

CORPORATE SERVICES – Roy Dunn

Corporate Services

Corporate Services covers Information Technology, ISO, Offices Services, and Information Services.

Information & IT

Employees

Bryan Wilson, Back Office Administrator and Developer has resigned. The position is being actively recruited for.

Projects

3R's (Renewals, Resourcing and Re-engineering)

The ICR solution is working with a team of 4 users. The workflow around using the systems end to end has been modified to improve through put. We are looking at changing the way data is uploaded to LISA from the scanning validation programme, and increasing the speed of the production server to achieve maximum benefit from this technology.

It should be noted that the ICR solution incorporates capture of renewal notice images and links them automatically to LISA, previously a separate manual process. A running history of address confirmation is also recorded automatically.

BACS-IP & AUDDIS

The direct debit scheme used in the UK is undergoing changes to use internet technology. The new file delivery mechanism is already in place. Initial testing of the developed software linking LISA and the direct debit process has taken place. Minor work is required before

Registration Officer training can commence.

APU (Fitness to Practise tracking system) Additional functionality was defined in mid March, and is being completed. Reports from the system have been defined and will be developed to assist in budgeting and workload planning.

An Office Services helpdesk. This is on hold as testing of the ICR Renewal systems and Fitness to Practise systems are carried out.

Work on a system for Education & Policy **SELMA** will commence following correction of any post roll out issues with the FTP system. Again shared functionality will cut development and support time long term.

We expect refinements to the processes to be finalised before commencing work following analysis by the Operations Director.

Authentication of Users. (Abraham). Project. The development model has now been forwarded to Digital Steps for design work. More detailed operational practice is being worked through with DSL, as the initial Finance and ICR enhancements for renewals near completion.

Authentication cards are in place. The back end functionality will be rolled out later, to help secure registrant details.

All high value hardware, PC's and laptops are asset tagged upon purchase, in line with audit suggestions.

Date
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Dept/Cmte

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Status
Final

Security
General Release

Document Control - FOI

Tom Berrie has returned to work and is now being trained on Freedom of Information matters. Tom will continue building an electronic archive of critical historic information.

Business Continuity & Security

A paper test of the Disaster Recovery plan will occur when the new renewal systems have bedded down later this year, along with a live test early in the new year.

Penetration testing of our security boundary took place with NCC (our Escrow / LISA partner) in Mid October. Initially no vulnerabilities were found. Under guidance from HPC one obscure issue was found that was fixed within minutes. Logs indicate this was not compromised at any time. No major issues were found. A few minor changes are required to be “secure as a bank”.

Applied Psychologists New Profession

No information on start date yet.

ISO 9001:200 Update

Result of the most recent assessment successfully passed on 12th October 2005.

Next assessment April 2006, for Quality Management, Education – new professions, HR – Employees.

IT Training throughout HPC

IT training has been completed for 2005. We will be evaluating feedback and looking at cost effective ongoing training methods for 2006.

Office Services

It has been decided that partial use of the new premises (22-26) will be an effective use of funds and will create almost immediate desk space. Details are attached in a separate paper.

A drinks and snacks machine has been installed in the main kitchen for employee use. This is operated by an external organization, and is provided as service to improve our working environment.

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