INFORMATION TECHNOLOGY – Guy Gaskins

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

- **NetRegulate Improvements 2013-14 Major Project -** This project aims to implement a number of smaller changes to the NetRegulate combined into a number of phased releases.

  The second deployment has been delivered successfully on 30 July 2013. The third deployment is due in December 2013.

- **HR and Partners Systems and Process Review** – The project objectives are to assess the current processes within the Human Resources and Partners teams; determine revised operational processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

  The operational As-is and to-be process maps have been completed as well as the requirements gathering exercise. The next stage is to start the public procurement tendering process which is planned to complete after June 2014.

- **Remote Access project** – The project objective is to investigate options to deliver a remote access technology that allows users to connect to the HCPC network using non-HCPC equipment. The project will deliver a pilot for any proposed technology solution.

Following the tender process it has been decided to deliver the project internally. A proof of concept has now been created and an initial pilot will proceed with IT employees only.

A wider pilot is planned to include other departments in the New Year.

- **Core switch replacement** – The project objective is to replace the existing core switch network to increase capacity and provide an infrastructure capable of supporting a virtual desktop and streaming media.

  A supplier for the new core switch has been selected following the tender exercise and purchase orders raised. An initial assessment of the cabinet infrastructure has been made and the equipment ordered.

  The replacement core switch is expected to be implemented by February 2014.

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

- **Implement the upgrade of the desktop operating system to Windows 7 –** This project will deliver an upgrade to the desktop and laptop operating systems from Windows XP to Windows 7.

  Windows 7 has now been deployed to all departments

except the Chief Executive, Reception and Fitness to Practice which is currently in the middle of deployment with approximately half of the PCs upgraded. It is now expected to complete by the end of the calendar year.

- **Education systems build** – This project will deliver the technology elements and the business process change as identified in the Education systems and process review project.

  The project is planning the implementation stage of the project with an expected start in December 2013.

- **NetRegulate System Refresh** – This project aims to upgrade key elements of the NetRegulate technical environment to improve the ability to support the system and to create a more flexible technical environment.

  This project has been postponed due to an outstanding technical issue which has been referred to the vendor by our third party supplier. It is expected to restart at the end of the calendar year.

- **Wireless network** – The project objective is to replace the wireless network in the 186 Kennington Park Road (KPR) building and extend the coverage to the main Park House building for public and employee use.

  This is now complete.

- **Replacement of data line supplier** – The project aim is to reduce the total cost, increase the capacity and performance while improving the resilience of the HCPC

data connectivity.

A tender has been completed and a preferred supplier selected. Contract negotiations are currently proceeding.

Once a contract is signed the new service will take a minimum of three months to be delivered.

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.

  This is being delivered as part of the deployment of the Windows 7 upgrade.

- **Telephone System upgrade** – The objectives of this project are to:

  - upgrade the existing software elements of the telephone system including call queues;
  - implement failover resilience to the main telephone controller; and
  - replace the existing telephone handsets to a standard model that enables hot desk functionality.

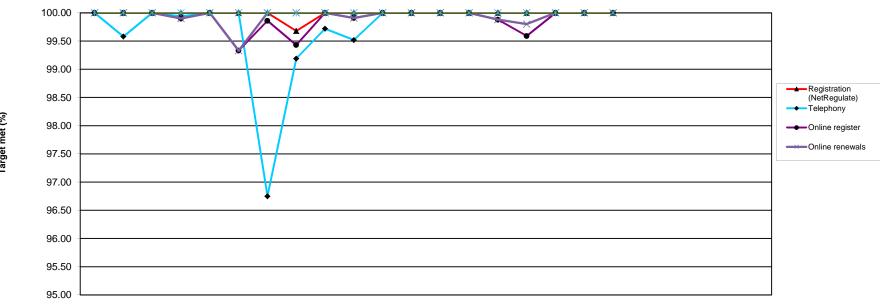 This is now complete except that as a consequence of

the upgrade the registration call recording system also needs to be replaced.

The new call recording solution has been installed. However, issues with the quality review part of the system have delayed implementation while the vendor investigates the problem. End user training has been arranged for the end of November 2013.

- **IT Policy review** – To review the current IT Policy and to amend to reflect current practices, obligations and expectations.

This has been agreed by Council in October 2013.

| Service availability | 2012 | | | | | | | | | 2013 | | | | | | | | | | | | | | 2014 | | | | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | 11/12 | 12/13 | 13/14 |
	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	FYE	FYE	YTD
Corporate website	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						99.99	100.00	100.00	99.99	100.00	100.00	100.00	100.00
Online register	100.00	100.00	100.00	99.90	100.00	99.33	99.86	99.43	100.00	99.91	100.00	100.00	100.00	100.00	99.88	99.59	100.00	100.00	100.00										99.51	99.86	99.87	99.92
Online renewals	100.00	100.00	100.00	99.90	100.00	99.33	100.00	100.00	100.00	99.91	100.00	100.00	100.00	100.00	99.88	99.80	100.00	100.00	100.00										99.51	99.86	99.93	99.95
Registration (NetRegulate)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.68	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	99.77	99.97	100.00
Telephony	100.00	99.58	100.00	99.94	100.00	100.00	96.75	99.19	99.72	99.52	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00						99.99	99,83	99.92	100.00	99.98	100.00	99.56	100.00

Performance targets	Uptime target	Period
Corporate website	98.30	24 hr X 7 days
Online register	98.30	24 hr X 7 days
Online renewals	98.30	24 hr X 7 days
Registration (NetRegulate)	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days