Strategic objective 1 – "*To drive efficiencies within the organisation by the use of Information Technology and Information Systems.*"

- **Desktop technology rollout project** – The final desktop replacement has been scheduled with the Finance department for early December.
- **Laptop replacement project** – A number of different makes and models of laptop have been considered and a short list of two chosen for final selection. An audit of the current laptop usage is commencing and laptop usage is being challenged department by department. Following selection of the laptop make and model we will design the changes to the infrastructure to allow their operation on our network.
- **Starters and Leavers database** – Development complete awaiting release. HR team testing.
- **Online Renewals** – The leased line has been delivered and connectivity has been tested. The initial tests had identified a number of issues with configuration of the infrastructure which has been sequentially addressed. We now have connectivity, the tests scripting is being completed and performance testing has begun.
- **IT External Hosting Transfer project** – This project will move the hosting services from the current provider to Rackspace. The project brief has been created and the project is being initiated.
- **IT Network and Server review** – This activity has started and a number of virtual environments are being created to support our test and production services. We have moved a number of previously physical systems into a virtualised environment to provide increased flexibility, resilience and maintainability.

Strategic objective 2 – "*To apply Information Technology within the organisation where it can create business advantage.*"

- **Fitness to Practice (FTP) Case Management system project** – The project is following the plan with initial demonstrations from a range of prospective vendors completed. A Request For Proposal (RFP) has been sent out and we have now received responses. Vendor presentations are arranged for November.
- **Stannary street building project** – This is now complete with the office space and meeting room being used effectively.
- **Hearing Aid Council project** – Project update meetings are increasing in frequency as we get closer to the proposed take on date. HPC are expecting the first test data at the end of October.
- **Home working policy development** – The IT and HR Directors have agreed amendments and the document is going through revisions.
- **Education, Approvals and Monitoring service** – We have engaged with an external development company to deliver a series of small changes to the Education system. The high level requirements analysis has completed and the development team are arranged to come on-site on the week starting 26 October for an initial Health Check review. The development work is

planned to start on the weeks starting 23 and 30 November.

Strategic objective 3 – "*To protect the data and services of HPC from malicious damage and unexpected events.*"

- **Network segmentation project** – Phase two of the plan is complete, with new firewalls installed and configured to manage traffic through the new leased line. A new virtualised server has been deployed to provide secure remote support.
- **Network encryption project** – The new encryption product has been purchased and installed. The tool allows very granular control by user and by personal computer – called Port Control. It can be used to determine who is able to write data to removable media and whether it is required to be encrypted.

  Laptop full disk encryption and port control will be deployed this year with the network product being evaluated in a subsequent year.

  - o Initial configuration is being made and will be rolled out to the IT team before being used in a larger pilot group.

- **Service Availability**
  - o **Online Register**
    On 08 October between 12:30 and 15:30 the HPC experienced an internet access outage. This

affected email and web browsing functionality as well as stopping the Online Register function. The cause has been attributed to a configuration issue with a newly installed pair of firewalls.
  - o **Registration Service (NetRegulate)**
    On 22 October between 10:20 and 11:20 the HPC experienced a loss of the Registration Service. This was caused by an internal limited being reached by the backup process. This has been attributed to the increased throughput of the system during the current renewals cycle.
  - o **Registration Service (NetRegulate)**
    On 02 November between 10:30 and 12:30 the Registration service was taken down to perform a database recovery. A batch process had been run automatically to lapse the Orthoptists on 01 November, although the deadline had been extended by two weeks.
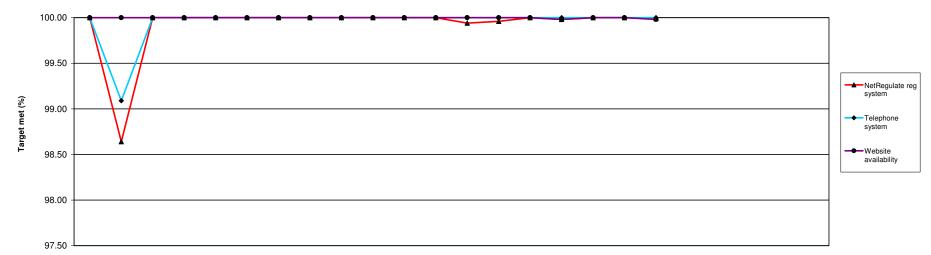
Strategic objective 4 – "*To meet internal organisation expectations for the capability of the IT function.*"

- **Service desk tool project** – The new software has been installed and we are currently waiting for two critical patches to be released before we rollout its use to a pilot group.

	2008									2009										2010			2005/6	2006/7	2007/8	2008/9	09/10
	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	FYE	YTD
NetRegulate reg system	100.00	98.64	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.94	99.96	100.00	99.98	100.00	100.00	99.99						99.90	99.99	99.87	99.89	99.98
Telephone system	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	100.00						99.90	99.99	99,83	99.92	100.00
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	99.98	100.00	100.00	99.98						100.00	99.99	100.00	100.00	99.99

Performance targets	Uptime
Telephone system	98.45
NetRegulate reg system	97.85
Website availability	98.30