Information Technology Department Management Information Pack

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1 Executive Summary

A number of projects have been completed this period; the new Technical Design Authority (TDA) has met for the first time and a new service is being investigated to improve our disaster recovery service:

1.1 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 first Technical Design Authority (TDA) meeting has been completed successfully with a number of changes to planned design being made as a result of the TDA discussion. Preliminary form designs have been created in a proof of concept system for agreement. The technical design for the architecture has been agreed and is awaiting scheduling; a development environment has been created for the developers.

1.2 Disaster recovery

The departmental project is to assess the technical capabilities of a new site recovery service provided by Microsoft. The service has the potential to simplify the technical disaster recovery process for the HCPC core systems as well as reducing costs and improving the time to switch to the disaster recovery environment.

There have been a number of telephone conferences with Microsoft as well as some investigation to ascertain the veracity of the claims for the service. A Microsoft partner has performed a two day proof of concept at the HCPC to provide evidence of the service capability.

This project will aim to have implemented any alternative disaster recovery environment by September 2016 if it meets the technical requirements of the HCPC.

Contents

2   Strategic objective 1

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

2.1   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 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 Partner developments to complete.

The required changes for the HR element of the project are completing development. Following a positive information security audit of the payroll bureau service the decision has been taken to extend the scope of the project to include payroll services. Planning for UAT is underway with preliminary dates for the end of July through to mid-September. Training of the HR team is already underway. A target go live for HR is end of October with Payroll following a month later.

The Partner team are currently writing test scripts while waiting for their development to complete. The work to create the interfaces to HCPC internal systems has begun with initial engagements with the vendors to detail the interface design completed. Interface development estimates are being qualified before committing to a schedule.

2.2   MP85 – Registrations transformation and improvement project

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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 that incorporate integrations with the corporate web site, and the registration system, as well as a series of small changes to the core application.

The new web application and content management changes were successfully released to the production environment on 19 April 2016. The Dynamics CRM development was successfully released to the production environment on 20 April 2016.

Issues identified in both the interface to NetRegulate and to the web site have been investigated and fixes agreed. Both the web interface and NetRegulate interface have fixes for some of the issues ready for test while others are being investigated. A revised schedule for release is being determined.

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.

This went live on the weekend of the 14-15 May. There have been a small number of functional issues that have been resolved and an issue regarding poor performance when the online register is queried has been addressed successfully.

This project has completed successfully.

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 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. Issues identified during testing have now been resolved and further regression testing is proceeding according to business team priorities.

3.4 Migration of the Intranet to Office 365

The project objective is to create a new intranet using the Microsoft Office 365 environment. This will enable the removal of the current intranet from legacy technology and offer an opportunity to refresh the look and feel, and usability of the site. This builds on the 2015-16 project to move the corporate email service to Office 365.

A selection exercise for an 'accelerator' product to shortcut the development of the intranet on the Microsoft Sharepoint Online platform has concluded and a preferred supplier has been selected. Initial meetings are being arranged to determine the schedule of the implementation including internal prerequisite tasks.

3.5 Disaster recovery

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4 Strategic objective 3

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

4.1 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).

The telephone infrastructure was successfully moved to the new technology on 10 February 2016. The new Semafone service went live in March 2016. The three outstanding changes that needed to be made to address improved input validation, typos and telephony resilience issues identified during go-live, have been made.

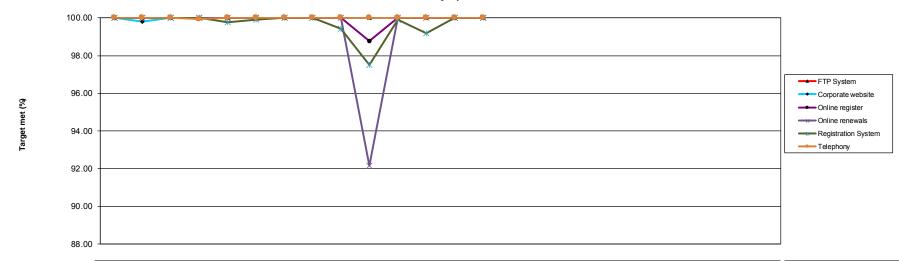This project has completed successfully.

4.2 MP87 – Payment Card Industry Data Security Standards (PCI DSS) compliance

This major project will initially audit the HCPC processes and systems used to manage credit card payments against the latest PCI DSS standard. Any remediation changes required will be delivered through a consequential implementation phase of the project.

The initial 'soft' audit was performed on 4 May 2016 and the report was published on 21 June 2016 and a feedback session is being arranged with the auditor to clarify the next steps for the project.

5 Service availability statistics

IT Service Availability April 2015 - March 2017

Service availability	2015 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2017 Jan	Feb	Mar	12/13 FYE	13/14 FYE	14/15 FYE	15/16 FYE	16/17 YTD
FTP System	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											99.97	99.99	99.99	100.00	100.00
Corporate website	100.00	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	99.98	100.00
Online register	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	98.76	100.00	100.00	100.00	100.00											99.87	99.96	100.00	99.90	100.00
Online renewals	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	92.14	100.00	100.00	100.00	100.00											99.93	99.97	100.00	99.35	100.00
Registration System	100.00	100.00	100.00	100.00	99.77	99.92	100.00	100.00	99.41	97.51	99.89	99.20	100.00	100.00											99.97	99.99	99.96	99.64	100.00
Telephony	100.00	100.00	100.00	99.94	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00											99.56	99.99	99.87	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