INFORMATION & IT DEPARTMENT REPORT
For Finance & Resources Committee – September 2004

Roy Dunn
Director of Information

Staff

Tyrone Goulbourne has replaced Jackie Holah in the Network/ Desktop role. Bryan Wilson will have completed induction by mid October.

Projects

Whilst the original ROD (voice authentication project for renewals over the telephone) project was de-scoped early in the summer we have become aware of the GMC's interest in the project to authenticate callers to their call centre. This is to support the personally identifiable information required from callers before address changes can be accepted. HPC will assist in this project to a limited extent, as this will be a good proof of the technology within the UK.

There are approximately 65 small projects logged in the IT Small Projects system at present. (This is a Lotus Notes based database).

Document Control - FOI

The File and Document control process – departmental based directory structure for retaining control of documents will be rolled out by the end of September. This will support the Freedom of Information Act process. See below.

HR System

The Interim HR system from InfoSupport has been installed on the server obtained for running Microsoft SQL based applications. Tweaks to the set up have been required from the supplier. Initial training has been completed. Final full data migration is yet to occur following data mapping.

Customer Service System

Lotus Notes based Customer Service software iExtensions has been installed for Information & IT as a test of set up and functionality. This application which is tightly integrated with Lotus Notes is being used wherever possible in in-house developed applications. A common method of extracting information from databases will be rolled out at a later phase in the project, helping to prevent multiple HPC contacts being made over single issues, which for the most part has been avoided in the past but is an increasing risk as HPC communicates with increasing frequency with stakeholders and registrants. iExtensions will also be used as a basis for tracking Freedom of Information requests. = FRINK

BART

The DSL design team are due to deliver a set of screen mock ups for the Partner conference in late September. A full functional spec will be delivered also by 22nd September. Once the requirements have been definitively matched to the specification work will commence.

Business Continuity
BW & RPD met with Digital Steps for a teleconference with the Star Internet team responsible for delivering the BC solution.

The data behind the Sage Finance system is being backed up to HPCFILES tapes. This will enable us to back up the Finance data to Star internet also, in the medium term improving resilience.

ISO
Preparation for external audits in October continue. All new processes are being added to the Management system as they are developed. Minor non conformances have already been addressed, with the roll out of a small projects process.

User Group Meetings
Formal monthly User group meetings commenced on 15th September with the aim of prioritising IT effort and budget within the business.

This will impact the input to future IT budget submissions.

New Professions
Operating Department Practitioners will move from a voluntary register to HPC registration on 18th October, A full extract of AODP data is now required within 1 week to ensure no unexpected issues occur with the data. We await a slot approximately 2 weeks before the migration for a full test of live data. The Office of the Information Commissioner has failed to respond to questions on the transfer of data within an appropriate time frame. Jonathan Bracken's team will write to the AODP to obtain the data.
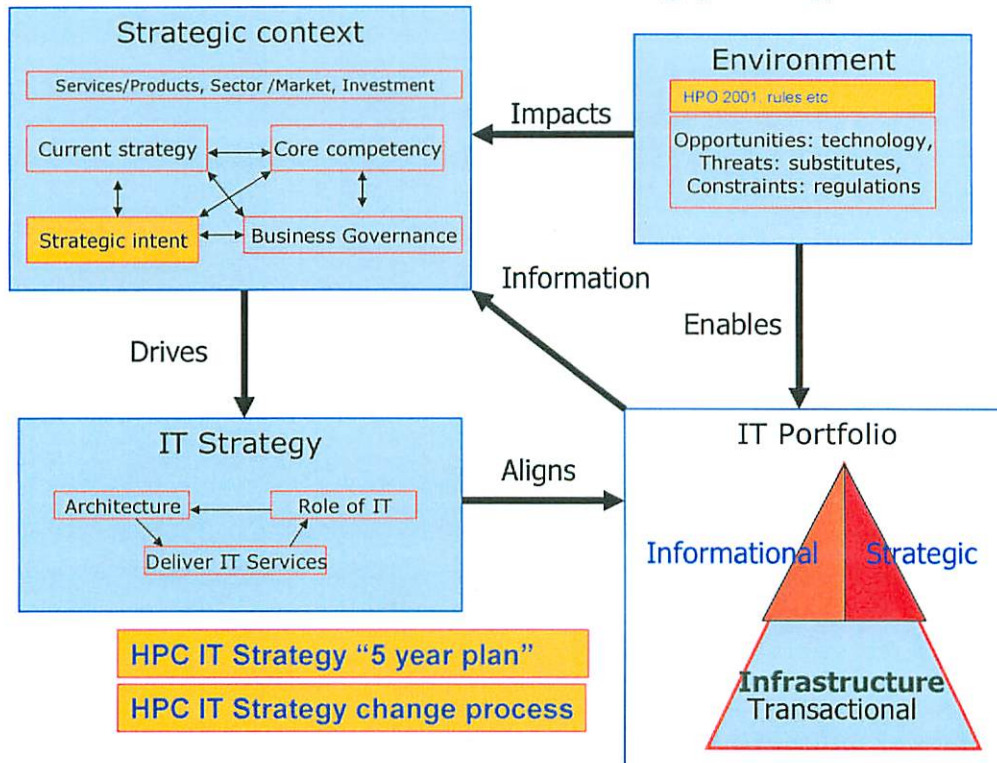
Decommissioning
Hardware and software associated with old applications (Care Registration System etc) is being recycled internally, or disposed of, with destruction of data media to ensure we do not have DPA problems down the line. Data has already been migrated to the new systems.

HPC & IT Governance
A model is presented below illustrating how HPC Strategic Intent feeds into the IT strategy. This is based on best practice at large international companies, and is appropriate as it will enable us to grow rapidly whilst remaining ISO compatible and tracking changes to future requirements due to legislative or operational change.

IT & Business strategy alignment

Roy Dunn
Information & IT
20040915