INFORMATION & INFORMATION TECHNOLOGY – Guy Gaskins (& Roy Dunn)

Employees
Guy Gaskins appointed as new Director of IT from 7th Jan 2008
Roy Dunn moving to "Head of Business Process Improvement" in Operations.

General IT Infrastructure
Blackberry test devices delivered. Testing to commence between major projects as time allows.
New production servers for LISA waiting set up for pre production testing. DR servers to follow immediately thereafter.
Server room reorganisation 1st stage completed. Next stage in 2008-9 budget for hardware. Power over Ethernet Switch upgrade
1 hours downtime 3rd December due to Oracle database issue

Additional planning activities
IT Strategy being updated for 2008-9
IT Work plan being updated for 2008-9
BAU possible projects for 2008-9 under discussion
Major projects for 2008-9 being collected
Configuration Management Database (ITIL) data being collected for future use.

Projects
LISA –2007-8

CPD project, first phase of delivery on time, with LISA application server upgrade to be tested concurrently
One issue to be closed on Application Server – change request to Peladon ICR supplier to update the interface between systems (zero cost).
Professional Qualifications Directive requirements fulfilled by the interim Lotus Notes solution. No ongoing LISA upgrade required at this time.
LISA Access Rights – solution based on pick and mix of functions and access levels to be created for each LISA user.
LISA changes to facilitate new professions acquisition, in preparation for Psychologists in next financial year.

A meeting has been held with Digital Steps to determine possible projects for 2008-9.

Finance Systems
Installation and testing of the Sage system has commenced on a windows SQL server based platform. Some deliverables are a little slow from the supplier. See project information.

Business Continuity & Security
Updating DR plan to match BS25999:2 due to additional requirements in the standard being developed. BC policy being updated. Comprehensive DR training programme being developed.
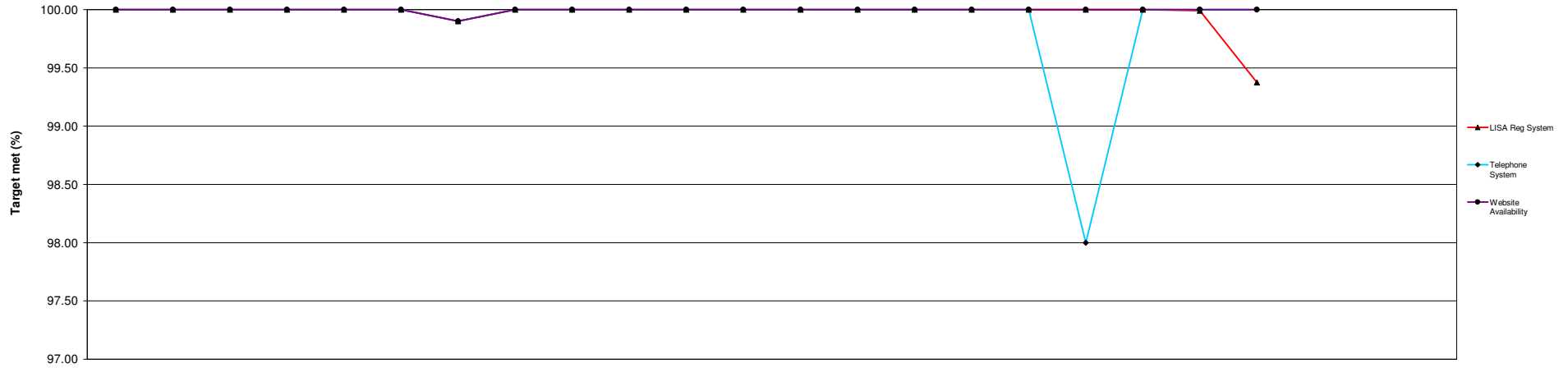
Power failure led to minor shut down on 8th January 4.30pm approx 30 minutes. See Operations report for more detail.

Environmental Issues – IT related
No issues at present

Information Services
Archiving / storage – visits to all potential suppliers being arranged for January/February 2008.

| | 2006 | | | | | | | | | 2007 | | | | | | | | | | | | 2008 | | | | 2004/5 | 2005/6 | 2006/7 | 2007/8 |
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
LISA Reg System	100.00	100.00	100.00	100.00	100.00	100.00	99.90	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.38				99.70	99.90	99.99	99.93
Telephone System	100.00	100.00	100.00	100.00	100.00	100.00	99.90	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00	100.00				100.00	99.90	99.99	99.78
Website Availability	100.00	100.00	100.00	100.00	100.00	100.00	99.90	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00				99.90	100.00	99.99	100.00

Performance Targets	Uptime
Telephone System	98.45
LISA Reg System	97.85
Website Availability	98.30