

Council, 6 February 2014

IT Report

Executive summary and recommendations

Introduction

The report sets out the main activities of the IT Department since the last meeting of Council. It includes statistical information and highlights key work undertaken.

Decision

The Council is requested to discuss the report.

Background information

None

Resource implications

The resources for the Department are set out in the annual workplan and budget 2013-14.

Financial implications

None

Appendices

IT Report

Information Technology Department

Management Information Pack

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February 2014

1 Executive Summary

1.1 Core switch replacement

The project objective is to replace the existing core switch network to increase capacity and provide an infrastructure capable of supporting virtual desktop and streaming media.

A supplier for the new core switch has been selected following the tender exercise and purchase orders raised. A new server cabinet has been purchased and installed with additional structured cabling. An Uninterruptable Power Supply (UPS) has been bought and a new power supply is being installed for its use. There is a delay against the original schedule due to the supplier not committing to delivery dates. The replacement core switch is expected to be implemented in March 2014.

1.2 Replacement of data line supplier

The project aim is to reduce the total cost, increase the capacity and performance while improving the resilience of the HCPC data connectivity.

A tender has been completed and a preferred supplier selected. Contracts have now been signed and the site survey has completed successfully. A schedule is now being agreed to support the dependencies of the core switch replacement project and the business renewal cycles. It is expected that the switch over of services will happen in early May following the renewal of Physiotherapists.

1.3 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.

This is now complete except that as a consequence of the upgrade the registration call recording system also needs to be replaced.

End user training for the replacement call recording solution was completed at the end of November 2013. This project is now complete.

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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 2013-14 Major Project

This project aims to implement a number of smaller changes to the registration system combined into a number of phased releases. The second deployment has been delivered successfully on 30 July 2013. The third deployment has been re-planned for February following a change in requirements identified during user testing in December 2013.

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 operational As-is and to-be process maps have been completed as well as the requirements gathering exercise. The project is currently working through the public procurement tendering process which is planned to complete after June 2014. A Pre-Qualification Questionnaire (PQQ) has been created and published; the Invitation To Tender (ITT) is being prepared.

2.3 Core switch replacement

The project objective is to replace the existing core switch network to increase capacity and provide an infrastructure capable of supporting virtual desktop and streaming media.

A supplier for the new core switch has been selected following the tender exercise and purchase orders raised. A new cabinet has been purchased and installed with additional structured cabling. An Uninterruptable Power Supply (UPS) has been bought and a new power supply is being installed for its use. There is a delay against the original schedule due to the supplier not committing to delivery dates. The replacement core switch is expected to be implemented in March 2014.

2.4 Expansion of Storage Area Network (SAN)

The project objective is to select, purchase and install an additional SAN to increase the capacity of storage available and to address issues concerning the reclamation of free space for reuse.

We currently have three Storage Area Network devices that support the majority of the production environment as well as

the test environment. A selection process is currently underway to identify an additional storage device; proposals are currently being requested from suppliers. The aim is to have the device installed by the end of March 2014.

2.5 Registration Systems Review

This activity is to support the initiation of a project in the 2014-15 fiscal year to review the registration systems and processes. A project initiation document is being developed and representatives of the HCPC are meeting with similar organisations to learn through their experience of running registration functions and specifically how they support the function with information technology.

3 Strategic objective 2

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

3.1 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.

This has now completed.

3.2 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 and the first development cycles have begun. The server infrastructure is now being purchased and implemented; this is phased throughout the project with a test environment already available, the database infrastructure is being ordered now and the pre-production environment will be built ready for the user acceptance testing at the end of the year. The last environment to be created will be for disaster recovery which will be ready two months prior to the new system going live.

3.3 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.

This project has been postponed due to an outstanding technical issue which has been referred to the vendor by our third party supplier.

We have been given confirmation that the vendor has started their testing and are confident of a successful outcome; HCPC have also resolved the infrastructural issues. A revised schedule will be agreed following the vendor test cycle.

3.4 Upgrade to 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 producing a proposal to support the upgrade and the consequential changes to the FTP system.

3.5 Replacement of data line supplier

The project aim is to reduce the total cost, increase the capacity and performance while improving the resilience of the HCPC data connectivity.

A tender has been completed and a preferred supplier selected. Contracts have now been signed and the site survey has completed successfully. A schedule is now being agreed to support the dependencies of the Core Switch replacement project and the business renewal cycles. It is expected that the switch over of services will happen in early May following the renewal of Physiotherapists.

3.6 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 work to be completed prior to the major project is a technical analysis of all of the services and applications that the IBM Domino environment currently supports and an assessment of the methods for migration as well as the complexity, risk and effort involved.

The analysis and review is expected to complete by April 2014.

3.7 Expansion of office space

This activity supports the expansion of office space in 186 Kennington Park Road adding an additional twenty two desks for an increase to the registration team.

Twenty two additional PCs and telephones have been purchased, built and configured awaiting deployment to the office space. The network has been extended to the new office. The telephone system is being reconfigured to account for the team expansion. This is expected to be complete in February 2014.

3.8 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. This is expected to go live in March 2014.

3.9 Replacement of paper Council papers

This project aims to replace the large Council paper bundle by using electronic documents accessed through ipads. This will reduce costs for printing and distribution and will also improve information security for private papers.

The solution has been modelled on proven technology used at the GDC. Ipads have been bought and configured; software for annotating documents has been purchased and installed; servers have been configured to support the distribution of documents securely. This project is now complete.

4 Strategic objective 3

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

4.1 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 now complete

4.2 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.

This is now complete except that as a consequence of the upgrade the registration call recording system also needs to be replaced.

End user training was completed at the end of November 2013. This project is now complete.

4.3 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 proof of concept has been created and an initial pilot is being run with IT employees and a number of business users. Positive feedback has been received to date with a number of issues and features being identified.

4.4 Upgrade of the web internet platform

The project aim is to upgrade the current Internet site platform operating system to retain vendor support. Although Microsoft will de-support the current version of the operating system in July 2015 the upgrade will be completed prior to July 2014 in order to maintain support service levels at our external hosting provider where the services are located.

Our web development partner is creating a proposal for the testing of our web sites on the upgraded platform and any subsequent rectification work. A test environment for the upgraded platform is being created and the business users have been engaged to perform testing.

4.5 IT Policy review

To review the current IT Policy and to amend to reflect current practices, obligations and expectations. This has been agreed by Council in October 2013 and formally went live in January 2014.

4.6 Backup capacity review

This activity is to review the current magnetic media backup (tape) device and identify whether a replacement device is needed to achieve backup capacity and performance levels.

A review of the backup strategy as well as the technology solution by an external consultant has identified that the current device will no longer be capable of supporting the expected growth of data. A replacement device has been identified and purchased. Installation and configuration of the new device is scheduled for completion in February 2014.

4.7 Development of Capacity plans

This activity is to review the capacity planning for the IT Infrastructure, building capacity plans for key systems ensuring availability during operating hours.

The review began in January 2014 and will work through the major components of the underlying infrastructure to forecast capacity and to identify upgrade and refresh cycles. The work is expected to conclude in March 2014.

5 Strategic Objective 4

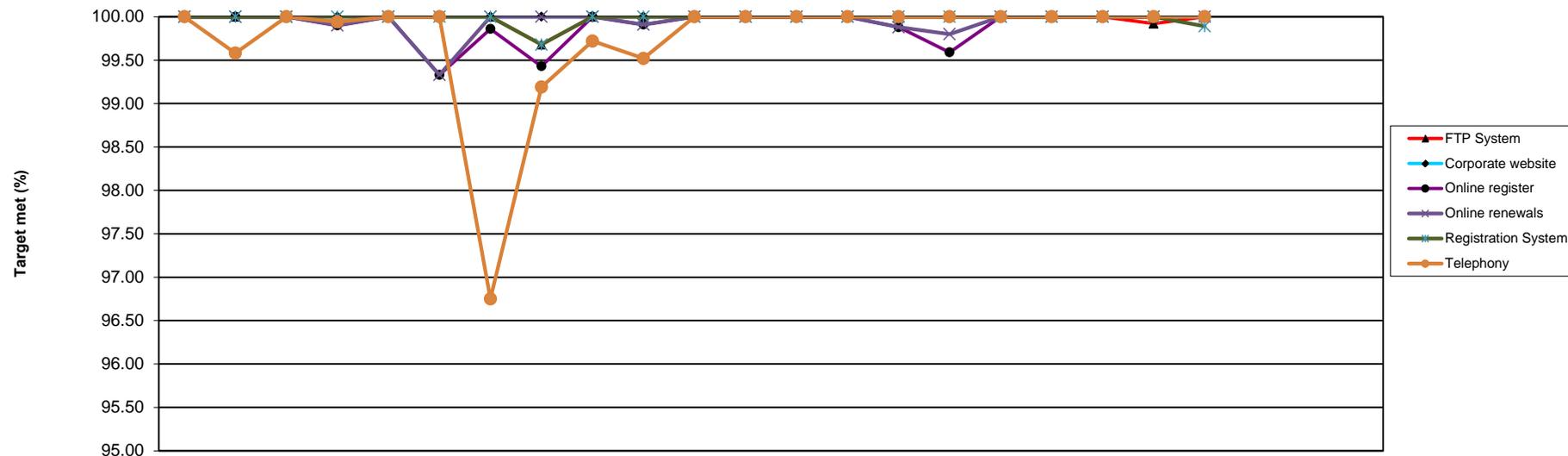
“To meet internal organisation expectations for the capability of the IT function”.

5.1 Service Desk tool review

This activity is to refine the service desk processes and develop the reporting for the service desk tool.

An initial review of the current reporting was performed in December 2013 with a technical consultant from the software tool vendor. A second session is being scheduled for February 2014 to develop further reports to help in the running of the function.

IT Service Availability April 2012 - March 2014



Service availability	2012			2013									2014									09/10	10/11	11/12	12/13	13/14			
	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	99.94	100.00	100.00	100.00	99.68	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.92	100.00							99.97	99.99	
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	100.00	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	99.88	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
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	99.88	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
Registration System	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	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
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	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

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