

**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 functional changes required for the GSCC transfer have been made live. The migration preparation continues with a development to import direct debit details planned to be live in July. Currently in user acceptance testing with a release date of the 20 July.

**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 that 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.

The schedule for this project has been extended following the reprioritisation of resource to support the delivery of major projects and for the preparation of the transfer of the register of social workers. The project is expected to be delivered after summer 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 requirements gathering phase has completed. Vendor selection has started with some initial presentations from potential vendors. The formal tendering process has started and the initial Request For Proposal (RFP) to potential vendors has restarted with returns expected at the end of July and scoring and selection occurring between August and October

- **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](http://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 last work package is currently in user acceptance testing and is due for release by the end of July.

- **New name project** – This project aims to transition the organisation from being called HPC to HCPC (Health and Care Professions Council)

There are numerous IT related changes necessary to complete the transition to the new name. These changes as well as other non-IT changes are being prioritised and planned to be amended over a period of several months.

The IT team are currently making changes to internal systems and preparing the changes for external services such as the email system.

- **Social Worker transfer** – this project aims to transfer a number of the regulatory duties of the GSCC to the HPC.

Significant resource has been applied to the planning for and testing of the transfer of various data sets from the

GSCC to the HPC throughout the month of July, and to the preparation for the increased staffing levels of the HPC.

### **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. Originally, the software was planned to be rolled out to all employees with the implementation of the Windows 7 upgrade project in 2012. However due to the delay in the windows project the implementation of Port Control has been de-coupled to gain its benefits earlier.

Currently software is being distributed to all desktops and laptops.

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

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

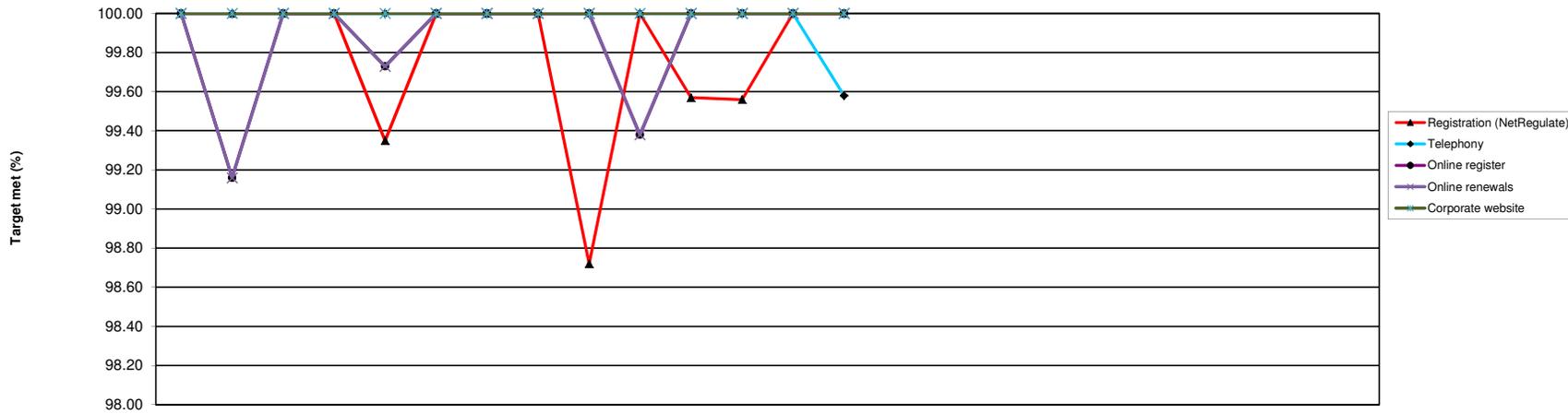
services remotely.

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

Originally, the software was planned to be rolled out to all laptop users with the implementation of the Windows 7 upgrade project in 2012. However due to the delay in the windows project the implementation of Port Control has been de-coupled to gain its benefits earlier.

This project is expected to complete in September 2012.

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
10/07/2012	c	ITD	RPT	F&R Comm reports January 2008IT Report 2011	Final DD: None	Internal RD: None



Service availability	2011			2012									2013			2006/7	2007/8	2008/9	09/10	10/11	11/1	12/13											
	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	FYE	YTD		
Corporate website	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											99.99	100.00	100.00	99.99	100.00	100.00	100.00		
Online register	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	99.38	100.00	100.00	100.00	100.00																	99.51	99.86	100.00
Online renewals	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	99.38	100.00	100.00	100.00	100.00																	99.51	99.86	100.00
Registration (NetRegulate)	100.00	100.00	100.00	100.00	99.35	100.00	100.00	100.00	98.72	100.00	99.57	99.56	100.00	100.00											99.99	99.87	99.89	99.98	99.96	99.77	100.00		
Telephony	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	99.58											99.99	99.83	99.92	100.00	99.98	100.00	99.79		

Performance targets	Uptime	Period
Corporate website	98.30	24 hr X 7 days
Online register	98.30	24 hr X 7 days
Online renewals	98.30	24 hr X 7 days
Registration (NetRegulate)	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days