Information Technology Department Management Information Pack

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September 2015

1   Executive Summary

1.1   MP76 - 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 migration to the new system was completed on Monday 20 July 2015. The initial teething issues were fewer than expected and the system has been adopted readily. This is now being run as business as usual.

Although the project has now formally closed, over the next few months there will be subsequent functional enhancements to the business managed directly by the IT department.

This is now complete.

1.2   Service availability
Telephony outage:

On Wednesday 8 July 2015 the telephone system was unavailable for ten minutes between 16:30 and 16:40.

The outage was caused by the application of a new licence key and unfortunately without notification the engineer set the system to auto restart when all calls were closed; this condition was achieved at 16:30, after which the system took ten minutes to restart.

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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   MP79 - 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. This project is currently on hold until a start date is confirmed for the Registration Transformation and Improvement project. If confirmed, this project will be removed because the investment will be disproportionate to the expected benefits.

2.2   MP78 - 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. A series of meetings has taken place between HCPC and the technology vendor to address shortcomings in the technologies ability to deliver elements predominantly of the Partner requirement. The vendor has demonstrated how the existing product can deliver the majority of the gap and has committed to developing the product to meet the remaining areas. A proposed two stage delivery has been accepted by the vendor. This will allow the earlier delivery of the HR elements of the system while the project waits for the agreed developments to complete.

A plan for the migration of the data from the current HR system has been agreed with the incumbent supplier and is proceeding.

2.3   MP75 - Registration systems review

This project aims to review the registration systems and processes.

This project was formally initiated in July 2014 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.

This is now complete.

2.4   MP85 – Registrations transformation and improvement project

This project aims to implement the recommendations of the Registration system review project. It will be structured into three main phases starting with the implementation of a continuing professional development (CPD) online system.

The business case and project initiation document has been reviewed and agreed by EMT. Papers are being presented to Council in September for discussion.

2.5   MP80 – Stakeholder relationship project

This project aims to provide a single central management system for contacts not managed through a current business system and where several departments have a shared interest in the relationship held at an organisational level.

Following the workshops a scope and requirements document has been produced and is currently being reviewed by the project team with the aim of presenting an update paper to EMT in late September.

3   Strategic objective 2

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

3.1   MP64 - Education systems build (second phase)

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

The project has successfully gone live with the first stage in March 2015. The project aims to deliver the second phase in September 2015. This will consist of integration with the corporate web site, integration with the registration system, as well

as a series of small changes to the core application. The functional design documents have been signed off with the third party implementers and they have started the integration development. The project plan targets November 2015 for completion.

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 now been combined with the NetRegulate refresh project 2015-16 to incorporate additional areas of the technical infrastructure. This decision has been made following testing in January 2015, to reduce the risk of issues being caused from incompatibility of dependent technologies.

Testing has been delayed until October 2015 due to resource conflicts for the business to test the system. A target date for release in December is being sort.

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 has been extended for the use of the new Education system as well as for other specific groups of users.

A test environment for the FTP case management system has been created and deployed; the Education environment is also created and live. The FTP case management system interface has been changed to work with the new version and is in system test.

The user acceptance testing is combined with a larger maintenance release of the FTP system and both the upgrade and the maintenance release will be deployed together. The vendor of the FTP system has prioritised its development resource on an upcoming new upgrade of their product which has prevented progress of the maintenance release. We have now been notified that resource will be made available towards the end of September to progress the development further.

3.4   **MP76 - Migration of Email server**

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3.5   **MP84 - 405 Kennington road fit out**

The aim of this project is to complete the refurbishment and fitting out of the new building at 405 Kennington road following the decision by the Council. There will be a significant technology impact with the extension of the network, implementation of video conferencing facilities, Wi-Fi network and the provision of office space.

The IT element of this project is progressing to plan. The first 'fix' structured cabling has been completed; the video conferencing solution has been identified and the company providing the data connectivity has been contracted.

4 Strategic objective 3

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

4.1 MP74 - 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 project has completed the main deliveries of the upgrade of the Sage financial system and the PRS purchase order system. Implementation of the electronic invoice approval system was completed in August 2015.
There are a number of bugs that have been identified in the purchase requisition system which will be fixed by an upgrade to the software. This is being planned and will be the final delivery of the project.

4.2 MP82 - 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 current service was stopped at the end of May 2015 following the withdrawal of key telephony services by Talk Talk Business (TTB).

Alternative arrangements have been made to manage the processing of credit cards while the project selects and implements an alternative service provider. A selection exercise has completed and the applicants have been advised of our decision.

The project is now negotiating the final amendments to the contract before going into the implementation stage of the project. The implementation schedule will then be agreed with the supplier following a series of workshops. The project has

reported an exception to plan with a revised delivery of December 2015, following conflicts of project management resource during July and August.

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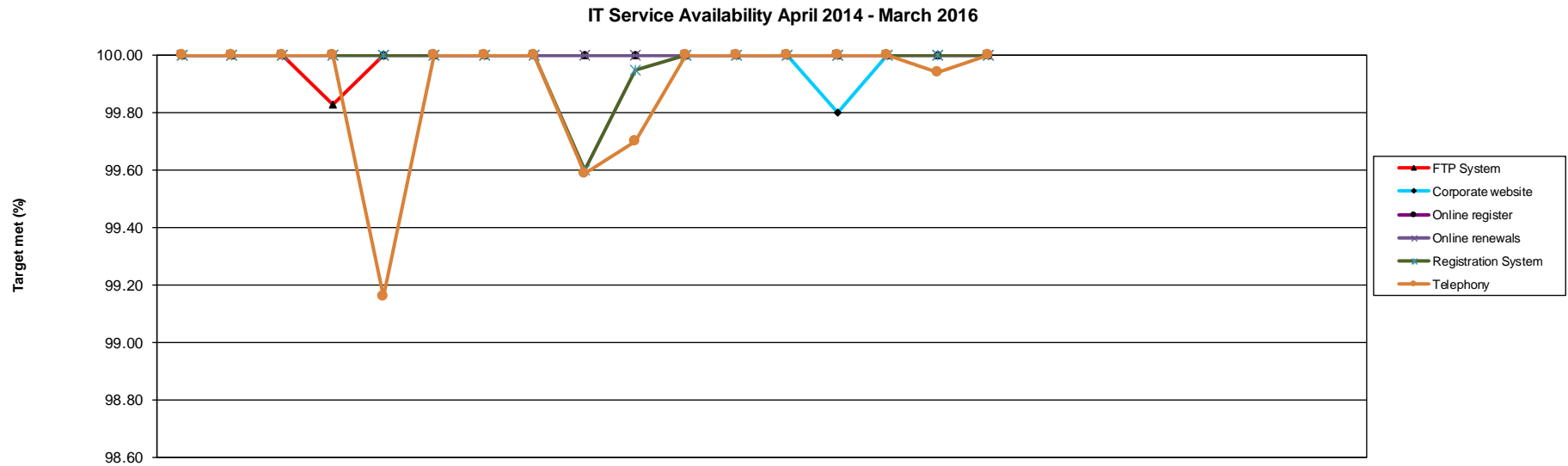
5   Strategic objective 4

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

5.1   Information Technology survey 2015

The IT department aims to run a customer satisfaction survey every two years. The survey helps the department to identify what is working well and where we need to focus, to improve.

The last survey helped shape improvements over the last two years and we hope to use the feedback from this survey to help define the next two years.

The survey consists of fourteen structured questions that focus on key elements of the IT service and include both multiple choice and free text responses. The survey was activated on Friday 4 September and will run for two weeks.

IT Service Availability April 2014 - March 2016

Service availability	2014									2015												2016				11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar					
FTP System	100.00	100.00	100.00	99.83	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									99.97	99.99	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	99.80	100.00	100.00	100.00								100.00	100.00	100.00	100.00	99.96
Online register	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								99.86	99.87	99.96	100.00	100.00
Online renewals	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								99.86	99.93	99.97	100.00	100.00
Registration System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.60	99.95	100.00	100.00	100.00	100.00	100.00	100.00	100.00								99.77	99.97	99.99	99.96	100.00
Telephony	100.00	100.00	100.00	100.00	99.16	100.00	100.00	100.00	99.59	99.70	100.00	100.00	100.00	100.00	100.00	99.94	100.00								100.00	99.56	99.99	99.87	99.99

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