

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

- **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.

Except for an outstanding issue with the reporting database this is now complete. The outstanding issue has not yet been resolved and an external agency has been engaged to support us through the issue.

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.

The Document and Records Management system (DRM) has been installed along with the new scanning solution. The Case Management system is currently in development.

- **Education service** – We have engaged with an external development company to deliver a series of small changes to the Education system.

There has been a delay in this project following faults being identified within user acceptance testing cycles. The expectation is that the service will be released by the end of the fiscal year.

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

A super user group has been formed and has received the new software to test. The super users have received specific bespoke training to give them a more comprehensive understanding of the new products and to allow them to become the first reference point for questions within each department.

The implementation timetable has been published along with training schedules. The feedback from the super users is positive.

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 Fitness to Practice (FTP) team will be the pilot group for this new functionality. A meeting has been arranged to agree the timetable for implementation with FTP.

- **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.

A number of technical issues have been identified which the project team are working through. It is expected that the implementation date will be delayed by at least two weeks but the issues appear resolvable.

- **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 software has been installed and is being tested by the IT team. The service will be rolled out in a phased approach by individual laptop user.

This is expected to be completed by the end of March.

- **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.

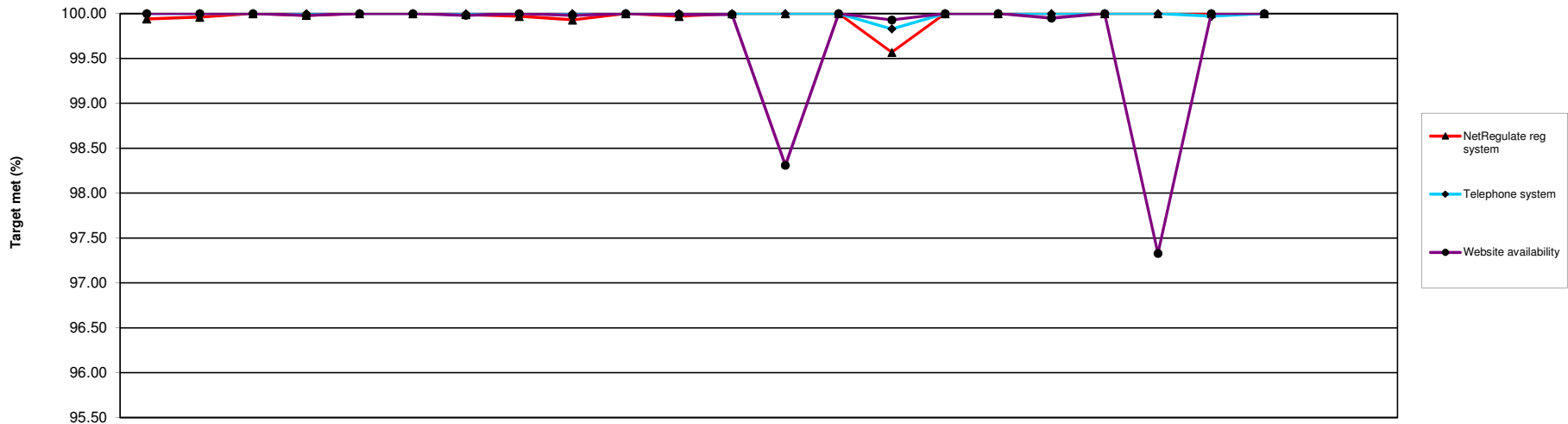
the web release has been delayed and we are waiting on a successful testing cycle before deploying to the live environment. Following the web release a Penetration test will be conducted.

- **Service Availability**
Online Renewals and Online Register outage – On Tuesday 8 February there was a failure of one of the three application servers used to provide the Online Renewal and Online Register services.

The Online Renewals and Register applications were unavailable between 03:00 and 08:30.

The external service provider that hosts these servers misunderstood the set of instructions that they should follow in the event of a server failure. The action they took caused the outage of the service; if they had taken no action the service capacity would have been reduced but the service would have remained available.

The instructions that they follow have now been clarified.



	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	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.87	99.89	99.98	99.96
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	100.00	100.00	99.97	100.00	100.00	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	100.00	97.33	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	99.99	99.55	

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