

## **IT STRATEGY**

The Committee will receive a presentation (outline attached) from Roy Dunn, Director of Information.

The Committee is asked to review the presentation of the IT strategy noted therein, and to sanction the commencement of those items identified for 2004/5.

## IT Strategy 2004 – 2009 SIMPSONS Project (Finance & Resources Committee)

Roy Dunn  
Director of Information

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## Information

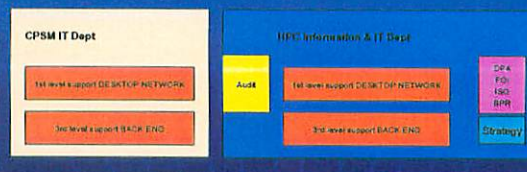
- IT Strategy
- ISO Accreditation
- Data Protection / Freedom of Information / Regulation of Investigatory Powers Act / Disability Discrimination Act >> Security Policy
- Management Information
- Project Management / BPR

## IT Strategy

- An aid to the business – not an end in its own right. Assume it all works!
- Enable internal and external customers to communicate via the most appropriate channels
- Provide CRM functionality to HPC we know who is doing what to whom. Anyone from the Chief Latrine Orderly down can answer the question.
- Working off site – staying in touch
- Fitness to Practice, Course Appraisal programme, Communications, HR?
- Software & hardware fees – managing costs

## Change of scope

- Building in ongoing support for IT and the business processes
- Making HPC regulation scaleable
- Measurable with the ability to refocus



## Associated Publications – Information & IT Dept, HPC 2003/4

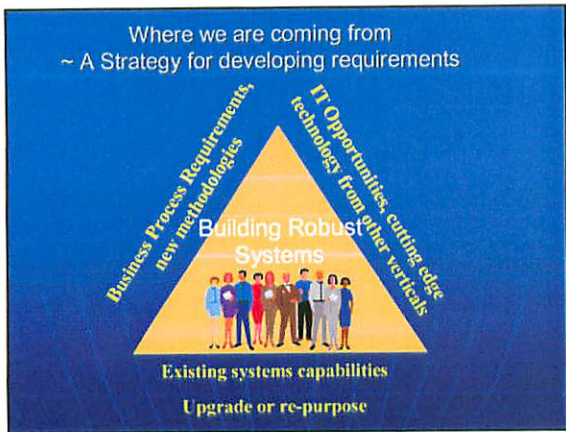
- Structure and staffing of the Information & IT department are published in the document **IT Dept Restructure 2003**
- Service levels for Information and IT are published in **IT Service Management Requirements 2003**.
- Project Management approach is covered in the presentation **IT Strategy Project Methodology1**.
- Customer Relationship Management principles for HPC are covered in **eCRM in the Regulatory Market**
- Customer Service development is covered in **Customer Service in a regulatory environment**

## IT Strategy Formulation: Multiple Methodology

Business Plans & Goals	Current System	IT Opportunities Bleeding Edge or Cutting Edge
Analytical Methodology Opportunities, Threats	Evaluative	Creative
Listen to the Technology	Strengths & Weaknesses	Techniques, Processes & Environment
Teamwork	Turns & Specialists	Bright Sparks & Product Champions

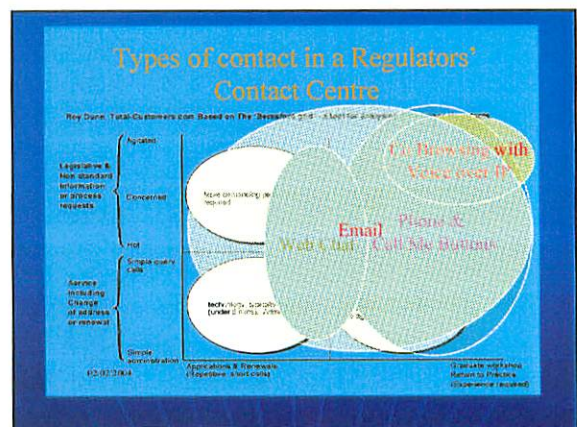
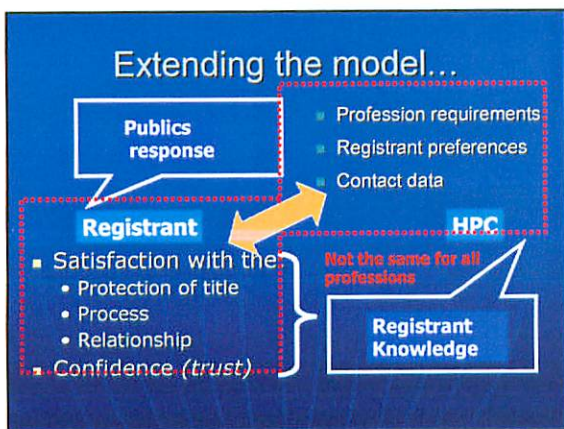
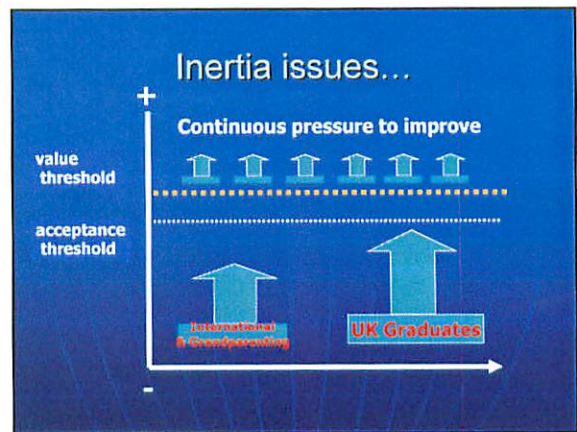
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Members    Strategic    Development    Information    Research    Operations    A&I

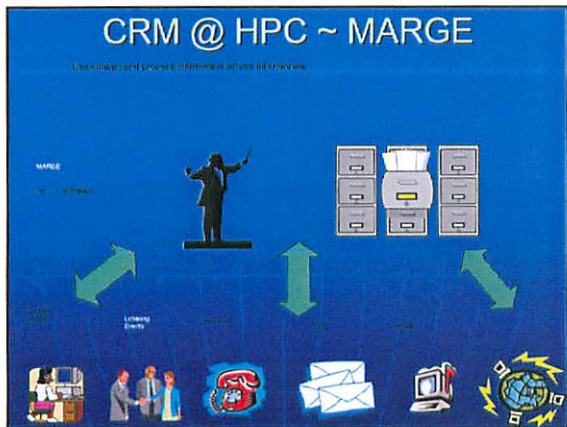


- ### Existing Operating systems and core applications
- Sun Solaris 8
  - Oracle DBA v 9i
  - Crystal Reports 8.5
  - Borland Enterprise Server
  - Lotus Notes/Domino 6
  - Microsoft 2000 O/S
  - Microsoft Office 2000/XP
  - Mitel 6500
  - Mitel 6100/6160
  - Mitel ACD / 3300
- Back Office

- ### Business Processes at HPC
- Application for Registration and Registration Renewal. (UK & International / Grandparenting Registration departments, Registration Committee, Education and Training Committee)
  - Monitoring and Approval of Education for specific health care professionals within the UK. (Education and Training)
  - Creation of a list of equivalent non UK health care courses outputting professionals of comparable standard to UK trained professionals (International Registrations)
  - Generation and publication of profession specific Standards of Proficiency, Standards of Conduct Performance and Ethics
  - A series of non judicial Fitness to Practice processes enabling allegations against registrants to be investigated, and subsequent action be taken to protect the public if appropriate. (Fitness to Practice department)
  - Maintaining a list of "undesirable" potential applicants for registration. (CEO & Registrars department)
  - Supplemental to these key business processes, HPC also has the usual internal business functions; Human Resources, Finance, Office Services, Project Management, Communications (akin to Marketing & PR) and IT.

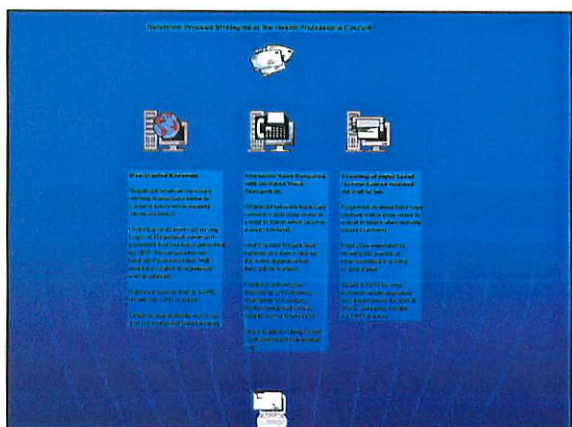
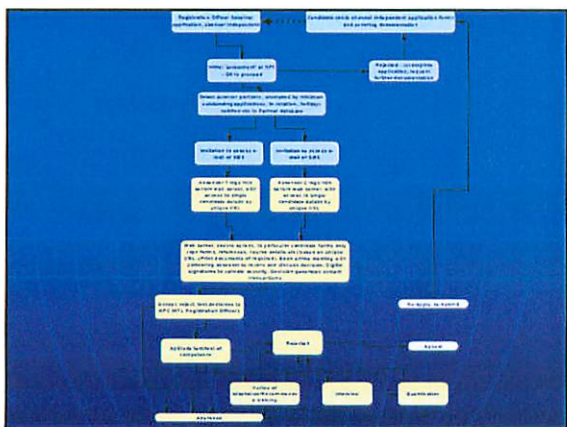
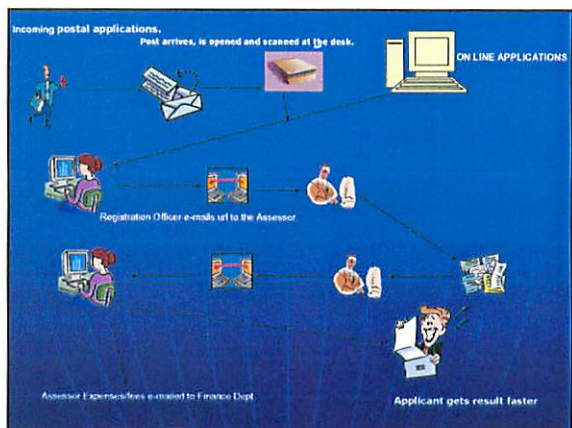




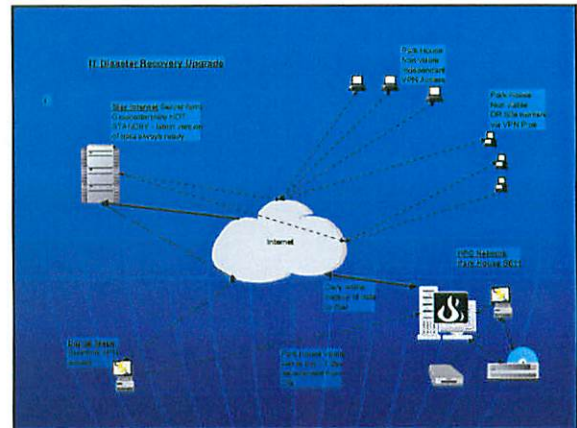
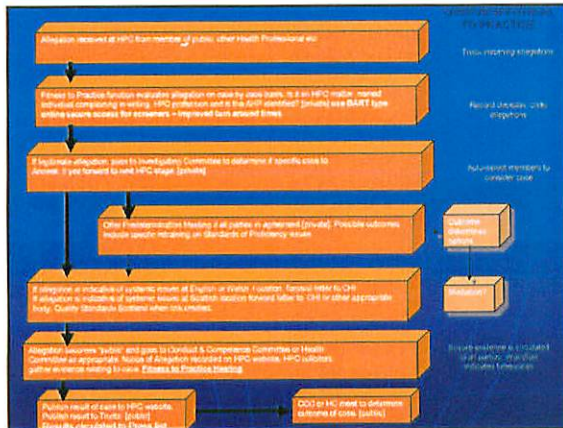
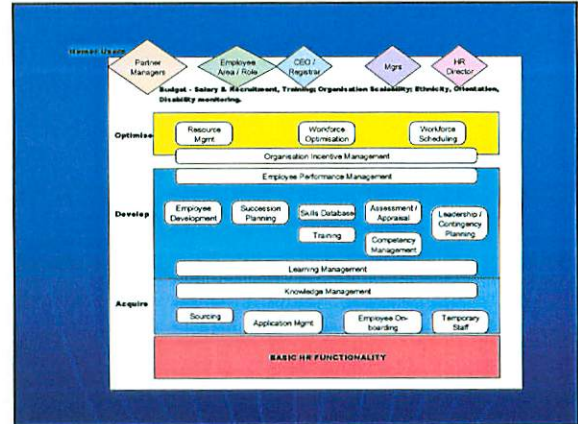
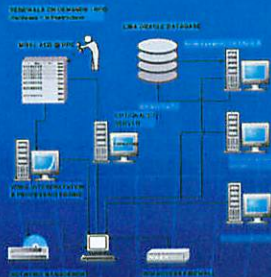


- ## The three f's – what is important to the end user registrant
- **Fickle** (They want it just how they want it, and they want it now)
  - **Fidget** (They like to move around within a site and constantly find new things that interest them)
  - **Functionality** (Easy, intuitive, idiot proof – Murphy's Law applies)

- ## Bi Application Registration Transactions **BART**
- BART, a method of assessing International and Grandparenting applications via a web site.
  - Assessors receive a personalised e-mail with a unique coded URL that goes to a secure server
  - Upon logging in the assessors are given access to pre scanned or web based application documents from the latest tranche
  - Assessors assess via the online or scanned forms, create the initial response, confer then deliver the result via the online response form.
  - Saves £65k copying charges at 2002 levels
  - Speeds application processing, by cutting out 4 days in the post and 1 day at the copy print house



## Model for Renewals on Demand



## The Ultimate Goal

- Staff do not notice IT – it's all in the background
- We have told registrants and The Council what, where, when, and how. And it happens. An SLA that we can meet under promise – over deliver.

## The overall Goal of Information & IT



- Putting industrial scale systems in place over 4 years
- Making processes sufficiently robust and rapid to cope with 2 million registrants should it be required
- Enabling rolling year any time start for registration by default – should we need to do it

## HPC IT Software Budget 2004/5

System Name	Server Location	System Functionality	Interoperability	Estimated cost & ROI	Priority & Estimated Roll out	£
BART (Bi-Application Registration Transactions)	Krusty	Online assessor activity on prompted applicant details via url to scanned or input data	LISA assessment data, grandparenting and international applications	£110 k 14-18 mnths	1  Jan-05  ▲	110,000
ROD (Renewal On Demand)		Voice Authentication for phone renewal 24x7x365	LISA & ACD	£110 k	2  May-04  ▲	43,000
APU Fitness to Practice / Allegation Tracking & Processing system	Krusty?	HPC Fitness to Practice workflow tracking, including offsite work, using BART style secure remote access for scrutiny process	LISA for registrant or applicant data only	£110 k	3          Nov-05	
MARGE  (Management of Applicant and Registrant Generic Exchanges)		CRM based communications with Applicants, Registrants, Media and General Public. Complaints handling. Replaces Contacts system.	LISA, SELMA, HOMER, APU, BART?	£220 k  18 mnthd with CPD & APU reqs  FOI impact?	4      Mar-06	
HomeR (HPC online Management of Employee Relations)	Krusty?	HR HPC Internal use. HPC employees and HPC partners	Finance/salary	£55 k	5     Aug-06	
NED (Non UK Course Equivalence Database)	Could be simple Access db initially	Tracks non UK course content and applicability to HPC registration	LISA, BART	£55 k	6    Nov-04 Internal dev ▲	9,950

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<b>SELMA</b>  (Selective Educational Liaison Management)		System for tracking and ongoing approval of "Approved" UK courses for HPC regulated professions	LISA, approved course functions, MARGE for recording communications with parties involved.	£110 k	7  Aug-06	
<b>SKINNER Strategic Knowledge Management Resource</b>		Stores business knowledge in accessible form, some document mgmt also	LISA,	£275 k	8  May-07	
<b>ITCHY IT tracking &amp; ticketing system</b>		IT issue and resolution tracking. Monitoring adherence to SLAs		£55 k	9  May-07	
<b>Operational Enhancements by function</b>						
On-line Applications	Krusty	Complete user error correction to latest net standards	Improves app data quality before submission	£24,000	Apr-04	24,000
On-line registrant contact details self maintenance, including web security del	Krusty via <a href="http://www.hpc-uk.org">www.hpc-uk.org</a>			£65,000	Apr-04	65,000
Pass List Schema (e-file format for HEI's)	File format only			£5,500	Feb-04	5,500
Amending Registrant Modalities	Krusty			£3,500		3,500
AUDDIS/BACS online dd mandate submission and funds collection	Krusty	Instantly charge registrants and applicants via DD as required	LISA & SAGE Finance package	£1750 + dev time	May-04	1750



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System Name	Server Location	System Functionality	Interoperability	Estimated cost & ROI	Priority & Estimated Roll out	£
Application / Registration state (minimum info problem)				£?	▲	
Batch process Rationalisation	Krusty	Improve processes for batch control		£13,000	May-04 ▲	13,000
Return to Practice	Krusty/LISA	<b>Council Requirement</b>		£25,000 ? estimate	Apr-04 ▲	25,000
Pass list upload of e-files from HEI's	Krusty	New functionality to link pass lists prospects to new graduate applications	LISA	£25,000	May-04 ▲	25,000
New Profession upload OPD's	Krusty	<b>Council Requirement</b> Create new profession within LISA		£12,000	May-04 ▲	12,000
New Graduate Fee structure	Krusty/LISA	<b>Council Requirement</b>		£8,900	April 2004 ▲	8,900
Intelligent renewal forms re-coding	Krusty & external	De-scope parts of Renewal notices when		£3,500	March 2004 ▲	3,500
Return mail flagging and chase	Krusty	Log undeliverable addresses and prevent non viable mailing		£7,500	Jun-04 ▲	7,500
Annual Report Preferences via web or Reg Officer	Krusty & <a href="http://www.hpc-uk.org">www.hpc-uk.org</a>		As part of the web contact details update	£4,000	Jun-04 ▲	4,000
DD reject automatic letters	Krusty & external			£10,000	May-04 ▲	10,000
Bulk letter mail merge	Krusty			£7,500	May-04 ▲	2,500
Renewal declaration pop up	Krusty			£2,500	March ▲ 2004	2,500
Intermediate lapsing (dd rejects and fees remain unpaid)	Krusty		AUDDIS online bacs system & LISA	£6,000	May-04 ▲	6,000

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System Name	Server Location	System Functionality	Interoperability	Estimated cost & ROI	Priority & Estimated Roll out	£
International & Grandparenting assessor management	Krusty			£7,500	Jun-04 ▲	7,500
Charge / Calculator translator – web and Reg Officers		Assist registrants and HPC in validating fees	<a href="http://www.hpc-uk.org">www.hpc-uk.org</a> <a href="#">LISA?</a>	£7,500	Immediate ▲	7,500
On-line renewals for registrants (using web security model)	<a href="#">Krusty &amp; www.hpc-uk.org</a>			£16,000	Apr-05	16,000
MOE (Management Operational Extracts)	MOE	Statistical reporting Predictive “reporting”	Extracted data from LISA	£50 k over 3 years	On going as required by	10,000
Crystal Reports/ Business Objects upgrade for Webstats	Krusty / MOE	Statistical reporting Predictive “reporting” enhanced reporting		£10-50k	Apr-05	10,000
DOMINO migration for non registrant contact information	Krusty	Migrate non registrant Contacts data from Care to Domino format Decommission Care system saving £18k +		£18,400  ROI 1 year	March 2004 ▲	
Server Consolidation to Solaris	Krusty	Move file & print to Solaris / SAMBA	Training & Support only – migration free	£3,525	March 2004 ▲	
Domino / Notes Support	Krusty	To migrate Outlook & Exchange to LND	Support Sys Admin @HPC	£2,850	March 2004 ▲	
Domino / Notes Setup	Krusty	To migrate Outlook & Exchange to LND	Training & Proj Mgmt	£3,525	March 2004 ▲	
Council Audio visual and streaming media project	Independent	Sound system, projection and recording		£47,000	Aug-04 ▲	
Apple xServe MASS STORAGE	Krusty+	3.5 Terabyte RAID storage		£9,700	Feb-04 ▲	
Fibre Channel Connectivity for xServe	Krusty+	Link between core server and RAID box		£3,000	Feb-04 ▲	
New IT DR Plan	Krusty / Mel	Lease or purchase of server for offsite hot standby backup server for LISA, LOTUS NOTES/DOMINO		£50 – 100k	April / May 2004 ▲	

## HPC IT Software Budget 2004/5

System Name	Server Location	System Functionality	Interoperability	Estimated cost & ROI	Priority & Estimated Roll out	£
Streamed data to HOT SUN Server in Star Internet server farm Additional VPN upon demand		Additional comms load		estimate only – more data 10 <sup>th</sup> Feb		
<b>TOTAL in 2004-5 excluding CAPEX &amp; Training</b>						<b><u>£433,600</u></b>