

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

- **Laptop replacement project** – The laptops are being distributed following an initial two week pilot.

Only the pool (shared) laptops remain to be replaced.

- **IT upgrade to scanning solution** - Implement an upgrade to the Scanning solution of the Registration system to apply software fixes to a number of known errors.

The User Acceptance Testing has been progressing and a number of faults have been identified. The final round of User Acceptance Testing has completed with a couple of low priority changes required. Planned release by the end of August.

- **IT virtual environment** - Implement a controlled virtual infrastructure to reduce the proliferation of physical servers and reduce the incidents of application conflicts.

This is now complete.

- **ISO 9001 system** – This project develops the existing ISO 9001 quality management system to improve the integration with the HPC Intranet.

This is now complete

- **Database Upgrade**

A project to upgrade a number of databases to a more recent version has started. An initial assessment of compatibility has completed and non-business critical systems have been upgraded and made live.

The next step is to determine the approach taken for the business critical applications and agree test cycles and the schedule.

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

- **Fitness to Practice (FTP) Case Management system project** – Design workshops for the case management system have concluded and workshops for the document management system, business intelligence and the interface between systems have begun, with an expected completion at the end of August. The System technical architecture design is now being developed. The design is expected to be agreed within September. The project is running to plan and to expectation.

- **Independent Safeguarding Authority (ISA) (Applicants)** – This major project addresses the need to capture the ISA number for Applicants. Relatively small changes are required within the NetRegulate application to accommodate the changes.

The project has been re-scheduled following the

government announcement concerning the re-scoping of the vetting and barring scheme. The project team will review the project status following the government comprehensive spending review.

- **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 prioritised list of changes has been defined and an initial meeting held with the external development team.

We are currently waiting for the estimates of the work from the development company.

- **Telephony system development**
A number of changes to the telephony system call queues and messages were developed and released successfully in July.

This adds a new option on the initial call tree for the reception telephone number.

- **Desktop applications upgrade** - Prepare for the upgrade of the desktop operating system by auditing and replacing applications that are not certified with Windows 7.

The Microsoft Licensing model has been selected and we are now aligning the purchase of the licences with the start of the technical project in September.

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

- **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.

The distribution has been delayed due to a dependency with the laptop replacement project. It is expected to be delivered with the laptops.

Users will be assigned to policies that control their rights following the completion of the laptop project.

- **Credit card handling** - Support the project to outsource credit card handling to reduce organisation risk of fraud.

PCI DSS (Payment Card Industry Data Security Standards) expert advice has been sort to identify potential solutions and industry best practice for handling credit card payments by telephone.

The project has formally started with an initial review meeting in early July. A further vendor demonstration has been arranged for the end of August.

- **Remote access security** – This project aims to improve the security provision for employees and external support organisations when they connect to the HPC

services remotely.

prior to general release.

The project will introduce a method for generating a unique security number each time an authorised user wants to connect to the HPC. This method is known as Two Factor Authentication.

The proof of concept has been completed successfully and the project is planned for the technical implementation in the last quarter of the year.

- **Penetration testing** - Conduct quarterly independent penetration tests of our environment to assure adequate security controls.

The vulnerabilities identified by the last penetration test in July have been addressed with the final change being planned for release to the web site in early October.

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.

We now plan to release the new Service Desk tool in August applying a work around to address the known fault.

The tool is planned for release to the pilot test group

