

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

- **Laptop replacement project** – A number of different makes and models of laptop have been considered and an order has now been placed. An audit of the current laptop usage has completed. The configuration design is complete. The laptops are ordered and expected to be delivered on 8 March. The deployment will start in March and will continue in phases through April 2010.
- **Starters and Leavers database** – Development complete awaiting release. Testing has identified some changes that have now been completed. HR team are now to determine when to release the application.
- **Online Renewals** – The system was live from 10 Feb 2010. We have had greater usage than we expected with a good cross section of registrants from most professions logging onto the service.
- **IT External Hosting Transfer project** – This project will move the hosting services from the current provider to Rackspace. Notice has been given to our existing hosting provider for termination. The Firewalls have been installed and configured and we have received a report from our security consultants to determine the revised architecture at Rackspace. We have now contracted with Rackspace for the additional services and we have begun to transfer them from our existing hosting provider.
- **IT Network and Server review** – A number of virtual environments have been created to support our secure access, 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. Solution vendors have been identified and the project submitted within the financial planning cycle for agreement. We are now negotiating contracts with the two key suppliers.
- **Hearing Aid Council project** – Project update meetings are occurring every fortnight and we are on plan for the transfer. The project is currently in User Acceptance Testing.
- **Home working policy development** – After agreement by the F&R committee in February this has now been submitted to the March Council meeting for discussion and agreement.
- **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 and the Health Check has completed. User Acceptance Testing started on 3 March 2010.

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

- **Network segmentation project** – All printer, computer servers and telephony servers have now been moved to separate networks. This is the most significant activity completed. The remaining phases are to move the telephone handsets and personal computers to separate networks. This is expected to be complete by the end of March 2010.
- **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.

- Initial configuration is being made and will be rolled out to the IT team before being used in a larger pilot group. It is expected that the IT team rollout will have completed by 19 March 2010.
- **Mobile personal mailing service (Blackberry)** – Following a server failure the Blackberry service has been recovered to a virtual environment to improve the maintainability and availability of the service. This was originally scheduled for the 2010-2011 financial year but

has been brought forward.

- **Service Availability**

- **Online Register**

The Online Register experienced an intermittent issue on 27 January immediately after being transferred from our existing hosting provider to Rackspace.

Some searches returned no results or the query took an extended time to return any results. The issue was successfully resolved on 28 January 2010.

- **Online Register and Online Renewal**

There has been an intermittent issue between:

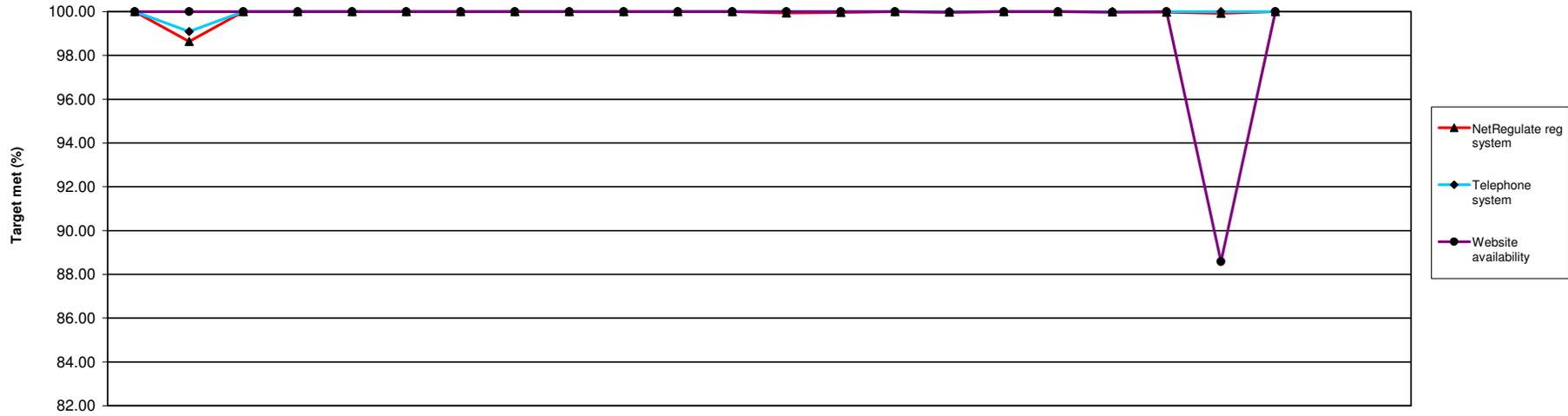
- 05:34 28 Feb and 11:50 1 March, for the Online Register;
- 15:54 28 Feb and 11:50 1 March 2010, for the Online Renewals application.

Monitoring alerts reported that some users received an error on accessing both services during this period. The issue was resolved by power cycling the application servers.

Further investigation is happening with Digital Steps Ltd and the HPC IT team to better understand the root cause of the issue. At this time we believe it was caused by a temporary network outage between the hosting provider and the Kennington offices.

**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 have applied patches to faults identified during testing. There is one outstanding fault that is preventing release. However, the software has been distributed to a number of users in a pilot; favourable comments have been received. We are still awaiting the resolution of the final fault that will enable the service to be promoted to Production.



	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	99.97	99.93	100.00						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	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	88.58	100.00						100.00	99.99	100.00	100.00	98.85	

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