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

- **NetRegulate Improvements Major Project -** This project aims to implement a number of smaller changes to the NetRegulate combined into a number of phased releases.

  The project will implement improvements to security and financial reporting. It will be delivered in concert with changes needed for the transfer of the GSCC register and a new online paper renewal request function.

  The project is in initiation with phased deliveries from March to July 2012.

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

- **Implement the upgrade of the desktop operating system to Windows 7 –** This project will deliver an upgrade to the desktop and laptop operating systems from Windows XP to Windows 7.

  This project has initiated with pre-development and testing planned to occur in December 2011 and deployment throughout the first quarter of 2012.

- **Fitness to Practice (FTP) Case Management system project –** This project provides status reports to the FTP committee.

  This project is operating to the revised plan with an expected delivery in early 2012.

  The first round of user acceptance testing (UAT) and the first fix cycle has completed. The second round of testing has now started.

- **NetRegulate platform refresh** – The objective of this project is to upgrade each of the separate platforms that NetRegulate is dependent upon to operate. This includes the operating system, database, application server and clients.

  This project has now completed successfully.

- **Education systems and process review** – This project aims to assess the current processes within the Education department; determine revised processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

  The Project is now entering the requirements gathering stage after successfully mapping existing and target business processes.

This project is expected to complete in April 2012

- **Refit of the 33 Stannary street office** – This project aims to fit out the new offices at 33 Stannary Street to provide additional office and meeting room space. The IT team will support the implementation of the IT data and telephony services in the new building.

  This project is nearing completion. The data line is installed and operational. There are a number of changes that are outstanding:
  1 – installation of telephone lines for monitoring security and data services;
  2 – rectification of noisy cooling fans; and
  3 – activation of the management services for the data line.

- **Web site development cycle** – The objective of this project is to deliver one of two controlled change releases to the corporate web site (www.hpc-uk.org). This project is led by the Communications team.

  The project has been initiated and a third party development company has been engaged to provide a proposal for the list of changes. The changes include addressing some issues identified in the penetration testing.

  The user acceptance testing cycle will start in late November.

  This project is expected to be delivered in late 2011.

**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 Fitness to Practice (FTP) team will be the pilot group for this new functionality.

  The Pilot has concluded successfully. The software will be rolled out to all employees with the implementation of the Windows 7 upgrade project in early 2012.

  The functionality will be 'switched on' for individual teams in a phased approach to minimise the risk of adversely impacting business operations.

- **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.

  There is one outstanding issue to resolve concerning the type of account we hold with our payment services provider (WorldPay).

The project is currently being re-planned.

As part of this project we have moved telephony provider to OPAL (Talk Talk). This transfer was completed successfully on 5 May.

- **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.

  The software has been installed and has been tested by the IT team and is also part of the pilot FTP 'Network encryption Project'.

  The software will be implemented as part of the Windows 7 rollout in early 2012.

- **Blackberry disaster recovery service** - The Mobile Personal Mailing service has now become a business critical service. This project will investigate the options for creating a disaster recovery service and if appropriate to implement the service. This will allow the Blackberry handsets to operate in the event of a critical infrastructure failure.

  We have reviewed the options available to us and have requested further clarification from our support provider. It is expected that any implementation will be planned for mid-2012.
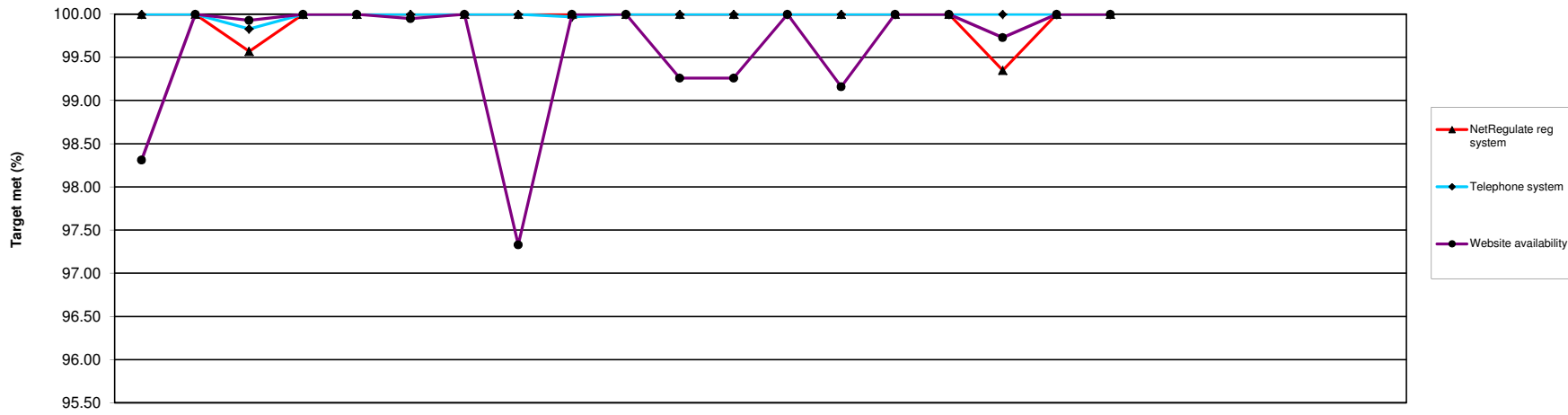
| | 2010 | | | | | | | | | 2011 | | | 2011 | | | | | | | | | 2012 | | | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | 11/12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE | FYE | YTD |
| **NetRegulate reg system** | 100.00 | 100.00 | 99.57 | 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 | 99.35 | 100.00 | 100.00 | | | | | | 99.99 | 99.87 | 99.89 | 99.98 | 99.96 | 99.91 |
| **Telephone system** | 100.00 | 100.00 | 99.83 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 99.97 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | | | | | | 99.99 | 99,83 | 99.92 | 100.00 | 99.98 | 100.00 |
| **Website availability** | 98.31 | 100.00 | 99.93 | 100.00 | 100.00 | 99.95 | 100.00 | 97.33 | 100.00 | 100.00 | 99.26 | 99.26 | 100.00 | 99.16 | 100.00 | 100.00 | 99.73 | 100.00 | 100.00 | | | | | | 99.99 | 100.00 | 100.00 | 99.99 | 99.50 | 99.84 |

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