

Council, 8 February 2017

Information Technology Report

Executive summary and recommendations

Introduction

This report provides the Council with an update into the work of the Information Technology Directorate from November 2016 to January 2017. Areas from the report to highlight are as follows:

- **Service availability**

FTP Case management system:

There have been four short outages typically taking less than 15 minutes to resolve through November and December (24 Nov, 30 Nov, 1 Dec and 13 Dec).

The outages are caused by a daily process creating excessive and erroneous error logs over a short period of time. This causes the database to run out of space and hang. The issue has been raised to the system vendor. Enhanced monitoring has been applied to identify the issue early enabling rectifying action to be taken before the system is affected.

Telephone system:

On Friday 04 November the telephone system became inaccessible between 10:45 and 11:00.

The outage was caused by the telephone service supplier restarting elements of their network that affected the HCPC telephone system. The restart was performed to address an intermittent issue concerning dropped calls.

- **Resourcing**

Two vacancies within the Infrastructure team are being actively recruited. The positions are being filled currently by contract staff.

Decision

The Council is asked to discuss the Information Technology report

Appendices

Appendix 1 Information Technology Narrative Report

Appendix 2 Information Technology Management Information Pack

Date of paper

20 January 2017

Information Technology – Management Commentary, December 2016

This paper provides an update on the work of the Information Technology department from November 2016 to January 2017.

Contents

1	Strategic objective 1	Í
1.1	MP78 - HR and Partners systems build.....	Í
1.2	MP85 – Registrations transformation and improvement project	Í
2	Strategic objective 2.....	Î
2.1	Upgrade of Microsoft Sharepoint	Î
2.2	Migration of the Intranet to Office 365	Î
2.3	Disaster recovery.....	Î
2.4	Website review and build.....	Ï
2.5	NetRegulate changes 2016-17	Ï
2.6	Office moves	Ï
3	Strategic objective 3.....	Ï
3.1	MP87 – Payment Card Industry Data Security Standards (PCI DSS) compliance ..	Ï
3.2	Replacement firewall project	Ï
3.3	Service availability	Ï
4	Information Technology Department Management Information Pack	J
4.1	Service availability statistics	F€

1 Strategic objective 1

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

1.1 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.

The HR system went live in December 2016 to all employees including the running of the payroll. There have been a number of small issues identified since going live which are being addressed.

Now that the HR System is live the technology provider can re-focus on the Partner system implementation. The Partner system developments have been delivered and the Partner team are continuing to write test scripts.

The work to create the interfaces to HCPC internal systems is continuing with engagements with the vendors to detail the interface design completed. Once the interface designs have been completed a new schedule will be confirmed.

1.2 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 development of the CPD application is to schedule and the business are writing test scripts in a new testing tool.

A new test environment is being created to support the user acceptance test cycles due to start shortly. Issues with Microsoft licence activation and the transition to new product licencing have been overcome.

The proof of concept for the identity management system was successful and a decision will be made following the clarification of a number of questions that affect the user experience.

A number of small procurement exercises have been completed to select third party solutions for user experience design, bulk mailing and mobile text delivery.

2 Strategic objective 2

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

2.1 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.

This work will now be to upgrade to a new version of Sharepoint. The existing test environment will be replaced before business testing can commence.

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.

A meeting has been held with the business teams in FTP following key personnel changes, to reposition this work. A fortnightly conference call has been arranged to move this work forward now that the business team has completed its realignment and recruitment activities.

2.2 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 waiting for IT resource to become available. This will now move into the 2017-18 fiscal year.

2.3 Disaster recovery

This 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.

All of the disaster recovery services are now operating in the new environment. Each environment is being tested and on completion the activity will be closed.

2.4 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 first phase of the project has started which will determine the requirements for the website as well as create an initial design including producing low fidelity wireframes for the proposed new site. A document review has been undertaken over the holiday and it is now proceeding to survey and stakeholder engagement.

2.5 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 delivered the first release on 13 October containing the bulk of the required changes. The Education integration changes will be delivered later in the fiscal year.

2.6 Office moves

This activity supports the major project to redevelop the building at 186 Kennington Park Road. A series of office moves have completed during November to reposition teams within 184 Kennington Park Road and 33 Stannery Street offices. This has required the movement of IT equipment and the extension of the corporate network as meeting rooms are temporarily converted to office space.

The next move is scheduled for the end of January.

3 Strategic objective 3

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

3.1 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 was held with the auditor to clarify the next steps for the project on 5 October 2016. A revised report has been produced in early November and a review is underway. We are waiting on the auditor to clarify a

number of points in the report.

3.2 Replacement firewall project

This project will replace the existing corporate firewalls with a next generation firewall. The existing firewall does not have features needed to interconnect with the Microsoft Azure cloud services and is no longer developed by the manufacturer. The replacement firewall will have additional features that improve the ability to connect to cloud services and improve the protection applied to the network.

A selection process has completed with different products tested in parallel on the production network. A product has been selected and purchased. This work is now being scheduled.

3.3 Service availability

FTP Case management system:

There have been four short outages typically taking less than 15 minutes to resolve through November and December (24 Nov, 30 Nov, 1 Dec, 13 Dec).

The outages are caused by a daily process creating excessive and erroneous error logs over a short period of time. This causes the database to run out of space and hang. The issue has been raised to the system vendor. Enhanced monitoring has been applied to identify the issue early enabling rectifying action to be taken before the system is affected.

Telephone system:

On Friday 04 November the telephone system became inaccessible between 10:45 and 11:00.

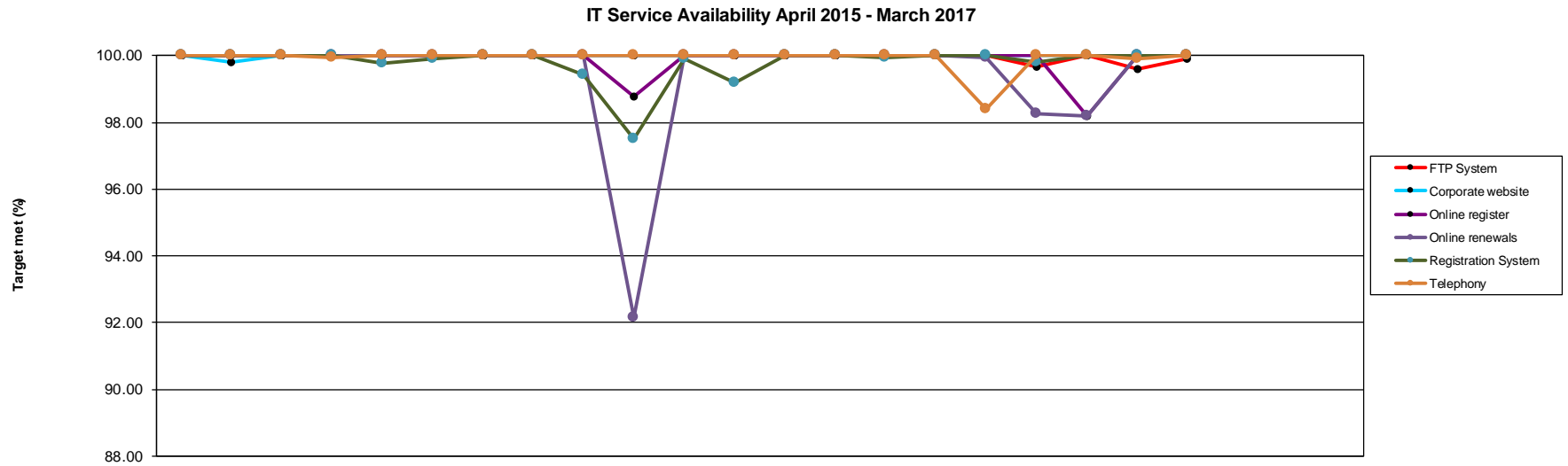
The outage was caused by the telephone service supplier restarting elements of their network that affected the HCPC telephone system. The restart was performed to address an intermittent issue concerning dropped calls.

4 Information Technology Department Management Information Pack

Guy Gaskins, Director of Information Technology

January 2017

4.1 Service availability statistics



Service availability	2015			2016									2017			12/13	13/14	14/15	15/16	16/17									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	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	100.00	100.00	100.00	99.68	100.00	99.60	99.92				99.97	99.99	99.99	100.00	99.91
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	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Online register	100.00	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	100.00	100.00	100.00	98.19	100.00	100.00				99.87	99.96	100.00	99.90	99.80
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	100.00	100.00	99.93	98.25	98.19	100.00	100.00				99.93	99.97	100.00	99.35	99.60
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	99.95	100.00	100.00	99.81	100.00	100.00	100.00				99.97	99.99	99.96	99.64	99.97
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	100.00	100.00	98.39	100.00	100.00	99.92	100.00				99.56	99.99	99.87	100.00	99.81

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