

**Agenda Item 16**

**Enclosure 17**

**Health and Care Professions Council  
21 September 2016**

**Information Technology report**

**To note**

**From Guy Gaskins, Director of Information  
Communication**

# **Information Technology Department**

## **Management Information Pack**

Guy Gaskins, Director of Information Technology

September 2016

## **1 Executive Summary**

The education systems build project has completed successfully and there have been two outages to services:

### **1.1 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 phase 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 second phase of this project went live in September 2016 incorporating integrations to both the NetRegulate system and the corporate web site. This is now complete.

### **1.2 Service availability**

#### **Telephone outage:**

On Thursday 25 August there was an intermittent disruption in service to all telephony for five hours from 08:00 until 13:00.

The outage was caused by an issue in the Gamma telephony network which affected multiple customers. Gamma resolved the issue at 13:00. During the disruption a message was placed on the HCPC incoming lines to inform customers of the disruption.

#### **Online renewal portal:**

On Thursday 01 September the online renewal portal did not allow social workers and operating department practitioners to renew online.

Although the online portal was operating and available a failure in a batch process to place the social workers and operating department practitioners into renewal resulted in registrants being unable to renew online. The root cause was due to an incorrect database configuration setting. The batch processes were rerun during the day and registrants could renew online from 14:00.

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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 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 with a two stage delivery separating HR and the Partners systems. This will allow the earlier delivery of the HR elements of the system while the project waits for the agreed Partner developments to complete.

UAT is underway for the HR system and is expected to complete at the end of September. Training of the HR team and super users is complete. A target dual running of the HR system is planned for end of October to validate the payroll function with the system launching towards the end of November.

The Partner team are continuing to write 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**

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.

The development of the CPD application continues with a further 'show and tell' sessions with the business being arranged while the business start to create test scripts. The system infrastructure scripts have been tested and now further work will be done to bring together complete instructions to create the agreed architecture. A number of small procurement exercises are being performed to select third party solutions for bulk mailing and text delivery.

### **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 phase 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 second phase of this project went live in September 2016 incorporating integrations to both the NetRegulate system and the corporate web site.

This is now complete.

#### **3.2 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.

### **3.3 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. Business engagement and change analysis is proceeding but the technical delivery is delayed while recruitment proceeds for additional IT resource.

### **3.4 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.

Following a successful proof of concept, all services are being replicated to the proposed new environment to allow further testing.

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

### **3.5 Website review and build**

This project will review the processes, systems and purpose of the HCPC's current web and internet activities with the intention of building new services.

The project is initiating i.e. confirming scope and cost to be presented to EMT for approval in September. An information gathering exercise is proceeding following a government framework procedure to inform the creation of the project initiation document.

### **3.6 NetRegulate changes 2016-17**

This project delivers an annual programme of consolidated changes to the registration system. This year it includes changes to annotations and modalities for a number of professions. It affects NetRegulate as well as the mobile applications (apps) and existing integrations from the Education system.

The project was initiated in April 2016 and is now in the test phase with an expected delivery in September 2016 for the initial release. The Education integration changes will be delivered later in the year.

## **4 Strategic objective 3**

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

### **4.1 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. A feedback session is being arranged with the auditor to clarify the next steps for the project in early October 2016.

#### **4.2 External security testing**

The testing is performed by an independent security company who attempt to gain access to the HCPC Information Systems by imitating the actions of a malicious hacker and forms part of the regular IT security testing regime. This test was focused on vulnerabilities of the externally visible infrastructure. The testing was completed between the 11 and 16 July 2016.

The results from this testing cycle were positive with no 'Critical' vulnerabilities. The testing identified an issue rated as 'important' that requires resolution in the short term; one issue rated as medium criticality that should be resolved as part of ongoing security maintenance and a small number of low criticality issues that should be addressed as part of routine maintenance tasks.

The resolution of the issues is being actively worked on and are in plan.

#### **4.3 Service availability**

##### **Telephone outage:**

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## **5 Strategic objective 4**

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

### **Customer experience training**

Following the bespoke customer experience training for the IT team that was run on 10 May 2016, there has now been a follow up session with the trainer on 27 July 2016. The follow up session reviewed the experiences since the original training and focused on emotional intelligence and dealing with calls where a difficult message needs to put given.

### **Call handling**

The new IT telephone call queue was introduced in August 2016. The call queue was launched along with a new internal telephone number (1515) and allows for better management of calls by giving ‘place in queue’ information to the caller, allowing the categorisation of calls via the number options, recording calls for training and producing call statistics for service improvement.

