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

- **NetRegulate Improvements 2013-14 Major Project -** This project aims to implement a number of smaller changes to the NetRegulate combined into a number of phased releases.

  The first deployment has been delivered successfully on 15 June 2013. The second deployment is due late July.

- **HR and Partners Systems and Process Review** – This project aims to assess the current processes within the Human Resources and Partners teams; determine revised operational processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

  The operational As-is process maps have been completed. The To-be process mapping workshops have completed and the first draft of the document for review will be available at the end of July. Requirements gathering is planned to start in September 2013.

- **Remote Access project** – The project objective is to investigate options to deliver a remote access technology that allows users to connect to the HCPC network using non-HCPC equipment. The project will deliver a pilot for any proposed technology solution.

  A tender to potential suppliers has been run and

submissions received. These are being reviewed and a preferred supplier will be selected in July 2013. The pilot is expected to run towards the end of the year.

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.

  Windows 7 has now been deployed to: registrations, policy, secretariat, partners, HR, Education, Facilities and communications departments. The remaining departments including FTP and Finance are being planned to fit into the business cycle to minimise disruption.

  This project is being delayed because resource has been prioritised to the telephone handset upgrade. It is now expected to complete in September 2013.

- **Education systems build** – This project will deliver the technology elements and the business process change as identified in the Education systems and process review project.

  The project is in the start-up phase with an expectation that it will initiate in May 2013. The initial requirements

workshops with the supplier, known as the 'Discovery' phase has concluded.

The technical design workshops are in progress and will conclude in July. A detailed business case will then be built to gain authorisation to go into the implementation phase of the project.

- **NetRegulate System Refresh** – This project aims to upgrade key elements of the NetRegulate technical environment to improve the ability to support the system and to create a more flexible technical environment.

  The project is in start-up and the detailed scope is being established and agreed. This project has been postponed due to an outstanding issue which has been referred to the vendor by our third party supplier. It is expected to restart at the end of the calendar year.

- **Wireless network** – The project objective is to replace the wireless network in the 186 Kennington Park Road (KPR) building and extend the coverage to the main Park House building for public and employee use.

  A further phase of the project will deliver wireless for 33 Stannary Street after civil engineering works have completed to connect the office to our local area network.

  A wireless survey has been completed and additional structured cabling installed to cater for the physical access points of the network. The wireless service is now in test while the process for administrating and

supporting the service is finalised.

The first phase of the project aims to have completed by September 2013.

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.

  This is being delivered as part of the deployment of the Windows 7 upgrade.

- **Telephone System upgrade** – The objectives of this project are to:

  - upgrade the existing software elements of the telephone system including call queues;
  - implement failover resilience to the main telephone controller; and
  - replace the existing telephone handsets to a standard model that enables hot desk functionality.

  Upgrades to the telephone system have been completed and a failover telephone controller has been installed.

  Configuration of the system to enable failover

functionality is planned for June and the replacement of the handsets is planned for July.

As a consequence of the upgrade the registration call recording system is also being replaced.

- **IT Policy review** – To review the current IT Policy and to amend to reflect current practices, obligations and expectations.

The policy has been written and has been through several iterations of review by the EMT and by the HCPC lawyers.

A final version clarification has been sought from the HCPC lawyers and it will then go through a consultation exercise before being presented to the Finance and Resources Committee.

- **Service Availability**
  Online register and online renewal outage – We experienced an outage on:

  o 19 June 2013 for fifty minutes between 11:22 and 12:14. The service disruption is due to the resilient servers freezing. This is believed to be due to unexpected latency by the data line provider which is being investigated.

  Mail outage – We experienced outages on:

  o 13 June 2013 for two hours between 08:00 and 10:00. This was cause by a UK and EMEA outage by our Internet Service Provider.

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

The testers initially use automated tools to probe the HPC infrastructure on a number of interfaces including the web sites and the online register and online renewal systems. The information from the probes is then used by the testers to attempt to manually circumvent the HCPC security and gain access to sensitive areas or prove that vulnerabilities exist.

The penetration test took place in the week of 17 June 2013. The conclusion was:

'No high or critical risk findings were identified during testing as demonstration that best security practices have been put in place for the hosts in scope for this testing.'

There were issues of a medium importance identified but these have been mitigated. There were some low risk issues which are *'unlikely to cause serious problems in a realistic scenario'*.

Health and Care Professions Council **IT Infrastructure April 2012 - March 2014** **IT Department**

| | 2012 | | | | | | | 2013 | | | | | | | | | | | | | | | 2014 | | | | | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | 11/12 | 12/13 | 13/14 |
Service availability	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	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	100.00
Online register	100.00	100.00	100.00	99.90	100.00	99.33	99.86	99.43	100.00	99.91	100.00	100.00	100.00	100.00															99.51	99.86	99.87	100.00
Online renewals	100.00	100.00	100.00	99.90	100.00	99.33	100.00	100.00	100.00	99.91	100.00	100.00	100.00	100.00															99.51	99.86	99.93	100.00
Registration (NetRegulate)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.68	100.00	100.00	100.00	100.00	100.00	100.00											99.99	99.87	99.89	99.98	99.96	99.77	99.97	100.00
Telephony	100.00	99.58	100.00	99.94	100.00	100.00	96.75	99.19	99.72	99.52	100.00	100.00	100.00	100.00											99.99	99,83	99.92	100.00	99.98	100.00	99.56	100.00

Performance targets	Uptime target	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