

Resource

Anticipated team resource levels.

General IT Infrastructure

- The results of the Penetration testing of our infrastructure has been received and actions in place to address issues;
- Disaster Recovery provision at the remote data centre is being upgraded to meet capacity requirements;
- Disaster Recovery test follow on action – Lotus Notes mail service and applications re-tested and now full client availability confirmed;
- PC lifecycle management software is now working. We are now packaging software and working through teething problems. This will enable more effective management of the PC estate;
- Telephony – developing on new call flow routes for Registrations team; and
- Blackberry rollout started. Training planned.

Additional planning activities

- Home working policy development;
- iExtensions issue resolution workshop;
- NAO audit session;
- Account management review with BOND the vendor of the HR system to address service issues;
- IT Strategy being planned for delivery to July F&R committee;
- Selection of a design partner to support the design of the online renewals application; and

- Planning meetings for Online renewals, Equality and Diversity, FTP statuses and Hearing Aid council data take on projects.

Projects

Registration system

- Practitioner Psychologists – prep for take-on continuing;
- Online Renewals – project meetings progressing and engagement with third parties to support design concluded.
Business flows, functional and non-functional requirements complete. Usability experts engaged and build phase planned;
- Hearing Aid Dispensers – project meeting held and visit to HAC to assess IT capability;
- Equality and Diversity – Requirements complete, design agreed and build started; and
- FTP Statuses project started. Initial functional requirements meetings completed.

Finance Systems

- Sage 200 – phase 2 rolled out.

HR System

- Starters and Leavers database development started

FTP System

- Development of system to incorporate additional functionality

