

BUSINESS PROCESS IMPROVEMENT – Roy Dunn

General & Employee issues

Thomas Berrie, Information Services Manager has completed training in ISO Internal Audit procedures and has commenced this task on a limited basis.

Roy Dunn has worked with Richard Houghton on the analysis of CPD candidates, lapsing, deferral and assessment.

ISO registration and the Quality Management System

An internal survey is being carried out to determine how the various departments use Springfield and the Quality Management System, both sources of HPC information.

Secretariat, Project Management, FTP Case Management and FTP Hearings Management have been internally audited.

The Risk Management process has been documented and moved to Secretariat. The Registration area CPD process has been re-documented and subsequently audited.

Project Management has been moved from a company wide process, to a Support process (along side Finance, HR, Quality etc).

Latest / next BSI external audit

BSI have noted the move toward Risk Based Audit as being more beneficial to HPC.

Note the October 2008 BSI Audit will cover the following areas Secretariat, Approvals & Monitoring, Education, Project Management , and Purchasing and Supplier evaluation.

Business Continuity planning

Following the exercise of the Business Continuity plan which took place on the 29th May Education, FTP and Registrations are to be tested specifically before the end of the financial year.

The Business Continuity plan is being updated to reflect the recommendations of the new BS25999 standard for Business Continuity Management. First day plans for the Chief Executive and IT departments have been developed.

Information security

The last penetration test report highlighted a number of issues regarding the use of the most recent versions of three software programs as well as a number of vulnerabilities identified on our website. Critical issues have been addressed and a further penetration test has been completed on 8 September. We are now waiting for the results of the latest test. (from Guy Gaskin's – Director of IT)

Data Archiving

Tender documents for our HPC's hard copy Data Archiving, were despatched to 5 potential suppliers over the summer. Two, including the existing supplier have declined to respond due to our specific requirements for additional protections

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around data security. Three have responded agreeing in principle to negotiate on the detail around this;

An internal stakeholder group will be convened to ensure all requirements are met.

Business Reporting

No specific changes. 2008/9 financial year reports running as required.

Customer Service

No major generic issues to report.

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