

**Strategic objective 1** – *“To drive efficiencies within the organisation by the use of Information Technology and Information Systems.”*

- **Desktop technology rollout project** – This project is now closed with the final Finance PC being replaced in December.
- **Laptop replacement project** – A number of different makes and models of laptop have been considered and an order has now been placed. An audit of the current laptop usage has completed. The configuration design is now taking place and is being tested. It is expected that the laptops will start to be deployed in mid March 2010.
- **Starters and Leavers database** – Development complete awaiting release. Testing has identified some changes that have now been completed. HR team are now to determine when to release the application.
- **Online Renewals** – Load testing has completed and the system has reached the target capacity (900 concurrent users completing a process within 10 minutes). The final pre-release tasks are now being completed in preparation for the launch.
- **IT External Hosting Transfer project** – This project will move the hosting services from the current provider to Rackspace. Notice has been given to our existing hosting provider for termination. The Firewalls have been installed and configured and we have received a report from our security consultants to determine the revised architecture at Rackspace.
- **IT Network and Server review** – This activity has started and a number of virtual environments are being created to support our test and production services. We

have moved a number of previously physical systems into a virtualised environment to provide increased flexibility, resilience and maintainability.

**Strategic objective 2** – *“To apply Information Technology within the organisation where it can create business advantage.”*

- **Fitness to Practice (FTP) Case Management system project** – The project is following the plan with demonstrations from a range of prospective vendors completed. Solution vendors have been identified and the project submitted within the financial planning cycle for agreement.
- **Hearing Aid Council project** – Project update meetings are occurring every fortnight and we are on plan for the transfer.
- **Home working policy development** – The IT and HR Directors have agreed amendments and the document has been submitted to the Finance & Resources committee for discussion and agreement.
- **Education, Approvals and Monitoring service** – We have engaged with an external development company to deliver a series of small changes to the Education system. The high level requirements analysis and the Health Check has completed. The development work is now planned to start on January 25 2010.

**Strategic objective 3** – “*To protect the data and services of HPC from malicious damage and unexpected events.*”

- **Network segmentation project** – Phase two of the plan is complete, with new firewalls installed and configured to manage traffic through the new leased line. A new virtualised server has been deployed to provide secure remote support. There is significant activity to complete the changes in the remainder of this year. A schedule has been agreed with our Network vendor.
- **Network encryption project** – The new encryption product has been purchased and installed. The tool allows very granular control by user and by personal computer – called Port Control. It can be used to determine who is able to write data to removable media and whether it is required to be encrypted.

Laptop full disk encryption and port control will be deployed this year with the network product being evaluated in a subsequent year.

- Initial configuration is being made and will be rolled out to the IT team before being used in a larger pilot group.
- **Service Availability**
  - **Online Register**

On 26 December at approximately 06:18 the Online Register was unavailable. It was made available again on 29 December at 19:28. The outage was caused by maintenance changes

made to the system by Digital Steps Ltd.

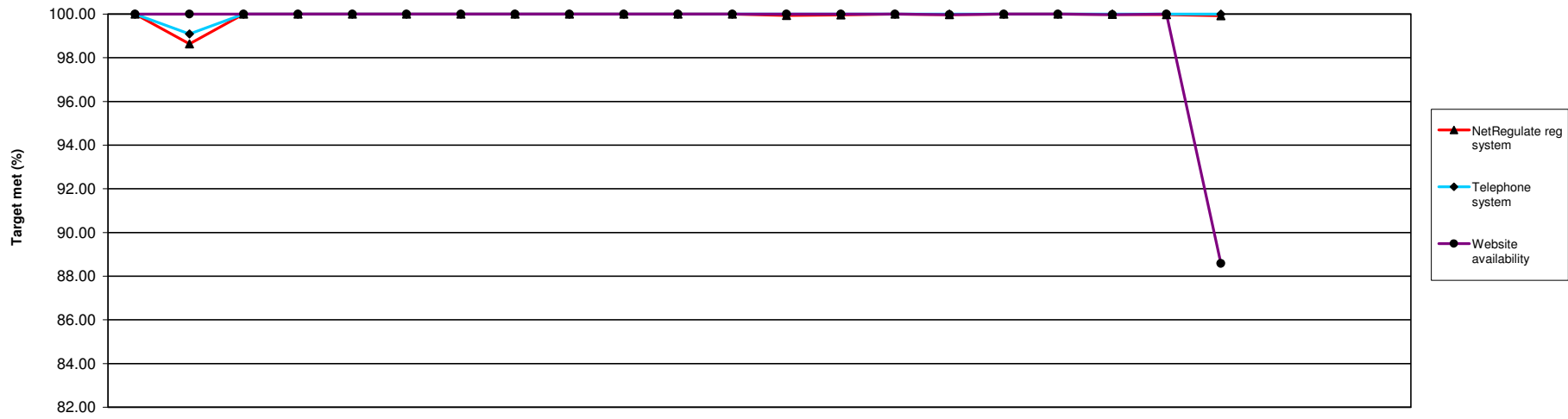
When the service is moved to Rackspace a monitor will be created to alert support personnel of any outage.

- **Compliance**

An independent external penetration test was completed during the first week of January. We are waiting to receive the full report. Preliminary finds are that the Online Renewals application has no significant weaknesses; some changes will be required for the [www.hpc-uk.org](http://www.hpc-uk.org) web site.

**Strategic objective 4** – “*To meet internal organisation expectations for the capability of the IT function.*”

- **Service desk tool project** – The new software has been installed and we have applied patches to faults identified during testing. There is one outstanding fault that is preventing release. However, the software has been distributed to a number of users in a pilot; favourable comments have been received.



	2008			2009									2010						2005/6	2006/7	2007/8	2008/9	09/10												
	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						
NetRegulate reg system	100.00	98.64	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.94	99.96	100.00	99.98	100.00	100.00	99.99	99.97	99.93								99.90	99.99	99.87	99.89	99.97		
Telephone system	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	100.00	100.00	100.00	100.00	100.00	100.00								99.90	99.99	99.83	99.92	100.00	
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	99.98	100.00	100.00	99.98	100.00	88.58										100.00	99.99	100.00	100.00	98.73

Performance targets	Uptime
Telephone system	98.45
NetRegulate reg system	97.85
Website availability	98.30