# **Network connectivity…Expectation for a small care home**

## WAN

* Business Broadband connection Break/fix SLA max 24hrs

## Edge Hardware

* Integrated Wireless/Wired Router/Simple FW Assuming no inbound access required

## LAN Infrastructure

* Unmanaged Switch for wired admin point(s)
* Wireless Access for Staff via Edge router (repeaters if required)

## Support

* 24hr Break/fix support from IT provider

## Power Supply

* Critical equipment such as Edge Router and Wired Admin Access should be protected for 2hrs by suitable small form-factor UPS.

# **Network connectivity…Expectation for a medium care home**

## WAN

* Recognised Provider managed Fibre Circuit Min 100Mb Break/fix SLA of max 8hrs

## Edge Hardware

* Recognised Vendor Managed Router/FW with appropriate Security Ruleset applied and managed by an IT support Company.

## LAN Infrastructure

* Recognised Vendor Managed Switches for Wired access, structured LAN Cabling for Admin.
* Wireless Access Points for Staff Access.

## Support

* 8hr Break/fix support from IT support provider.

## Power Supply

* Critical equipment such as Edge Router and Wired Admin Access should be protected for 2hrs by a suitably rated UPS.

# **Network connectivity…Expectation for a large care home**

## WAN

* Recognised Provider managed Fibre Primary Circuit Min 300Mb Break/fix SLA of max 4hrs
* Backup circuit (possibly lower BW for e.g. fttc) automatic failover to be managed by WAN provider or by local IT Support Company.

## Edge Hardware

* Pair of Recognised Vendor resilient Managed Routers/FW’s Appropriate Security Ruleset applied and certified by WAN provider or by local IT Support Company.

## LAN Infrastructure

* Recognised Vendor Managed PoE Switches for Wired access, structured LAN Cabling for Admin.
* Core LAN infrastructure should be resilient, using stacked switch technology etc.
* Integrated Wireless Access Points controlled by centralised orchestrator (local or cloud),

this should include Wireless Access for staff, plus guest access for visitors.

## Support

* 4hr Break/fix support from IT provider

## Power Supply

* Critical equipment such as Wired Admin Access must be protected for 4hrs by suitable infrastructure UPS.