

# **Information Technology Department**

## **Management Information Pack**

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## **1 Executive Summary**

### **1.1 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. The switch over has completed successfully in June 2014 with little disruption to services.

The new service has provided a tenfold increase in capacity and speed to the internet. It has also improved resilience by providing site redundancy for both access to the internet and connectivity to our remote hosting environment; running costs have been reduced marginally.

### **1.2 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.

The service has been security tested and a medium severity risk identified. The vendor has been informed and is developing the software to address the issue. While a software improvement is being developed the service has been moved to our higher security hosting facility and another security test is being scheduled to validate whether the risk has been mitigated before any wider implementation.

The re-testing of the application has reaffirmed the vulnerability. An HCPC security vendor is reconfiguring their security device to provide effective protection and the vendor of the software has confirmed that they have included a software fix in the next release of the software. Once the software is released or the security vendor provides their revised configuration it will be re-tested following the same procedure of the security tester before the service is used more generally.

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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 now been successfully implemented on 6 March. There has been a final release to support the professional indemnity changes. A number of bugs have been identified with the fees change functionality that was released prior to April 2014. There is a rectification release planned to address these issues; workarounds are being used prior to the release.

### **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 in September 2014. A Pre-Qualification Questionnaire (PQQ) has been published and the responses have been scored; the Invitation to Tender (ITT) has been distributed and scoring of the prospective suppliers responses has begun with presentations planned in early August.

### **2.3 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. The new storage has been received and installed and the hardware has been commissioned. Training has been completed and configuration of the SAN has begun with an expected completion in July 2014.

### **2.4 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. The project is expected to formally initiate in October 2014.

### **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 and the first development cycles have begun. The project is currently in the fifth of nine cycles of development and testing. It has an expected completion date of March 2015.

The server infrastructure is now purchased and being implemented; this is phased throughout the project with a test environment already available, the database infrastructure has been installed 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.

#### **3.2 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.

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. The dates for user acceptance testing are being agreed but due to the current

commitments with our supplier on other projects and availability of HCPC business resource this is unlikely to happen prior to August 2014.

### **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 created and waiting to be deployment by our Sharepoint partner. 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.

### **3.4 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. The switch over has completed successfully in June 2014 with little disruption to services.

The new service has provided a tenfold increase in capacity and speed to the internet. It has also improved resilience by providing site redundancy for both access to the internet and connectivity to our remote hosting environment; running costs have been reduced marginally.

### **3.5 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 initial analysis has completed and targeted workshops have been planned in July to build an initial cost model. The major project is planned to initiate as soon as a project manager becomes available.

### **3.6 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 revised release plan is being agreed between the business and the supplier.

### **3.7 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 with half of all devices now upgraded and a target to complete the upgrade by the end of July 2014.

## **4 Strategic objective 3**

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

### **4.1 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. Changes have been made following the feedback and the service is expected to go live in May 2014 following the upgrade of the HCPC internet connection.

The service has been security tested and a medium severity risk identified. The vendor has been informed and is developing the software to address the issue. While a software improvement is being developed the service has been moved to our higher security hosting facility and another security test is being scheduled to validate whether the risk has been mitigated before any wider implementation.

The re-testing of the application has reaffirmed the vulnerability. An HCPC security vendor is reconfiguring their security device to provide effective protection and the vendor of the software has confirmed that they have included a software fix in the next release of the software. Once the software is released or the security vendor provides their revised configuration it will be re-tested following the same procedure of the security tester before the service is used more generally.

### **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. 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.

A test environment for the upgraded platform has been created and the business users are currently testing 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 with only one medium and one low risk being identified. The web site will be promoted to live as soon as the two issues are rectified.

#### **4.3 Internal penetration security testing**

This activity has been run for the first time this year. Unlike the external security testing this exercise identifies any issues with IT security from the perspective of someone connecting directly to the HCPC internal network rather than via the internet. The testing is performed by an independent security company who attempt to gain access to the HCPC Information Systems mimicking several scenarios including that of a member of the public with their own laptop; a disclosed user account and an unlocked HCPC PC.

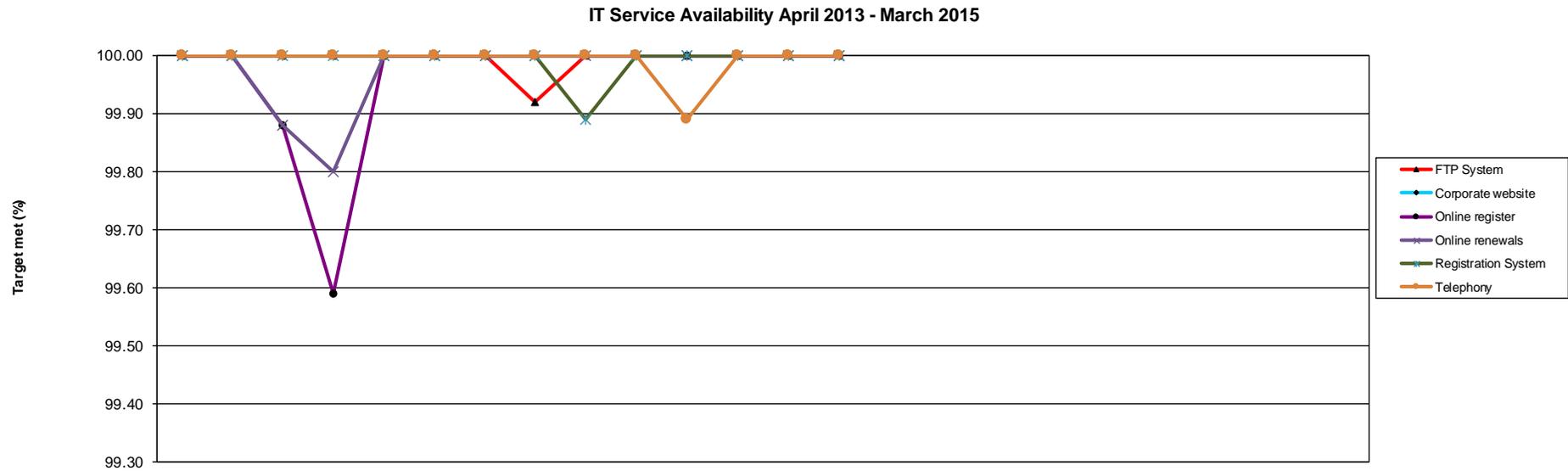
The tests were performed on the 17 and 18 March. The report has been received and is positive with only a small number of issues identified. The rectification of each issue will be incorporated into normal maintenance cycles. In all three scenarios the report conclusion was:

*“No serious vulnerabilities were identified in the internal infrastructure of HCPC and good practices were identified at this phase of the test.”*

#### **4.4 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 now in review with changes being made incorporating feedback.



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													99.97	99.99	100.00		
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
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												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												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	99.89	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												99.98	100.00	99.56	99.99	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