

Information Technology Department

Management Information Pack

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1 Executive Summary

1.1 Implementation of an infrastructure management suite of software

The aim of this project is to implement a central infrastructure management suite called System Centre Configuration Manager. This will enable the replacement of a number of supporting technologies with equivalent Microsoft software, reducing the annual licensing costs and improving interoperability and control.

We expect to replace the software for full disk encryption, portable encryption, removable media protection, PC firewalls, anti-virus, software asset discovery and software packaging and deployment including the virtualisation of applications.

A third party organisation has been selected to support the implementation of the software and a project plan is being finalised which will include a series of phased releases. The target date for implementation is the end of March 2014.

1.2 File integrity monitoring

The aim of this project is to implement a security software package that monitors and recovers files within the IT infrastructure. This allows the early identification of any malicious activity within the infrastructure and the ability to automatically return to the last 'authoritative' copy.

This is a significant step in the proactive security control of the IT infrastructure and will allow real time monitoring and assessment of malicious attacks to the infrastructure as well as providing a robust method of protection.

A selection exercise has completed and the software procured. A pilot against a subset of the infrastructure has started. The target for completion is January 2015.

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2 Strategic Objective 1

“To drive efficiencies within the organisation by the use of Information Technology and Information Systems.”

2.1 NetRegulate improvements 2014-15 major project

This project aims to implement a number of smaller changes to the registration system combined into a number of phased releases. The project is in initiation.

2.2 HR and Partners systems and process review

The project objectives are 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 project is currently working through the public procurement tendering process which is planned to complete in September 2014. The project is working to finalise the project implementation plan from the vendor before contracts can be signed.

2.3 HR and Partners systems build

This project will deliver the technology elements and the business process change as identified in the HR and Partners systems and process review project.

This project will start after the contract has been signed with the preferred supplier.

2.4 Registration systems review

This project aims to review the registration systems and processes.

This project was formally initiated in July and through the use of a government framework agreement has appointed an external business analyst to begin the analysis of the registration processes and systems. Business workshops have been run since September 2014 focused on mapping the target processes and requirements.

2.5 Telephone system changes phase 2

This project aims to provide the second phase of annual changes to the telephony system.

This project will upgrade the existing telephony software to the latest versions. This will improve the stability of the platform as well as resolve a number of known issues.

The upgrade is planned to complete on the weekend of 13/14 December following the end of the Social Workers renewal period.

3 Strategic objective 2

“To apply Information Technology within the organisation where it can create business advantage.”

3.1 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 now in implementation. The project is currently in the eighth of nine cycles of development and testing. Data migration is completed preparation and scheduled for testing.

The server infrastructure is all in place and ready for the start of the user acceptance test cycles. The project aims to deliver

the first phase of the implementation in March 2015 and the second phase in September 2015.

3.2 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 upgrades are separated into two discrete changes. The first implementation into the test environment could not be achieved at a time when there was sufficient business resource available to test prior to the start of the Social Workers renewal period.

The user testing will now be performed starting in December 2014 for a January target release into the production environment. The second implementation will go into testing in early 2015 with a target release into the production environment in May 2015.

3.3 Upgrade of Microsoft Sharepoint

The project objective is to upgrade our current implementation of Sharepoint 2010 server that primarily supports the document management functionality of the FTP case management system. The system is being extended for the use of the new Education system as well as for other specific groups of users. The aim is to upgrade the current environment before the Education system goes live in 2015.

Our Sharepoint partner is engaged in creating an upgraded environment to support the Education project and to re-develop the interface for the FTP case management system in preparation for a later phased transfer to the new environment.

A test environment for the FTP case management system has been created and deployed; the Education environment is also created. The FTP case management system interface has been changed to work with the new version and is in system test; user acceptance testing and deployment will be scheduled to coincide with a planned maintenance release.

A number of issues have been identified in the FTP case management system testing which are now being investigated and rectified. Due to a limitation of resource with our Sharepoint partner we have prioritised their resource to deliver the

Education project delivery. This has created a delay in this project.

3.4 Migration of Email server

This activity supports the major project currently prioritised for delivery during the 2014-15 fiscal year, to migrate the corporate email server from IBM Lotus Domino to Microsoft Exchange and Outlook. This is an enabling change that supports interoperability between a number of Microsoft technologies that the HCPC currently use and expect to use in the future.

The tender exercise has completed and a vendor selected. The initial discovery meetings are expected to take place in November with the main implementation starting in the new year. The project is planned to deliver by April 2015.

3.5 Temporary Registration database

This project aims to add extend functionality of the Temporary Registration Database.

The first delivery into the testing environment has been made and feedback received. Additional reporting requirements have been identified. A second version of the software has been through user acceptance testing and a number of small changes and issues identified. A third version has been released in mid-September and testing has been scheduled to fit into business cycles. This is waiting on business resource to complete testing.

3.6 Upgrade to the Microsoft Office suite

The aim of this project is to upgrade the Microsoft Office suite of applications from version 2010 to 2013.

The software has been packaged for deployment and includes a number of additional improvements identified during the Windows 7 upgrade project. A pilot group of sixteen employees have used the new software for a month and gave very positive feedback.

The deployment began in June, desktop PCs are almost complete and there are only seventeen laptops remaining to be upgraded.

3.7 Implementation of an infrastructure management suite of software

The aim of this project is to implement a central infrastructure management suite called System Centre Configuration Manager. This will enable the replacement of a number of supporting technologies with equivalent Microsoft software, reducing the annual licensing costs and improving interoperability and control.

A third party organisation has been selected to support the implementation of the software and a project plan is being finalised which will include a series of phased releases. The target date for implementation is the end of March 2014.

4 Strategic objective 3

“To protect the data and services of HPC from malicious damage and unexpected events.”

4.1 Secure printing solution

The aim of this project is to introduce a secure method of printing documents within the HCPC offices.

A number of different solution providers have been engaged to determine the most appropriate method of securing internal printing. There will be a significant change to the user experience with a print job being released to a printer when the user swipes their office security card against the printer proximity sensor, rather than by sending a print to a named printer; this is regarded as ‘pull’ or ‘Follow-me’ printing.

Suppliers are submitting their proposals in September for selection, following which an implementation plan will be developed for the replacement of the printer fleet and implementation of the secure printing solution.

A preferred supplier has been selected but the project is being paused while the scope is reaffirmed.

4.2 Upgrade of the web internet platform

The project aim is to upgrade the current Internet site platform operating system to retain vendor support.

A test environment for the upgraded platform has been created and the business users have tested the most recent web development on the new platform. A pre-production environment has been created in our off-site hosted environment. Security testing of the site has completed and all issues have been rectified. The web internet platform is expected to be promoted to the live production environment in October 2014.

This is now complete.

4.3 Financial systems upgrade

This major project aims to upgrade the two core financial systems that maintain the HCPC financial ledger and purchase ordering systems. The upgrades will enable the continued support of the applications as well as the implementation of a number of bug fixes and service improvements.

The server environments have been created and upgraded applications installed ready for testing. The target implementation date is March 2015.

4.4 File integrity monitoring

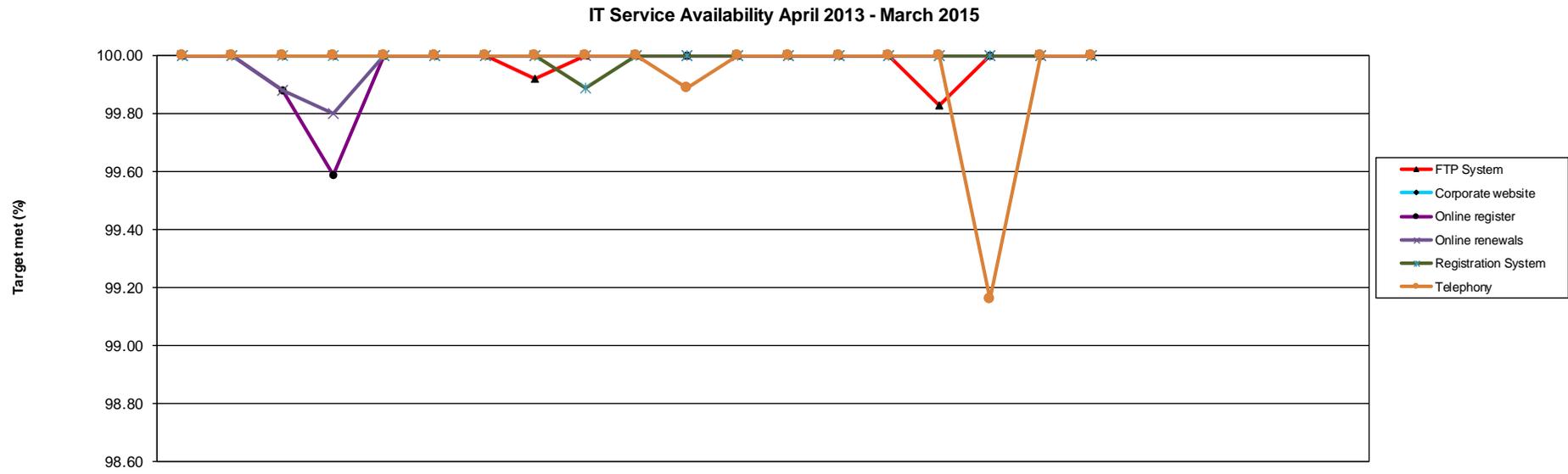
The aim of this project is to implement a security software package that monitors and recovers files within the IT infrastructure. This allows the early identification of any malicious activity within the infrastructure and the ability to automatically return to the last 'authoritative' copy.

A selection exercise has completed and the software procured. A pilot against a subset of the infrastructure has started. The target for completion is January 2015.

4.5 Text messaging for Fitness to Practice

The objective of this project is to enable the sending of text messages directly to Partners for arranging panel meetings. Text messages can be used to support the process of allocating Partners to panels and as a convenient and immediate method of communicating logistic information.

A text service has been created and tested successfully as part of a pilot programme. It will now be used more widely in the department.



Service availability	2013			2014									2015						10/11	11/12	12/13	13/14	14/15								
	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	YTD		
FTP System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.92	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.83	100.00	100.00	100.00								99.97	99.99	99.98		
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
Online register	100.00	100.00	99.88	99.59	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								99.51	99.86	99.87	99.96	100.00
Online renewals	100.00	100.00	99.88	99.80	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								99.51	99.86	99.93	99.97	100.00
Registration System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.89	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00								99.96	99.77	99.97	99.99	100.00
Telephony	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.89	100.00	100.00	100.00	100.00	100.00	99.16	100.00	100.00								99.98	100.00	99.56	99.99	99.88

Performance targets	Uptime target*	Period
FTP System	98.45	10 hr X 5 days
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 System	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days

*excludes planned maintenance

