True observability via deep data collection and correlated analysis

- Automated workflows and tasks that reduce repetition and errors

- Intelligent analytics and alerts promote proactive decision-making and preventative remediation

- **Improved operational efficiency**

- **Enhanced system performance**

- **Reduced MTTR, MTTD, MTTV**

- **Intelligent automation**

CAPABILITIES

Anomaly Detection

Forecasting

Root Cause Assist

Alert Clustering

AI-Guided Solutions and AI-Generated Responses

AI-Generated Incident Summaries

Incident Response by Squadcast

AI-powered unified incident response solution for engineering and support teams to bring alerts into one place and manage incidents from consolidation to resolution.

- Alert correlation and enrichment
- Automated on-call management
- Real-time incident collaboration
- Unified service intelligence and SLO management
- AI and intelligent automation
- Executive and stakeholder communication

Respond Faster

Reduce MTTA and MTTR by accelerating every step of incident response through intelligent alert routing, guided collaboration, and smart escalations.

Improve Service Reliability

Maintain uptime and deliver consistent performance with real-time SLO tracking, proactive error budgeting, and unified service intelligence to stay ahead of incidents.

Reduce Operational Load

Help teams focus on what matters by cutting alert noise and manual effort with context-rich alerts, automated workflows, and AI-powered summaries.

Boost Team Morale

Build healthier, high-performing teams with fair on-call scheduling, fewer disruptions, and seamless handoffs.

SolarWinds Service Desk

AI-powered SaaS solution built to help IT service management teams resolve issues faster, structure and centralize information, provide high-quality services, and connect the organization.

- Incident and Service Management
- Asset Management and CMDB
- Problem and Change Management
- SolarWinds AI
- Integrated with SolarWinds Observability for centralized Incident Response

Respond Faster

Delight employees with lightning-fast service management. Service Desk equips agents with essential tools to reduce decision time and resolve faster.

Structure and Centralize

Disorganized support frustrates customers. A centralized service desk ensures consistent, quality technical support, keeping customers satisfied and services organized.

High-Quality Services

A good ITSM setup helps optimize workflows, boost efficiency, and scale smarter, improving ROI while maintaining high-quality IT services.

Connect the Organization

Break barriers to collaboration with ITSM solutions that empower teams to streamline communication, integrate systems, and enable seamless collaboration and operations.
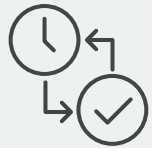
SolarWinds Observability Designed for you

Take your observability to the next level
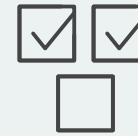
Built-in intelligence with the following:

Anomaly detection • Event correlation • Remediation • Auto-instrumented recommendations • Automation

Helps SLAs with end-to-end visibility to pinpoint performance issues

Gain deep understanding of network paths across the entire delivery chain

Helps ensure compliance with automated configuration and change management, and IP address management

Gain understanding of the application and the underlying layers upon which it depends

Get powerful out-of-the-box and custom visualizations and quickly understand your connected landscape

Automatically detect and track devices and manage switch ports

Achieve Results You Can Only Get With Full-Stack Hybrid IT Observability
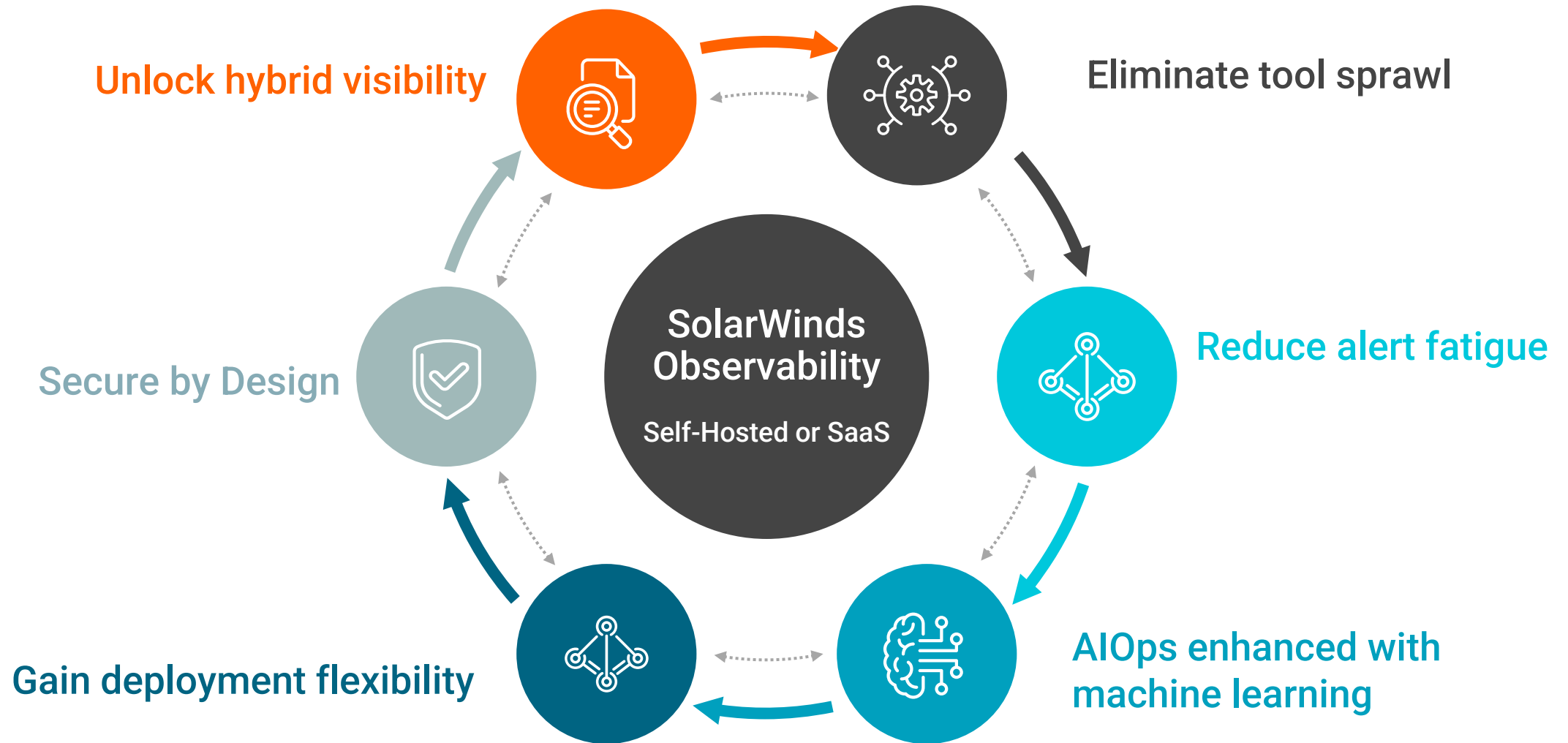
Unlock hybrid visibility

Eliminate tool sprawl

SolarWinds Observability

Self-Hosted or SaaS

Reduce alert fatigue

Secure by Design

AIOps enhanced with machine learning

Gain deployment flexibility

THANK YOU

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Dr Michael Watts
Acute Medicine Doctor and NHS England Clinical Entrepreneur
UHDB NHS Trust

Redefining Healthcare Leadership

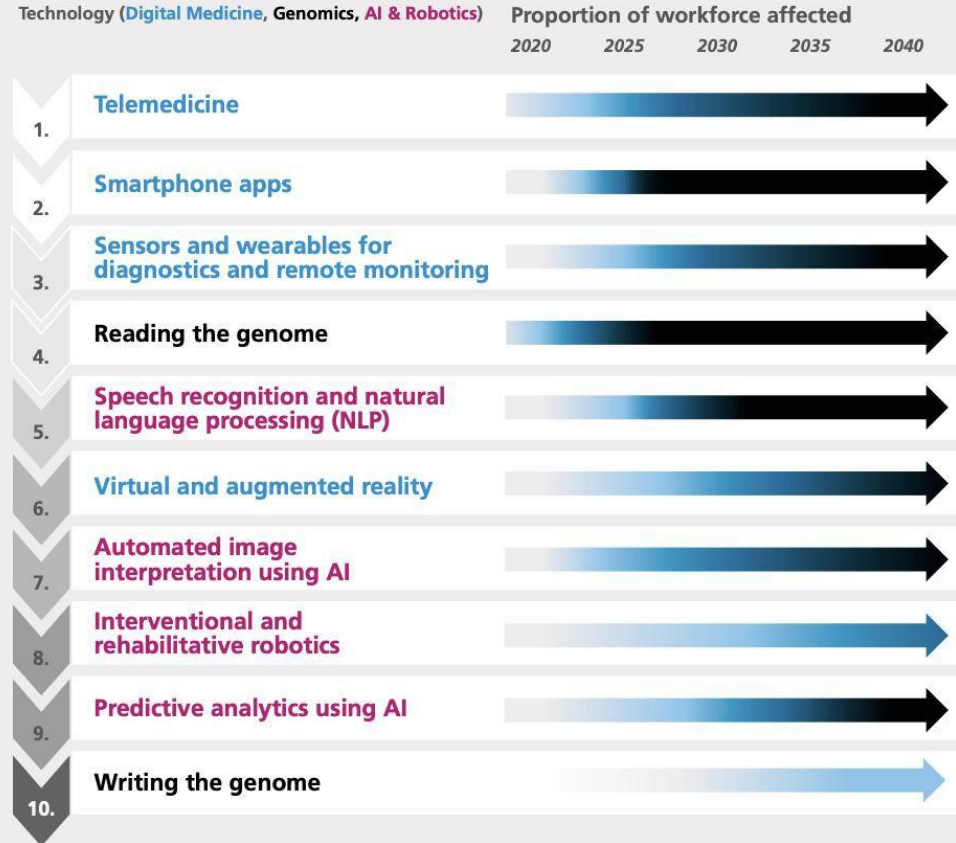Dr Michael Watts MBChB MBA BSc (Hons)

Blüm

About me

- NHS Doctor and MBA graduate

- Co-founder and Managing Director of Blüm Health Ltd

- NIA Fellow and NHS England Clinical Entrepreneur

- Visiting Professor, Birmingham City University

Blüm.

Technological advances impacting healthcare and the magnitude of disruption.

The perfect team

Four ways to optimize operational efficiency and increase clinical confidence

Automate workflows

Standardized care pathways

Smart utilization of resources

Integrated care

Philips

NHSx

The Digital Technology Assessment Criteria
for Health and Social Care (DTAC)
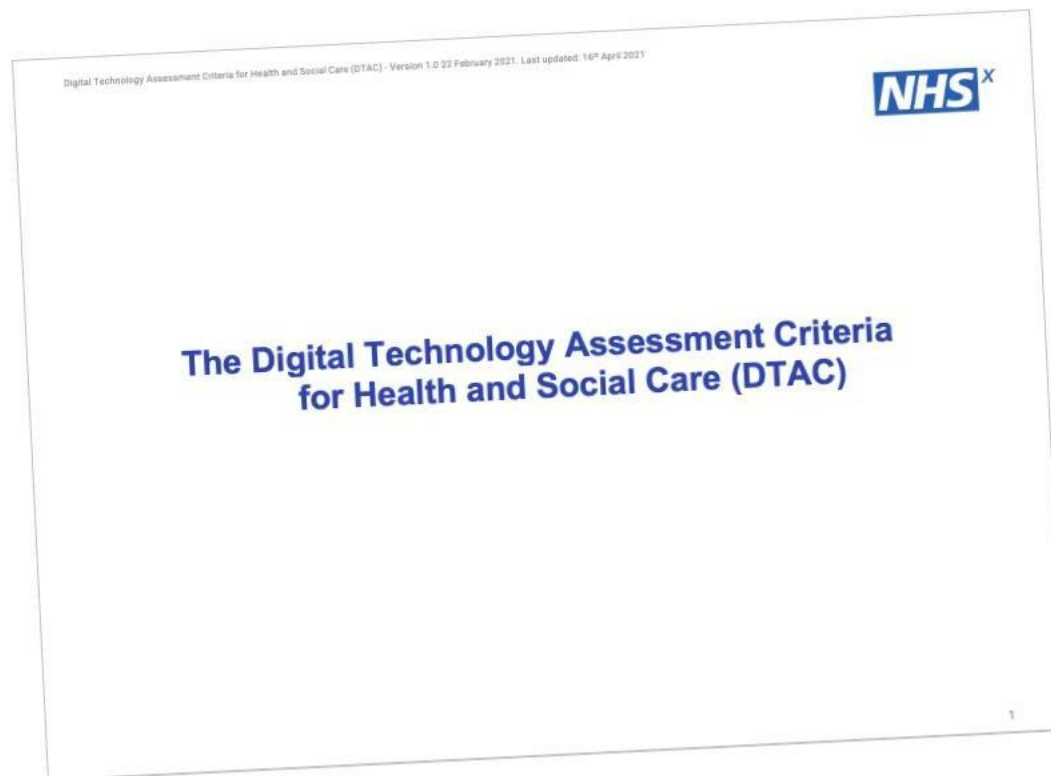
Thank you

michael.watts5@nhs.net

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Case Study

Ray Manash
Head - Business Development (IAM & SIEM)
ManageEngine

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Keynote Presentation

NHS Identity and Access Management Summit

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Ugbomeh Williams Ogochukwu
Cancer Lead Business Intelligence Analyst
Royal Papworth Hospital

Identity, Access & Equity: Rebuilding Trust in NHS Digital Infrastructure

The landscape of Identity and Access Management (IAM) within the NHS continues to grow increasingly complex. But identity systems, when poorly implemented, block access, erode trust, and deepen health inequalities.

Dr. Williams Ugbomeh

Cancer Lead Business Intelligence Analyst

Royal Papworth Hospital

Why It Matters: The Human Cost of of Digital Failure

> *"It takes me longer to log in than to assess a patient."*
>
> — NHS Junior Doctor

IAM at the Frontline

If access breaks, care breaks. Login friction friction becomes patient risk.

EDI by Design

Inclusion isn't a bolt-on feature. It's fundamental infrastructure.

Restoring Trust

Trust doesn't live in the code. It lives in the consequences.

This digital growth introduces new security and privacy challenges. The rise in sophisticated cybersecurity threats has heightened the need for advanced IAM solutions whilst maintaining seamless user experiences.
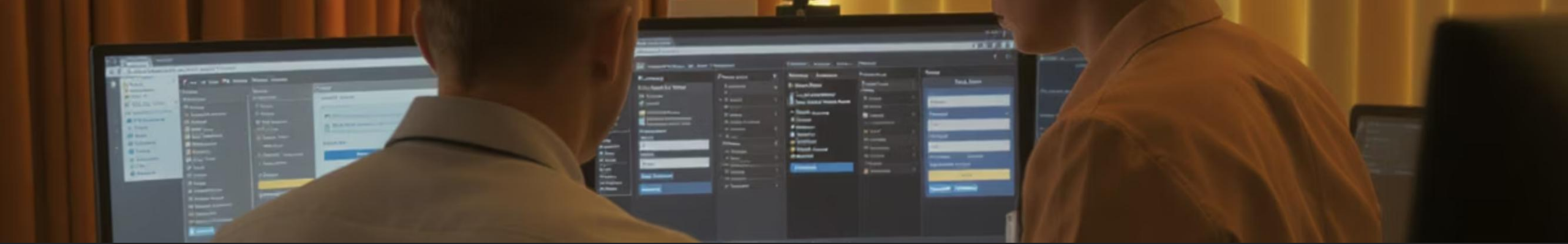
Frontline Reality: The Login Crisis

10+
Logins Required
Each NHS staff member needs multiple credentials just to credentials just to do their job

30
Minutes Lost
Per shift to login struggles; that's 3.5 hours weekly of lost patient care

13.5M
Hours Wasted
Annually across England due to inadequate IT systems; systems; equivalent to 8,000 full-time doctors

⊗ Staff are forced to game the system: sharing passwords, staying permanently logged in. The Department of Health announced £40 million investment to tackle NHS staff investment to tackle NHS staff logins; freeing up thousands of staffing hours daily.

Password sharing isn't a workaround. It's a safety hazard built by bad design.

When Access Fails, Patients Pay the Price

The Safety Crisis

- 58,000+ NHS misidentification events across 166 trusts

- 4,700+ caused direct patient harm

- Wrong patient records, mis-tagged IDs, missed treatments

We have clinical governance for everything, except the thing you use 50 times a day: access. When users struggle with technology, they're more likely to make critical mistakes.

"One wrong login. One missed allergy. One delayed scan."

Frontline staff describe disjointed systems that don't "talk" to each other, forcing clinicians to be system integrators instead of caregivers.

Digital Exclusion: Who Gets Left Behind?

7%
UK homes with no internet access

10M
Adults unable to navigate basic digital tools

22%
Disabled people say digital tech doesn't improve daily life

The people who most need care are often the least able to access digital systems easily.

One-Size-Fits-All = Fits Few: If an IAM rollout assumes **everyone has a smartphone, high literacy, and English fluency**, it will leave many behind. leave many behind.

> ⚠️ The NHS has a legal and moral obligation to reduce inequalities in access. EDI isn't moral garnish—it's core infrastructure. infrastructure.

The Cost of Exclusion

1 ### Accessibility Failures

22% of disabled people find digital tech doesn't improve daily life. When screen readers fail, systems fail. One in five NHS staff has a disability exclusion affects our workforce too.

2 ### Language Barriers

Assuming "English-only" design results in patients misunderstanding care instructions and staff misusing systems due to language gaps.

3 ### Trust Breakdown

In 2021, over 1.3 million patients opted out of NHS data sharing in one month; not because they hated technology, but because no one made them feel safe.

When people don't feel safe, they disappear. And the system doesn't even notice.

Success Stories: What Good Looks Like

Alder Hey Hospital

Implemented single sign-on (SSO) system, reducing login time from 1:45 minutes to 10 seconds. Over 130 hours reclaimed daily across 5,000 daily logins.
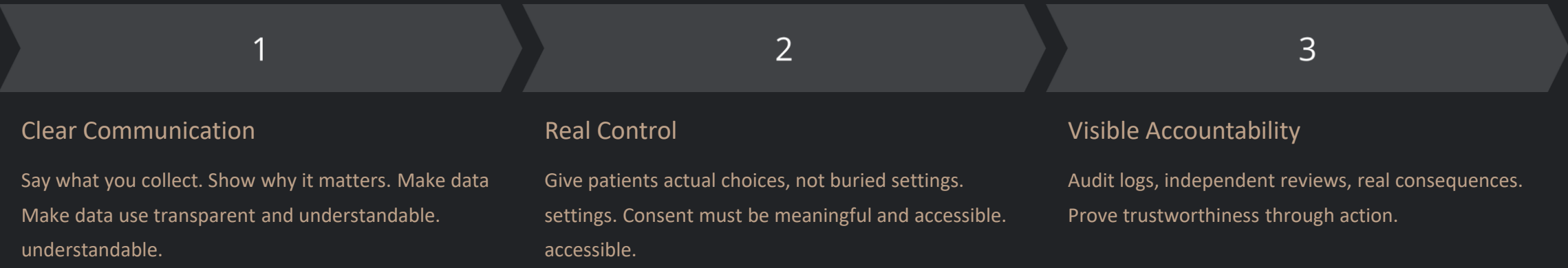
Midlands Partnership NHS Trust

Provided isolated patients with 'KOMP' video devices with built-in 4G. Result: 200+ remote clinical meetings and hundreds of social calls, reducing isolation whilst increasing care access.

Co-design works. When users lead, the system listens. That's how you how you build for the frontline.

Building Trust Through Transparency

Balancing rigorous IAM protocols with seamless user experience is critical. Effective solutions must protect patient data whilst providing intuitive experiences for healthcare professionals and patients alike.

1	2	3

Clear Communication

Say what you collect. Show why it matters. Make data Make data use transparent and understandable. understandable.

Real Control

Give patients actual choices, not buried settings. settings. Consent must be meaningful and accessible. accessible.

Visible Accountability

Audit logs, independent reviews, real consequences. Prove trustworthiness through action.

Transparency without action is theatre. Systems must earn trust, not just ask for it.

Beyond the Hospital Walls: Community Community Alignment

IAM touches every part of the care ecosystem. With the NHS committed to a digital-first approach, ensuring approach, ensuring secure access without compromising privacy demands innovative, patient-centric solutions. centric solutions.

Co-Design Approach

Involve people who've been excluded. Design "with, not for" to ensure their insights become the fix. become the fix.

Community Partnerships

Let libraries, councils, and charities be access partners. Set up digital help desks at community centres. community centres.

Staff as Co-Designers

Treat healthcare workers like partners, not help desk tickets. Build data champions, not system victims.

The people closest to the problem often hold the solution. Inclusion isn't a one-off consultation—it's it's continuous alignment.

One Login at a Time

IAM is an agreement

An agreement that says: we see you, we value you, we won't lock you out.

| Every login is a moment of trust | Every denied access is a warning | Every confusing screen is a policy failure failure |

Technology should "just work" and work for everyone. Let's rebuild trust in NHS digital infrastructure, one secure, inclusive, seamless login at a time.

> The future of NHS digital services depends on getting IAM right: secure enough to protect, simple enough to trust, inclusive enough to serve all.

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Estevao Bagi
Clinical Service Manager
Kings College Hospital
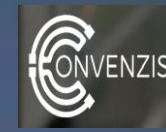
Why IAM Matters in Diagnostics

- **Right person, right access, right time** – critical for patient safety and service efficiency.

- **Rapid digitalisation** (EPR, cloud, regional diagnostics networks) raises the stakes.

- **Strategic enabler** – not just IT: IAM underpins clinical excellence.

- **Compliance & assurance** – supports the **Data Security and Protection Toolkit**, the **National Cyber Security Centre's Cyber Assessment Framework**, and aligns with the **What Good Looks Like.**

- **End-user engagement** – bridges technology and patient outcomes; diagnostics leaders must champion IAM as a core element of operational excellence.

King's College Hospital NM & PET Services Context
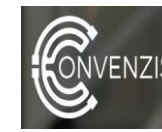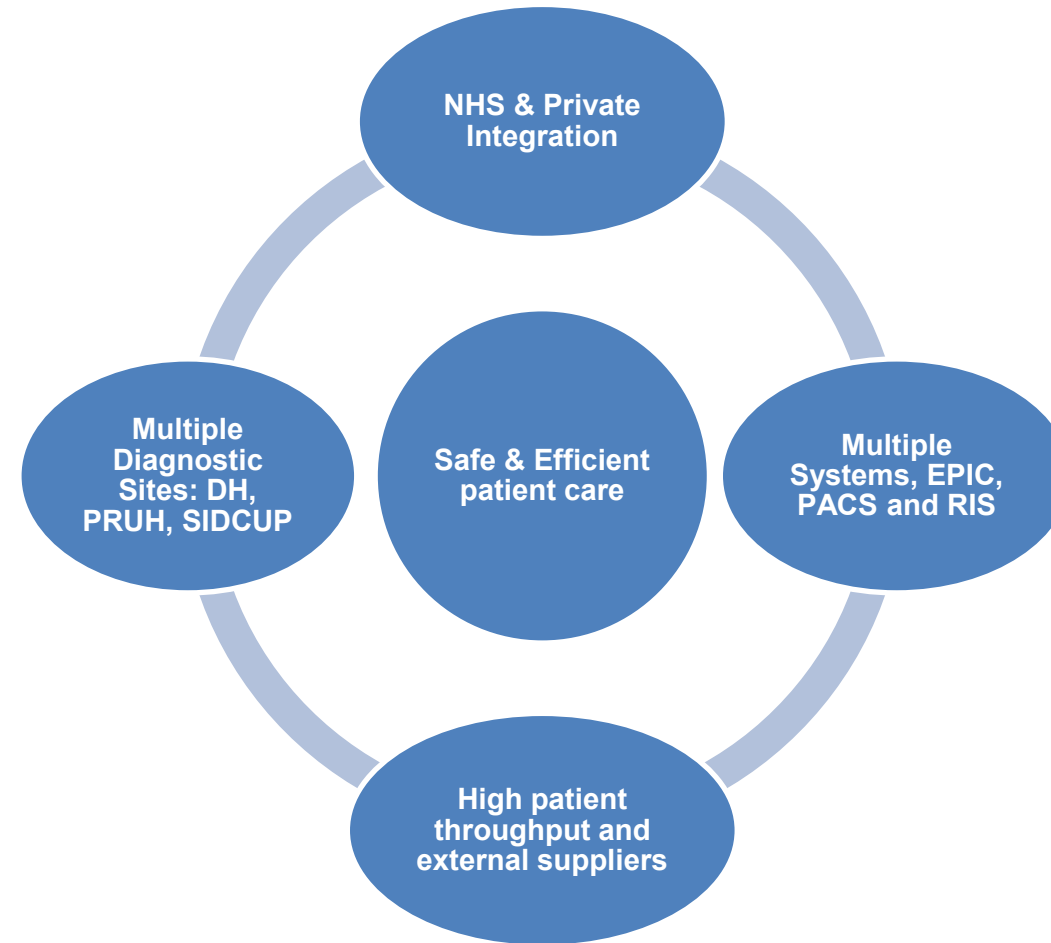
Operational Identity Challenges We Faced

Legacy systems (RIS/PACS/EPIC)

- Context misalignment "American-centric system design".

- Infrastructure gaps (patchy Wi-Fi, device shortages). Limited number of access.

- The challenge of integrating modern IAM with older, non-modernised components.

- One glove fits all systems approach.

Joiner-Mover-Leaver delays

- Slow onboarding processes.

- Mostly manual.

Multiple logins & legacy apps – "password fatigue"

- Poor automation.

- User frustration.

- Poor adoption.

Risk of delayed imaging / mis-identification

- Poor integration.

- Remote access limitations.

- Glitches between systems.

Local and Regional Fragmentation

- Silos improvements.

- Duplications.

Our Improvement Journey

- **Working with what we have - identify the gaps.**

- **Identification of key stakeholders** and creation of psychologically safe spaces for constructive feedback.

- **Governance process for continuous review and shared ownership**, ensuring improvements spread across local service leadership.

- **EPIC go-live and RIS/PACS integration**, enabling seamless diagnostic data flow.

- **Automated role-based access profiles** to reduce manual account management.

- Continuous promotion of **Intrapreneurial culture.**

Our Improvement Journey

- **Streamlined Joiner–Mover–Leaver (JML) process**, co-designed and closely monitored in collaboration with HR and IT—improved and sustained through end-user input.

- **Secure image sharing through mutual-aid SLAs**, supporting regional collaboration and patient-pathway resilience.

- **Internal sponsorships** – enable local and regional improvements e.g., EPR across KCL.

- **Lessons learned:**

  - ❑ Candid evidence of policy–local misalignment, "fait accompli" procurement decisions and post-go-live drop-off in engagement.

  - ❑ Top-down directives without early local input reduced ownership and slowed adoption.

  - ❑ Lack of structured follow-up risked erosion of initial enthusiasm.

Measurable Impact

- ↓ On-boarding time for clinical staff.

- ↑ Cancer pathway compliance (CWT, DM01).

- ↑ Creativity – co-creation towards end-user experience.

- ↑ Service users experience.

- ↑ Local and regional shared learning.

Insights from my Executive MBA Dissertation

Case study

- Regional NHS EPR programme (11 interviews) – lessons transferable to IAM.

Research question

- How end-user engagement drives digital transformation success.

Key Findings Relevant to IAM

- **Co-creation & early clinician involvement** accelerate adoption.

- **Inclusive, enabling leadership** builds psychological safety for change.

- **Quick wins** create momentum while long-term vision matures.

- **Continuous feedback loops** sustain trust.

Translating Research to Practice

- Embed "digital champions" in each diagnostic modality.

- Map stakeholders early: include HR/clinical leads in IAM design.

- Align metrics: not just access granted, but *clinical outcomes improved.*

- ## *The importance hybrid roles*

Actionable Takeaways
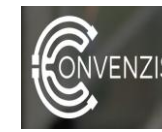
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Digital Infrastructure &
Security
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Recommendations: **continuous co-creation**, **quick wins vs long-term enablers**, **digital champions**, **iterative feedback loops**.

5 IAM Quick Wins for NHS Leaders:

1. Map stakeholders early & embed *digital champions* in each modality.

2. Protect time for *role-based training* and visible leadership.

3. Automate *Joiner–Mover–Leaver* and service-account controls.

4. Align IAM metrics with *clinical outcomes* (e.g., cancer pathway compliance).

5. Maintain *continuous feedback loops* post-go-live to adapt policies and sustain trust.

Future Opportunities

AI-driven end-end access monitoring & anomaly detection supports **CAF** continuous-assurance goals.

Cloud-first IAM to support regional imaging networks.

Build an IAM for personalised care

Thank you

Any Questions ?