

## Business Process Improvement – Roy Dunn

### Human resources

There are no changes to BPI.

### Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2012 – 2013 is progressing.

### QMS process updates

A major review of Finance Department processes is almost complete.

### BSI audit

The next audit is scheduled for the 2 May 2013. This will complete the current 3 year audit cycle.

The HCPC QMS / ISMS will be migrated to the new BSI platform following departmental training.

### Business continuity

Each department has been updating the appropriate area of the plan, for a final paper only version to be produced in March.

### Information security management

The next Information Security training CBT package for all employees, is being researched.

The collection of information assets round HCPC continues, and the assets scored for risk. The use of vsRisk system continues. A statistical snapshot is provided below.

Item	No of Items	No in Use
Assets	258	201
Asset Owners	13	12
Asset Groups	34	35
Threats	138	83
Vulnerabilities	308	172
Controls*	133*	110
Risk Assessments	1540	1491

Controls\* = 133 standard ISO27002 controls possible

The number of assets indicated above will increase or decrease with the change in granularity of the asset list. For instance the desktop PC's used by most employees will be grouped together to avoid too many individual assets being monitored long term. Specialist PC's would be listed separately.

A research report published by ViaSat (April 2012) summarized information from a Freedom of Information request to the Information Commissioners Office (ICO). This report suggests that Human Error is now the single largest cause of information loss in the UK.

Work on developing a secure web delivery method for confidential content for various parts of the business continue, with an existing supplier.

A presentation on the Payment Card Industry Data Security Standard (PCI-DSS) was provided at the last All Employee meeting. We are required to specifically train all employees on what action to take should they locate debit or credit card details. No card details are held on any HCPC computer

system, and card payments via telephone or the web are outsourced to specialist providers.

### **Information & data management**

A catalogue of historic documents has been completed. Tom Berrie has produced a small pamphlet on the HCPC campus. Freedom of Information requests of a statistical nature continue.

### **Risk Register**

The next iteration of the Risk Register is presented later at this meeting following meetings held with all risk owners over January and February to update the register where required.

### **Other activity**

The tendering process for the security print contract has been deferred following a decision to change requirements. This project will recommence when the Procurement Manager is in post.

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