

IT REPORT

The Committee is asked to note the following paper.

Expand

Less Jason

More heading

Service Start

Where are the numbers?



PTS

**INFORMATION & IT DEPARTMENT REPORT for Finance & Resources Committee
– April 2004
Roy Dunn Director of Information**

The Information Department are currently working on the following projects:

- LISA Return to Practice system with associated process re-engineering
- Creation of system parameters for Operating Department Practitioners
- Migration from Microsoft Exchange & Outlook to Lotus Notes & Domino
- Enhancement of the HPC network security model
- LISA batch process cover during UK Registration Managers maternity leave

Members of Information and IT are experimenting with replacing desktop PCs with laptops with standard keyboards and monitors at their desks to make hardware more functional in a project based organisation. Information & IT frequently work away from their desks or at external meetings where mobile technology offers a significant benefit. It is hoped that individual staff will be more productive

The HPC process documentation project is progressing.

Online applications and online pass list processes are undergoing user acceptance testing prior to roll out in the production environment.

Server consolidation and migration of non registrant data from the old Contacts system will take place over the next two months. This will follow the Exchange to Lotus Notes migration at the end of April.

The ROD telephone “renewals on demand” system has been temporarily de-scoped to allow increased management time on the online application and return to practice processes to meet deadlines. ROD will be reactivated in the late summer early autumn during the cyclical data cleansing exercise.

HR and Customer “Complaint” handling software are being sought to match urgent internal requirements. The Domino based Visual Help Desk, Charter; and Remedy style system will be evaluated against a specification integrating to the 5 year IT strategy.

A new user account creating process has been implemented to ensure data access is managed as securely as possible.

Meetings with the GSCC have taken place to discuss Registration system requirements.