

Resource

- Recruitment process started for additional staff member as planned for in 2008/9 IT Workplan;
- ITIL training for one member of the team;
- Probationary Period training received by managers.

General IT Infrastructure

- Quarterly penetration tests completed improved results and action plan in place;
- PC lifecycle management software application packaging continuing. Pilot Desktop machines created and being used by business departments;
- Remote disaster recovery server for the HPC mail service upgraded;

Additional planning activities

- Council Away day;
- Home working policy development – now in draft;
- Planning for additional data cabling for Park House;
- Planning for upgrade of the Park House Mail Service software (Lotus Notes/Domino);
- Planning for reorganisation of disaster recovery File Server disk allocations to address space use;
- Planning for upgrade to the disaster recovery NetRegulate service server;
- Planning for the upgrade to the disaster recovery network;
- Planning session for Desktop technology refresh small project;
- Planning session for IT Away Day;
- Planning for the removal of obsolete documents from the NetRegulate file system;

- Presentation by hardware virtualisation organisation;
- Web meeting for IT Service Desk tool selection;
- 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, data requirements confirmed;
- Online Renewals – Business flows, functional and non-functional requirements, Screen (usability) design completed. Application design, and Infrastructure design in progress. Selection of Infrastructure option complete, hosting tender document written and tender started. Database synchronisation report awaiting delivery;
- Hearing Aid Dispensers – awaiting clarification on delivery dates ;
- Equality and Diversity – complete; and
- FTP Statuses project requirements complete, build started.

Finance Systems

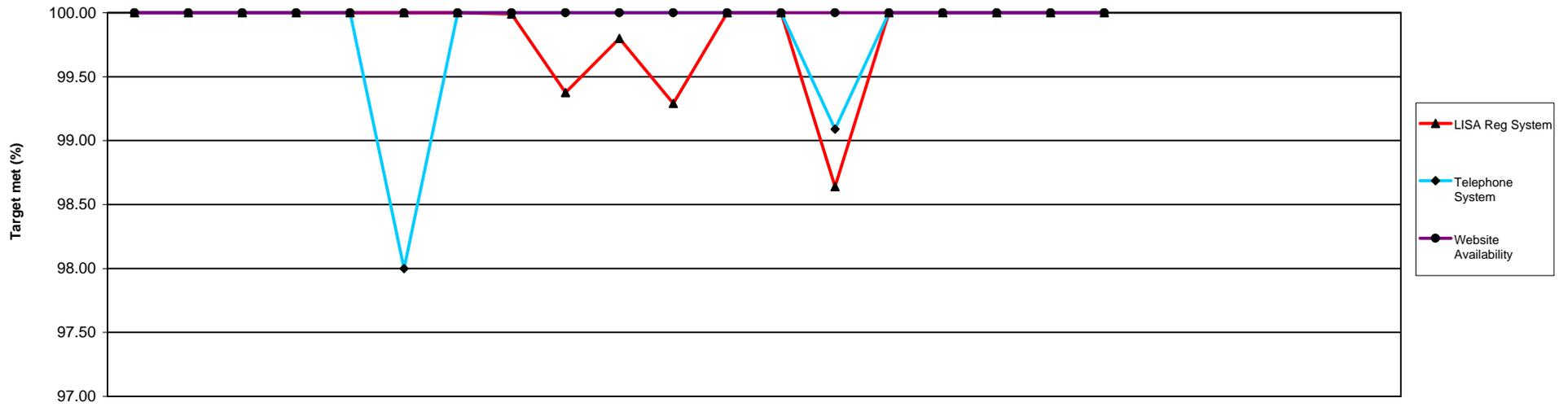
- Sage 200 – New support company BDE health check review;
- Planning for project to remove processed DI & DDI records;

HR System

- Starters and Leavers database development continuing;

FTP System

- Development of system to incorporate additional functionality completed.



	2007			2008									2009						2005/6	2006/7	2007/8	2008/9													
	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	100.00	99.99	99.38	99.80	99.29	100.00	100.00	98.64	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	99.99	99.87	99.81			
Telephone System	100.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.09	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	100.00	99.90	99.99	99.83	99.87
Website Availability	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	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	100.00	100.00	100.00	100.00	

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