

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.

Following a delay by Microsoft in releasing the software licence the initial build of the base installation is underway.

A number of Super users will be identified throughout the

business who will be part of the pilot group to test the new software; prior to this the software will be deployed to the IT team for live testing.

The software will be deployed by phases to individual business teams and departments. It is expected that the deployment will conclude early in the new financial year.

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

User Acceptance Testing has concluded with all major issues resolved. There will follow a regression test scheduled appropriately between the data migration tests and the development of the reports as part of the business intelligence (BI) capability.

The Disaster Recovery environment has been built and the applications are scheduled to be installed at the end of January 2012. Testing of the environment will commence in February.

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

- **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 half way through the requirements gathering stage after successfully mapping existing and target business processes.

Following the loss of the project lead and the need for more requirements gathering workshops the project is expected to complete in September 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 now complete.

- **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.

Changes to the HPC Intranet have been successfully released into the Production environment in December 2011.

The Internet changes have been split into several releases. The first release was successfully deployed in early December 2011; the second release has been tested successfully and is awaiting release, with a target of mid-January and the third release is currently in development with an expectation for a release in February.

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) 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.

External resources are being confirmed for a release to the Production environment at the end of January 2012.

As part of this project we have moved telephony provider to OPAL (Talk Talk). This transfer was completed successfully on 5 May 2011.

- **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.

- **Service Availability**
NetRegulate outage – On Thursday 8 December an error was introduced into the system following a release of the NetRegulate system on the evening of the 7th December.

The release was intended to address two bugs in the software affecting the email functionality and the on-line capacity of the system. Unfortunately under live load the system stopped internal users from logging into the system.

The back-out plan was executed and the changes reversed within 3.5 hours of the issue being identified.

This resulted in an outage of NetRegulate application for three and a half hours between 09:30 and 13:20.

The original bug release has been re-designed and retested successfully and is currently waiting for a deployment date; expected in mid-January 2012.

Strategic objective 4 – *“To meet internal organisation expectations for the capability of the IT function.”*

- **Recruitment** – Following a review of the expected workload over the next two year cycle recruitment has started to increase the capacity of the Infrastructure

team.

Two unsuccessful rounds of recruitment were undertaken in November and December 2011 where no candidate met our acceptance standards.

A new recruitment campaign will be started in early January 2012 following a review of our approach.

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17/01/2012	c	ITD	RPT	F&R Comm reports January 2008IT Report 2011	Final DD: None	Internal RD: None

