INFORMATION TECHNOLOGY – Guy Gaskins

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

- **IT upgrade to scanning solution** - Implement an upgrade to the Scanning solution of the Registration system to apply software fixes to a number of known errors.

  This is now complete.

- **Small changes to Sage200 financial system** – Support the implementation of the Finance department's small project to improve functionality of the Sage financial system. This project will apply a number of fixes to existing issues and deploy a new Asset Management module.

  Currently in the test phase with a target go-live date prior to the end of November 2010.

- **Database Upgrade**
  A project to upgrade a number of databases to a more recent version has started. This will ensure continued support for the applications.

  Twelve of fifteen systems have been upgraded successfully with a target completion date of the end of November for the remaining systems.

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

- **Fitness to Practice (FTP) Case Management system project** – This project provides status reports to the FTP committee. The design is now complete and costs are being confirmed for the implementation phase. The project is running to plan and to expectation.

- **Independent Safeguarding Authority (ISA) (Applicants and Renewal)** – This major project addresses the need to capture the ISA number for Applicants and Renewals. Relatively small changes are required within the NetRegulate application to accommodate the changes.

  A private paper has been presented to the FTP Committee giving the detailed position of this project.

  In the uncertainty surrounding the implementation of legislation within England, Northern Ireland and Wales, and Scotland a decision has been taken not to invest resource into changes to IT systems but to support our obligations through amendments to business processes and procedures until further clarity is gained.

  The implementation of the legislation in Scotland has been postponed until the first quarter 2011 and the review of the legislation for England, Northern Ireland and Wales is expected to be complete also in the first quarter of 2011.

Budgetary provision is being made to support the outcome of these changes within the 2011-2012 budget.

- **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 development has begun with an expected release date for User Acceptance Testing on 15 November. The project has been delayed by a number of weeks following the loss of the developer assigned to the work.

- **Telephony system development**
  A number of changes to the telephony system call queues and messages were developed and released successfully in July.

  The second (and final) scheduled release of changes to the telephony system was made successfully in October.

- **Desktop applications upgrade** - Prepare for the upgrade of the desktop operating system by auditing and replacing applications that are not certified with Windows 7.

  The audit is nearing completion and we expect to purchase the Microsoft licences within 2010 in order to gain the advantage of the lower VAT rate.

- **Upgrade to the Mobile Personal Mailing Service (Blackberry)** – This project will upgrade the service to

the most recent version of the software providing improved security and the resolution of a number of small defects.

This project was completed in September 2010.

- **Replacement of the Mitel 3300 telephony controller** – This project replaced the telephony Private Automatic Branch Exchange (PABX) that is responsible for the management of all incoming and outgoing telephone calls.

  The project is required to retain support for the telephony system and to provide for improved functionality.

  This project was completed in September 2010.

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

- **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.

  The distribution has been delayed due to a dependency with the laptop replacement project. It is expected to be delivered with the laptops.

  Users will be assigned to policies that control their rights

following the completion of the laptop project.

- **Credit card handling** - Support the project to outsource credit card handling to reduce organisation risk of fraud.

  PCI DSS (Payment Card Industry Data Security Standards) expert advice has been sort to identify potential solutions and industry best practice for handling credit card payments by telephone.

  The selection process through a three party tender has completed with a preferred supplier identified. The next stage of the project will be to commit resource and agree a schedule for the implementation of the new service within the 2010-2011 financial year.

- **Remote access security** – This project aims to improve the security provision for employees and external support organisations when they connect to the HPC services remotely.

  The project will introduce a method for generating a unique security number each time an authorised user wants to connect to the HPC. This method is known as Two Factor Authentication.

  The proof of concept has been completed successfully and the project is planned for the technical implementation in the last quarter of the year.

- **Penetration testing** - Conduct quarterly independent penetration tests of our environment to assure adequate security controls.
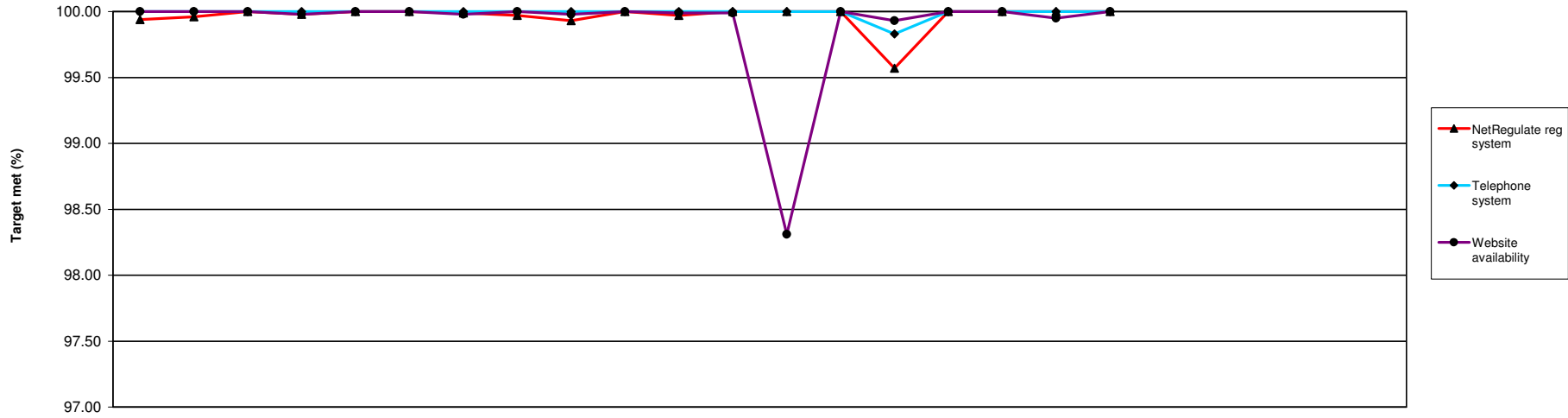
The vulnerabilities identified by the last penetration test in July have been addressed with the final change being planned for release to the web site in early October.

The web site development has started but has been delayed following resourcing constraints. It is now expected to be delivered within December after which we will conduct another Penetration test.

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.

  The Service desk tool went live in October 2010. We have received positive feedback about the new service.

	2009									2010										2011					2006/7	2007/8	2008/9	09/10	10/11
	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	99.94	99.96	100.00	99.98	100.00	100.00	99.99	99.97	99.93	100.00	99.97	100.00	100.00	100.00	99.57	100.00	100.00	100.00	100.00						99.99	99.87	99.89	99.98	99.94
Telephone system	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	99.83	100.00	100.00	100.00	100.00						99.99	99,83	99.92	100.00	99.98
Website availability	100.00	100.00	100.00	99.98	100.00	100.00	99.98	100.00	99.98	100.00	99.99	99.99	98.31	100.00	99.93	100.00	100.00	99.95	100.00						99.99	100.00	100.00	99.99	99.74

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