

**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.

This project has been completed.

**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.

This project is operating to the revised plan with an expected delivery in early 2012.

Validation of the delivered system configuration is being undertaken with an aim to enable the User Acceptance Test cycle to start in the middle of September.

- **NetRegulate platform refresh** – The objective of this project is to upgrade each of the separate platforms that NetRegulate is dependent upon to operate. This includes the operating system, database, application

server and clients.

The project will deliver the changes in phases.

There have been a number of technical issues with this project and although the user testing has been successful the promotion of the database upgrade to the live environment has needed to be rolled-back on two occasions.

A revised approach is being developed to promote the changes to the production environment safely with minimum disruption.

The target implementation date for this project is being revised and will now be within September 2011.

- **IT continuity file replication** – This project aims to improve the method by which we replicate files from our corporate fileserver to the disaster recovery environment.

We are looking to replace the current method with one that will reduce the time it takes to replicate files to the disaster recovery environment ensuring a consistent state if we had a critical failure.

This project is now complete.

- **Education systems and process review** – This project aims to assess the current processes within the Education department; determine revised processes

where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

The project has initiated and a series of workshops to map and validate the current processes is being scheduled.

This project is expected to complete in April 2012

- **Refit of the 33 Stannary street office** – This project aims to fit out the new offices at 33 Stannary Street to provide additional office and meeting room space. The IT team will support the implementation of the IT data and telephony services in the new building.

An IT Networking company has been engaged to provide the switched network infrastructure, the structured cabling and new power points.

The structured cabling and power installation is planned to be completed within August.

An order for a data line has been placed with our Internet Service Provider; we expect the data line to be available within 2 to 3 months. The office will not be able to connect to the HPC IT or telephony services until the data line is installed and commissioned.

- **Telephony system development cycle** – This project aims to deliver one of two controlled change releases to the telephony system. This release incorporates changes to call queues, reporting paths and messaging.

This project was completed on Saturday 6 August.

- **Web site development cycle** – The objective of this project is to deliver one of two controlled change releases to the corporate web site ([www.hpc-uk.org](http://www.hpc-uk.org)). This project is led by the Communications team.

The project has been initiated and a third party development company has been engaged to provide a proposal for the list of changes.

An onsite meeting with the development team was completed on 9 August to validate the proposed changes before a cost proposal is provided.

This project is expected to be delivered in late 2011.

### **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.

The pilot group has been identified and the feedback is

positive with no critical issues identified. The pilot will conclude in September at which time we will plan the implementation to the entire FTP team and start the next pilot group.

- **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.

This project has been delayed following:

- The need to receive a PCI assessment report from a PCI assessor for our existing paper based processes
- The need to confirm how the reconciliation of payments will be achieved and to validate the exact requirements of our payment provider WorldPay.
- Required changes to the HPC published telephone numbers to ensure payments can be taken securely.

The project is currently being re-planned.

As part of this project we have moved telephony provider to OPAL (Talk Talk). This transfer was completed successfully on 5 May.

- **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.

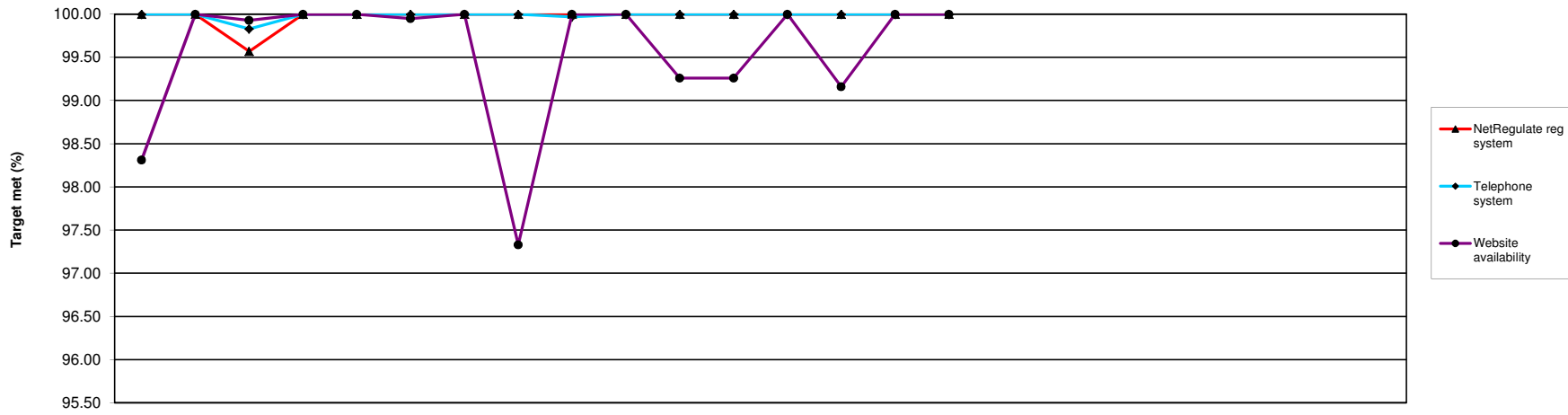
The software has been installed and is being tested by the IT team and is also part of the pilot FTP 'Network encryption Project'.

- **Blackberry disaster recovery service** - The Mobile Personal Mailing service has now become a business critical service. This project will investigate the options for creating a disaster recovery service and if appropriate to implement the service. This will allow the Blackberry handsets to operate in the event of a critical infrastructure failure.

We have engaged with a specialist organisation to provide us with the technical options that we have open to us to provide a resilient service.

- **Service Availability**  
**Online Renewals and Online Register outage** – On Tuesday 2 August an error made during an administration task during the preparation for the Platform Refresh project caused the NetRegulate database service to fail.

This resulted in the outage of the Online Renewals and the Online Register services as well as the NetRegulate application for two hours between 15:30 and 17:30.



	2010			2011									2012									2006/7	2007/8	2008/9	09/10	10/11	11/12				
	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	FYE	YTD	
NetRegulate reg system	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	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	
Telephone system	100.00	100.00	99.83	100.00	100.00	100.00	100.00	100.00	99.97	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
Website availability	98.31	100.00	99.93	100.00	100.00	99.95	100.00	97.33	100.00	100.00	99.26	99.26	100.00	99.16	100.00	100.00															

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