

Resource

- Anticipated resource levels with weekend working supporting changes made to the infrastructure

General IT Infrastructure

- The Park House Mail Service (Lotus Notes/Domino) has been upgraded to the latest software version and new hardware. Subsequent upgrades for the client software planned for 2009/10;
- The Pilot group of users has been successfully working with the new Desktop design and changes have been fed back into the project for the initial rollout over the weekend of 4-5 April. The following rollout is planned for the weekend of 18-19 April with a final stage to mop-up the specialist users in May;
- Formal ITIL Change Management process now in operation;
- Service desk tool purchased and planned for implementation in 2009/10.

Additional planning activities

- Annual performance development review meetings completed;
- Home working policy development – now in draft waiting for new HR director;
- Planning for upgrade of the File and Print server at Park House;
- Planning for upgrade to the Directory Services with new hardware and software upgrades;
- Planning for rollout of the desktop technology refresh project;

- Planning for the Network Segmentation project to separate network traffic for Maintainability and Security benefits;
- Planning for implementation of new Service Desk tool.

Projects

Registration system

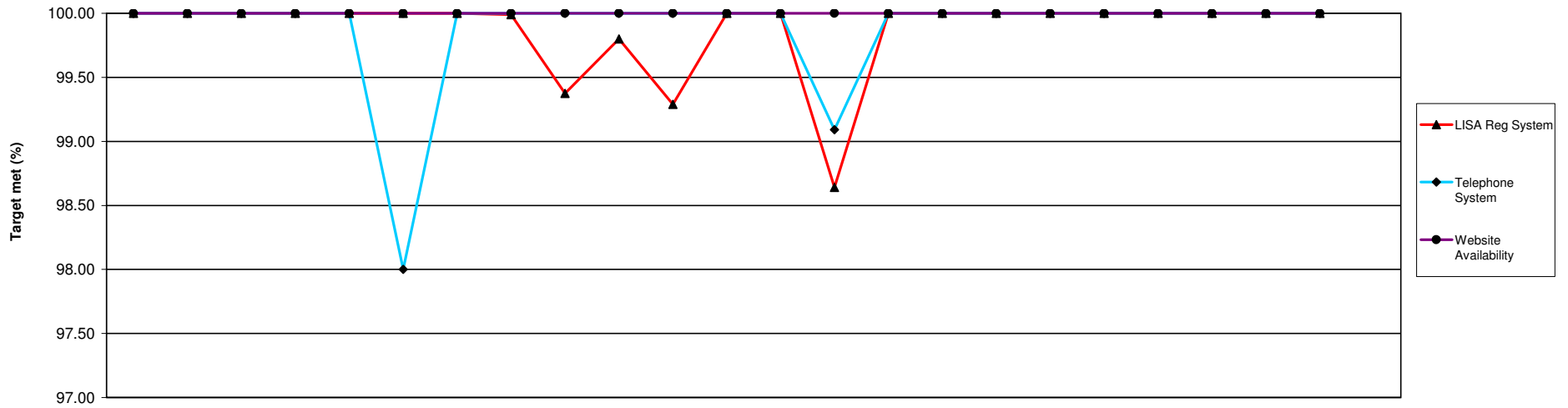
- Practitioner Psychologists – prep for take-on continuing. Changes are being made to the Registration system and the migration tool is being developed. We now require real data from the BPS and AEP to validate the migration process;
- Online Renewals – We are now working through the Terms and Conditions negotiations with the proposed Leased line provider. A backup VPN has been created between HPC and the Data Centre. Planning for Load testing has started.
- Hearing Aid Dispensers – following project plan;
- ISA project initiation has completed;
- Project closedown for OCM;
- Project closedown for FTP Statuses;
- Project closedown for CPD.

Finance Systems

- PRS – Planning for the next release in May of small changes and fixes;

HR System

- Starters and Leavers database development complete awaiting release. This will now go through a further cycle of testing and validation with the new HR team.



	2007			2008									2009									2005/6	2006/7	2007/8	2008/9								
	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	YTD					
LISA Reg System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.38	99.80	99.29	100.00	100.00	98.64	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	99.90	99.99	99.87	99.88	
Telephone System	100.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.09	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	99.90	99.99	99.83	99.92
Website Availability	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	100.00	100.00	100.00	100.00	100.00	

Performance Targets	Uptime
Telephone System	98.45
LISA Reg System	97.85
Website Availability	98.30