INFORMATION TECHNOLOGY – Guy Gaskins

Resource

Guy Gaskins has officially started at HPC on Monday 7th January.

Annual vacation and training commitments have reduced available resource by 25%

General IT Infrastructure

- Stannary St IT provision has been reviewed and improved to provide a more resilient architecture.
- Low priority Blackberry server installation waiting for scheduling of resource.
- New production servers for LISA waiting set up for pre production testing. DR servers to follow immediately thereafter. The schedule has been changed in order to prevent initiating this substantial change in the middle of a peak renewal cycle
- The network architecture supporting Park House has been reviewed and a new design planned to be implemented to provide a more robust architecture

Additional planning activities

- Resource planning workshops occurred to determine what can be delivered in 2008/9 by internal IT team
- IT Work plans being developed for 2008/9
- IT Strategy being planned for delivery to July F&R committee
- We have had two planning sessions with the BPS to define the data transfer
- Major and Small project resource requirement planning
- Planning session with Digital Steps Ltd to upgrade the LISA application and hardware
- Planning has begun for the physical move of staff to their new locations in Park House and Stannary St.

Projects

LISA –2007-8

- CPD project in User Acceptance Testing (UAT) phase and progressing to plan
- Application Server Upgrade – Functional testing is satisfactory. There are current issues with performance on the new platform. The migration is being planned
- Professional Qualifications Directive requirements fulfilled by the interim Lotus Notes solution. No ongoing LISA upgrade required at this time.
- LISA Access Rights (LAR) – development complete and UAT has started
- Practitioner Psychologists – preparation for take-on continuing with a meeting with Digital Steps ltd and the BPS
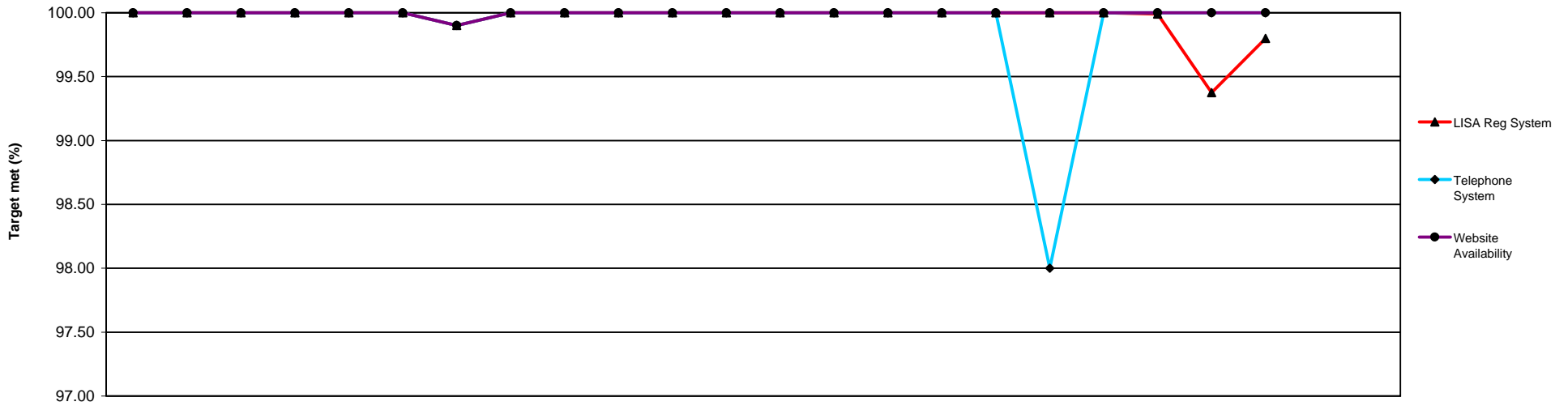
Finance Systems

- Sage 200 – issues with the Purchase Order system and difficulties with a key supplier are placing pressure on the schedule. See Major Project report

Service Availability

- There has been one thirty minute outage to all services on 08/01/08 caused by a complete local power failure in the Kennington area.
- LISA and Lotus Notes were unavailable for forty five minutes on 06/02/08, and forty five minutes on 07/02/08. The root cause is believed to be memory contention. Additional memory has been ordered.

Compliance

Desktop software license compliance validated by audit performed by an independent third party company.

| 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	99.80				99.70	99.90	99.99	99.92
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				100.00	99.90	99.99	99.80
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	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

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