Information Technology Department Management Information Pack

Guy Gaskins, Director of Information Technology

May 2016

1 Executive Summary

A number of projects and activities are coming to their conclusion. During the period there was an outage of the NetRegulate system as below:

1.1 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. There are three outstanding changes that need to be made to address improved input validation, typos and telephony resilience issues identified during go-live.

1.2 Service availability

Registration system outage:
On Thursday 17 March 2016 and Friday 18 March 2016 NetRegulate was unavailable for three periods totalling two hours and twenty minutes.

The outage were caused by the application running out of allocated memory during the processing of a large overnight batch process to generate renewal certificates.

The registrations department were on their annual training day during the Friday and so following the initial restart of the system it was placed into 'planned maintenance' to allow the application vendor the opportunity to correctly diagnose and resolve the underlying issue.

Subsequent investigations identified a secondary issue that affected the ability to restart the application. The internal clients were switched to run from the disaster recovery environment while the issue was investigated and addressed.

The registrations team ran successfully from the disaster recovery environment during Monday 21 March before switching back to the primary system on Tuesday 22 March.

Contents

3   Strategic objective 1

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

3.1   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 being scheduled.

3.2   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 project has begun with workshop meetings between the implementer and the business. The workshops have defined the functional design documents as well as a gap analysis against the base functionality of the Dynamics software. Technical architecture documents have been produced and an independent third party workshop run to begin the validation of the high level architectural design. The first Technical Design Authority (TDA) meeting is scheduled to consider elements of the design that do not meet our design standards. Preliminary form designs have been produced for feedback.

4 Strategic objective 2

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

4.1 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.

Region code updates were performed on the 21 April 2016.

Further testing of the web integration identified issues which require further investigation by the development team before switching on the service.

The interface to the registration system is scheduled to be switched on following the NetRegulate technical refresh project deployment on the weekend of the 14 May 2016.

4.2 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.

Due to availability of project team members to support a weekend release and technical issues, this project has a target go-live date of 14 May 2016.

4.3   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 during May 2016.

4.4   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 is proceeding.

5 Strategic objective 3

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

5.1 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. There are three outstanding changes that need to be made to address improved input validation, typos and telephony resilience issues identified during go-live.

5.2 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.

5.3 Service availability

Registration system outage:
On Thursday 17 March 2016 and Friday 18 March 2016 NetRegulate was unavailable for three periods totalling two hours and twenty minutes.

The outage were caused by the application running out of allocated memory during the processing of a large overnight batch process to generate renewal certificates.

The registrations department were on their annual training day during the Friday and so following the initial restart of the system it was placed into 'planned maintenance' to allow the application vendor the opportunity to correctly diagnose and resolve the underlying issue.

Subsequent investigations identified a secondary issue that affected the ability to restart the application. The internal clients were switched to run from the disaster recovery environment while the issue was investigated and addressed.

The registrations team ran successfully from the disaster recovery environment during Monday 21 March before switching back to the primary system on Tuesday 22 March.

6 Strategic objective 4

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

6.1 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 results were very positive with 34% of employees regarding the overall service as 'Excellent', 45% as 'Good', 16% as 'Neutral', 6% as 'Requires improvement' and nobody regarded the service as 'Poor'; just over half of the organisation responded.
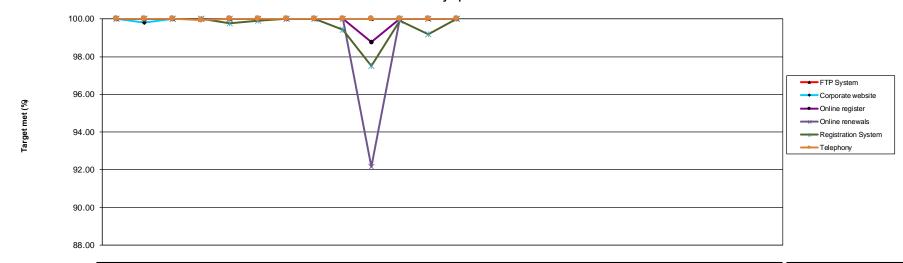
Following the survey a number of changes identified and have been implemented successfully, there remains the following:

- Call recording of IT support telephone calls has been procured and is planned for implementation in May.
  This will be delivered as part of the creation of an intelligent call queue in May.

- A post ticket 'satisfaction survey' feature has been investigated.
  This will be delivered in June.

- Bespoke customer experience training for the IT team is being designed and planned for early 2016/17.
  This is being run on 10 May 2016.
- A video 'how to guide' is being created by the communication department to support logging tickets.
  The video has been created and going through a feedback cycle before publication.

- An intelligent call queue for the IT support telephone to improve call handling and statistics.
  The third party supplier discovered a technical issue during implementation which will require further work to complete the implementation. This is targeted for June 2016.

7   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												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	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												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												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												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												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