CORPORATE SERVICES – Roy Dunn

Corporate Services

Corporate Services covers Information Technology, ISO, Offices Services.

Information & IT

Staff

Adam Mawson is completing Renewals Project work. He will then return to UK Registrations. Greg Ross-Sampson now heads up the Operations team.

Projects

A **splash screen** has been developed (by Tyrone Goulbourne) to highlight information to all parts of the organisation when their PC boots up in the morning. A slight modification is required to surpress the splash screen when no information is presented.The system will be used to inform users of the impending renewal notices or direct debit runs.

This compliments the **Springfield** intranet site that now holds all non ISO process information. Both these areas of functionality use LOTUS NOTES to control access to update the databases.

3R's (Renewals, Resourcing and Re-engineering) Changes to staffing levels within the registration department (Flexible working) are being designed to match the ebbs and flows of profession renewals. IT staff will remotely support the registration departments.

ICR update (*Officer Eddie*) The ICR (Intelligent Character Recognition) project, is designed to partially automate the paper based Registration Renewals process. The

LISA system software has been delivered and is under final testing at time of writing.

12 iterations of the ICR compatible renewal notices have been tested. Renewals are being returned and we can now use real notices with the combined software. The new functionality speeds the capture of information into the computer system, rather than relying on complete input manually.

APU (Fitness to Practise tracking system) Additional functionality was defined in mid March, delaying the rollout. Coding is now complete. Data input is now occurring, and the final stage of testing will be completed over the next week.

An Office Services helpdesk will be developed from a cut down ITHelpdesk as functionality during the APU bedding in phase, plus functionality to track ISO related issues. This is on hold as testing of the Renewal systems is carried out.

The Lotus notes database for tracking and publishing the HPC supplier list has been developed in house. This includes authorisation stages from the Finance Manager and Chief Executive. Rolled out 21/07/05.

Work on a sytem for Education & Policy **SELMA** will commence following correction of any post roll out issues with the FTP system. Again shared functionality will cut developement and support time long term.

Authentication of Users. (*Abraham*). Project. The development model has now been forwarded to Digital Steps for design work.

Date	Ver.	Dept/Cmte	Doc Type	Title	Status
2005-07-21	a	INF	RPT	Fincom072005	Final

Security
General Release

More detailed operational practice is being worked through with DSL, as the initial Finance and ICR enhancements for renewals near completion.

The complete programme will be rolled out over several months. Some operational detail will remain confidential to the HPC executive.

Document Control - FOI

Freedom of Information requests continue to come in at a rate of about 5 per week. Most are requests for report against specific criteria which do not currently exist, and therefore do not strictly fall under the 2000 act. Generic reports are being created for reuse where ever possible.

Business Continuity

A paper test of the DR plan will occur when the new renewal systems have bedded down later this year, along with a live test during a planned quite period.

Applied Psychologists New Profession

A meeting with the Applied Psychologists membership department is being arranged with the UK Registration Manager – professional body seem reluctant to come up with dates for our visit.

The delivery of the new functionality at each stage of the upcoming renewal season requires delivery and testing of new releases of LISA approximately every month until December 2005. This will result in a considerable amount of time being used in testing prior to the live environment. This is a major commitment of IT time and may result in a slower turn around on non critical helpdesk tickets.

ISO 9001:200 Update

Ruth Bacon is working on changes to documented processes, to ensure the Management System is up to date. Next audit October 2005.

Additional Contact with Stakeholders

Post lapsing letters to registrants and employers will be despatched via mail merge from a pair of custom reports running over the LISA data. This will inform them of the lapsed status of the registration, and its implications, plus the mechanism to be re-admitted to the register.

This process happens outside LISA.

IT Training throughout HPC

IT training has commenced based on business need and budget running until late 2005. This includes Microsoft Word, Excel, Project, PowerPoint, Crystal Reports and Lotus Notes (an inhouse course).

Office Services

The Office Services department is made up of 6 staff - office manager, caretaker, catering manager, post room clerk and 2 receptionists. The department is one of HPC's support functions and part of Corporate Services.

The main functions of the office management role are to manage and ensure the smooth-running of facilities and property services for the HPC at Park House. It is mainly a 'day-to-day' role. There is ad-hoc project work, the majority of which is building refurbishment work.

Currently, we are sourcing some cost comparisons for planned building work to convert the mezzanine floor into an office space, which will house the Fitness to Practise team. We also need to replace our photocopiers which are approximately 7 years old and becoming extremely unreliable. This will be a financial-undertaking on a lease or purchase basis, so we are talking to various providers about their costs and service levels before we make a decision.