

**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 scheduled release has been made successfully to enable the functionality specific to the Social Worker register.

The project is expected to be closed in March 2013 and the outstanding change moved to the 2013 project with a review to the method used.

- **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 workshops to map the current processes are going

ahead for both the HR and Partners streams of work. This will continue through March before beginning to map amended processes where necessary.

**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.

The registration team are now using Windows7 PCs. The team managers will continue to use Windows XP while an upgrade to the telephony system is performed. This is expected to complete within this financial year.

Windows 7 has now been deployed to: FTP, registrations, policy, secretariat and partners departments. The PC rollout is expected to conclude early in the new financial year.

The laptop Windows7 build is now in the design stage and will follow a similar rollout plan completing early in the new financial year.

- **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 begun and is expected to conclude in May 2013.

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

A new project has been initiated in October which will deliver a package of small changes to the web site and intranet. The project expects to deliver to the end of this financial year.

The suppliers are completing the development phase currently with user acceptance testing to start in late March and to conclude at the end of April. The deployment is expected in May 2013.

- **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.

Only a small number of technical changes remain to be made which are scheduled to be completed after the

Social Worker renewal period.

The last technical changes are planned to be made at the end of March to avoid the start of the Practitioner Psychologists renewal period.

- **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. The plan looks to deliver an update to the application base software in July 2013.

- **Facilities ticketing system** – The aim of this project is to deliver a web based ticketing system to enable employees to raise tickets against facilities incidents.

The system uses the same technology as the IT ticketing system. The system was user acceptance tested in January and went live on the 22 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.

This is being delivered as part of the deployment of the Windows 7 upgrade. To date the FTP, registration, policy, secretariat and partners departments are actively using the software.

- **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 laptop token software has been distributed and we are currently running in parallel with the existing system to confirm stability.

The software has been used very successfully in parallel with the existing process. Access to the existing process will now be removed before formally closing the project.

- **Maintenance tasks** – These are upgrades and changes to existing hardware, software and services that resolve known issues, introduce new features and allow the infrastructure to maintain its vendor support.

In the last period the following changes have been made:

- Upgrade to the Firewall firmware;
- Deployment of new secure remote access service;
- Installation and deployment of a new server for our virtual environment;
- Upgrade to the web application firewall;
- Upgrade to the intrusion detection system; and

- Testing of a replacement load balancer.

- **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 11 Feb 2013. The conclusion was:

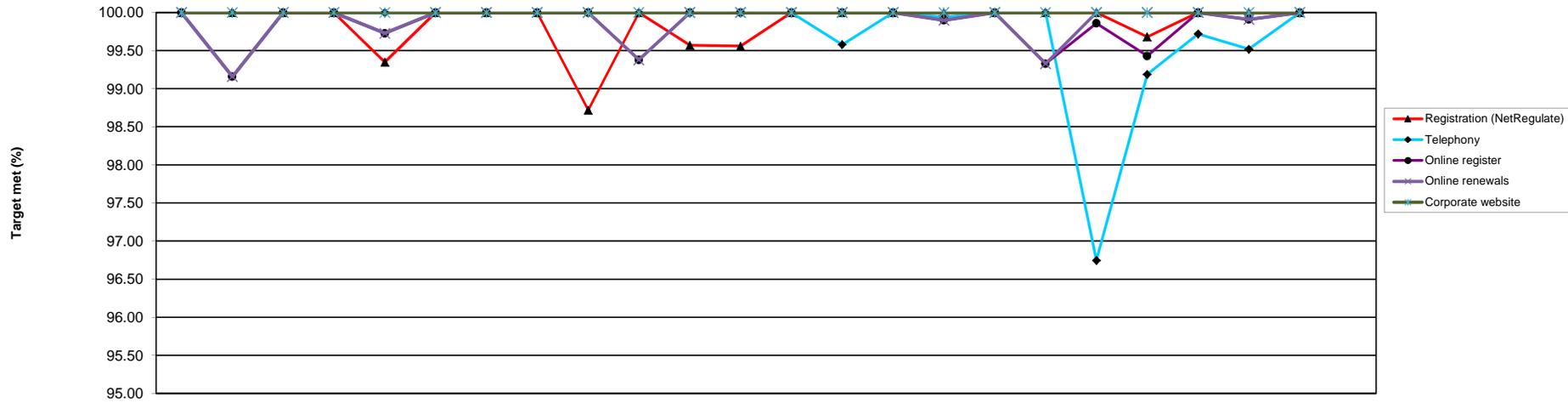
*‘Overall there were no serious vulnerabilities identified within the tested infrastructure.’*

There were issues of a medium importance identified but these have been mitigated and primarily related to a new service we were introducing and for which we expected some feedback.

Health and Care Professions Council

IT Infrastructure April 2010 - March 2012

IT Department



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	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	100.00	99.90	100.00	99.33	99.86	99.43	100.00	99.91	100.00	100.00	100.00				99.51	99.86	99.86
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	100.00	99.90	100.00	99.33	100.00	100.00	100.00	99.91	100.00	100.00	100.00				99.51	99.86	99.92
Registration (NetRegulate)	100.00	100.00	100.00	100.00	99.35	100.00	100.00	100.00	100.00	98.72	100.00	99.57	99.56	100.00	100.00	100.00	100.00	100.00	100.00	99.68	100.00	100.00	100.00	100.00	99.99	99.87	99.89	99.98	99.96	99.77	99.97
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	100.00	99.58	100.00	99.94	100.00	100.00	96.75	99.19	99.72	99.52	100.00	99.99	99.83	99.92	100.00	99.98	100.00	99.52

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