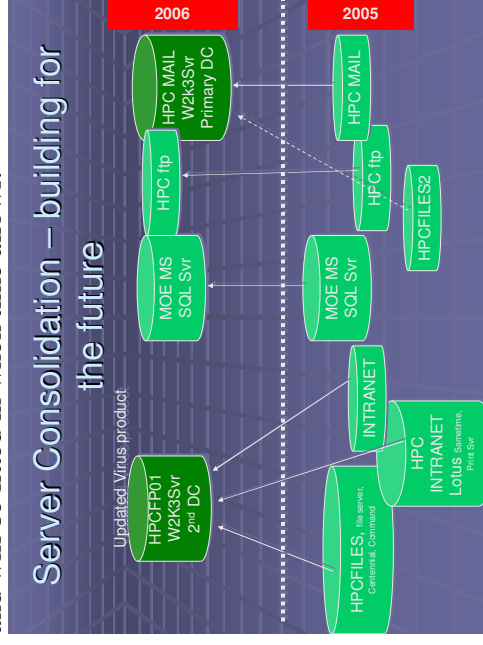# CORPORATE SERVICES – Roy Dunn

Corporate Services

Corporate Services covers Information Technology, and Information Services.

Information & IT

Employees

Ruth Bacon, Quality Manager has moved to Operations, as this is where her work is most closely focused.

Office Services has reverted back to the Finance Department No other changes

The Freedom of Information database system "FRINK" will be copied and modified to create a Data Protection Act request system "SARQ". Separation of the different functions should prevent any accidental publishing of personal information. This is not an urgent requirement, and will be fitted in when time allows.

General IT Infrastructure – The IT team are evaluating possible upgrades to the anti virus product we use on the desktop and servers throughout HPC. The current product has proved secure to date, but does not deliver sufficient management information to track virus signatures uploaded to different hardware. This is a potential weakness.

The multitude of servers, is going to be rationalised to make their support more manageable. The diagram illustrates the programme.

The UPS (Un-interruptible Power Supply) units are reaching the end of their life, and will soon need replacement. This is a comparatively low cost exercise, but will be undertaken with the server rationalisation programme.

Projects

The ICR solution is working with a team of 4 users plus supervisor. A low percentage of registrants were lapsed at the end of the radiographer renewals period.

BACS-IP & AUDDIS

The direct debit scheme used in the UK is undergoing changes to use internet technology. The new file delivery mechanism is already in place. Initial testing of the developed software linking LISA and the direct debit process has taken place.

Resolution of testing issues is taking place. However the requirements for outgoing messages from the system have been refined and further work is required.

APU (Fitness to Practise tracking system).System testing is occurring in the FTP department, and data from the existing Access solutions

Server Consolidation – building for the future

We were then able to edit records, on the back up system and publish the register to the public. The test can be considered successful.

One minor issue was found where the security was bolted down too tightly. This has been rectified since the test.

Additional data replication of non LISA and Notes files to *Star Services* in Gloucester is being evaluated. This will allow us to leave back up tapes within the HPC building or at the offsite storage facility.

Applied Psychologists New Profession
No information on start date yet.

Other Items
An initial examination of our current status against the Information Security Standard ISO27001 will be carried out to determine how much work would be required to reach the standard.

A programme or photocopier replacement is planned for the next few weeks. This will provide additional networked scanning and printing facilities.

Roy Dunn completed the OGC based "Managing Successful Programmes" course which treats running multiple concurrent projects, with the aim of delivering greater business value than the sum of the projects.

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have been loaded. Further testing will take place. One know issue is to be resolved.

An Office Services helpdesk. This is on hold until completion of the Fitness to Practice systems.

Work on a system for Education & Policy **SELMA** will commence following correction of any post roll out issues with the FTP system. Initial requirements have been captured but full detail of all processes is not yet known.

We expect refinements to the processes to be finalised before commencing work following analysis by the Operations Director.

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

Authentication cards are in place. The back end functionality will be rolled out in stages later, hopefully without slowing the registration department responses to telephone calls.

Document Control - FOI
Major source of FOI queries are recruitment companies researching possible locations of potential international recruits for HPC professions.

Business Continuity & Security
A live test of the LISA Disaster Recovery plan took place on 10th February. The link between the LISA system in Park House, London was broken, the on-line register could thus only be populated from outside the HPC environment.. Claire Harkin, UK Registrations Manager and Roy Dunn went to the back up office environment, arranged for the nightly back up of data to be loaded to the alternate LISA registration system in Star Centre, Gloucester taking 40 minutes.