

Information Technology Department

Management Information Pack

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February 2015

1 Executive Summary

1.1 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.

A supplier has been selected following a tender exercise. The replacement printers have been delivered and the security software is due to be configured for initial testing in January. The project is expected to complete by the end of March with the replacement of all printers and photocopiers (multi-functional devices).

1.2 Service availability

Registration system outage:

On Tuesday 16 December 2014 the Registration system was unavailable for 1 hour and a quarter between 11:43 and 12:55.

The outage was caused by a hung server process that required a restart. This is a periodic issue that may be rectified by the NetRegulate system refresh project.

Telephone system outage:

On Tuesday 23 December the telephone system was unavailable for 1 hour 15 minutes between 09:18 and 10:32.

All incoming and outgoing calls were affected but outgoing calls were reinstated through a work approximately fifteen minutes after the initial failure. The outage was caused by a server fault at our external secure telephone payment provider.

On Thursday 29 January the telephone system could not receive incoming calls through the 0845 telephone numbers for 55 minutes between 13:35 and 14:30. The outage was caused by a secondary server hanging and was resolved by a system reboot.

A new project is initiating in January to migrate the secure telephone payment service to a more resilient platform.

Network outage:

On Tuesday 27 January all PCs dropped off the network for 10 minutes between 10:58 and 11:08.

The authentication system used to protect the network from non-HCPC device connections rejected new connections. This was caused by a failure to automatically rotate the log files and consequentially running out of log space. A work around has been instigated while the issue is escalated to Microsoft.

Mail system outage:

On Tuesday 27 January the Lotus Notes system hung for 15 minutes between 15:54 and 16:09.

The outage was caused by the intranet twitter function taking up all the server resources. The twitter feed update time has been reduced and logs have been sent to the supporting vendor for investigation.

A project is delivering a migration for the mail service from Lotus Notes to Outlook and is due to deliver in April 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 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.

The project is now in its implementation stage with a planned go live by December 2015.

2.3 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. The workshops are due to complete in June 2015.

2.4 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.

This is now complete.

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 project is now in the user acceptance stage. 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 has been performed through December and January the planned implementation on Saturday 24 January was rolled back due to technical issues encountered by the supplier implementation team. The issues have been resolved in a test environment and another implementation date is being arranged.

The second phase of changes will go into testing after the first phase changes are implemented, 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 have taken place in November. The high level design has been agreed with the implementation vendor. The next stage is to agree the detailed design and set up a pilot group. The target implementation date has now been pushed into April to avoid conflicts with two other major project go-live dates.

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.

This is now complete.

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 has been agreed. The infrastructure has been provisioned and the software installed. There will now be a series of functional stages that will deliver a configured system for a subset of the IT PC infrastructure as a pilot. This will then be extended to cover the whole of the PC environment. The target date for implementation of the pilot 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.

A supplier has been selected following a tender exercise. The replacement printers have been delivered and the security software is due to be configured for initial testing in January. The project is expected to complete by the end of March with the replacement of all printers and photocopiers (multi-functional devices).

4.2 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, upgraded applications installed and user testing has begun. The target implementation date is March 2015.

4.3 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 identified some issues. A new version of the software is being installed and the pilot extended for a revised expected completion in March 2015.

4.4 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.

This is now complete.

4.5 Secure telephone payment service

The aim of this major project is to review the current secure telephone payment service and migrate it to a more resilient platform either with the current supplier or to a new supplier. This follows the current supplier giving notice of the end of life for the current service.

The existing service is being extended in 6 month increments with the first period ending in July 2015. However, the supplier is clear that they expect to decommission the service by December 2015.

4.6 Service availability

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