Information Technology Department Management Information Pack

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June 2015

1   Executive Summary

1.1   "MP76 - Migration of Email server

This activity supports the major project currently prioritised for delivery during the 2014-15 fiscal year, to migrate the corporate email server from IBM Lotus Domino to Microsoft Exchange and Outlook. This is an enabling change that supports interoperability between a number of Microsoft technologies that the HCPC currently use and expect to use in the future.

A pilot group has been using the system successfully for a number of weeks and feeding back constructive changes.

The initial proposed go-live date was delayed due to the impact of the expected rail strikes. This would have prevented having onsite 'floor walkers' on the first working day following the change. The subsequent go-live was postponed after an issue was discovered with the Education system and how it processes emails. The issue has been escalated to Microsoft for a resolution.

1.2   Service availability
Corporate website outage:

On Wednesday 27 May 2015 the corporate web site (www.hcpc-uk.org) was unavailable for one and a half hours between 03:20 and 04:45.

The outage was caused by the application of a patch which resulted in the server hanging. This is a known issue with this version of the operating system and has a simple resolution. The application of patches are timed to minimise any impact to the business by performing the update in the early hours of a morning.

Contents

2   Strategic Objective 1

"To drive efficiencies within the organisation by the use of Information Technology and Information Systems."

2.1   MP79 - NetRegulate improvements 2014-15 major project

This project aims to implement a number of smaller changes to the registration system combined into a number of phased releases. This project is currently on hold while priority is given to the MP83 Fees review 2015 project.

2.2   MP78 - HR and Partners systems build

This project will deliver the technology elements and the business process change as identified in the HR and Partners systems and process review project.

The project is now in its implementation stage. A series of meetings has taken place between HCPC and the technology vendor to address shortcomings in the technologies ability to deliver elements of the Partner requirement. The vendor has demonstrated how the existing product can deliver the majority of the gap and has committed to developing the product to meet the remaining areas. The project is now re-planning the schedule to incorporate this additional validation stage and the proposed development cycle.

2.3   MP75 - Registration systems review

This project aims to review the registration systems and processes.

This project was formally initiated in July 2014 and through the use of a government framework agreement has appointed an external business analyst to begin the analysis of the registration processes and systems. Business workshops have been run since September 2014 focused on mapping the target processes and requirements. The workshops are due to complete in June 2015. The business case and Project Initiation Document will be presented to EMT by summer 2015.

2.4   MP80 – Stakeholder relationship project

This project aims to provide a single central management system for contacts not managed through a current business system and where several departments have a shared interest in the relationship held at an organisational level.

The project has tendered for and selected a systems analyst to support the requirements gathering workshops. The workshops are continuing.

3   Strategic objective 2

"To apply Information Technology within the organisation where it can create business advantage."

3.1   MP64 - Education systems build (second phase)

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

The project has successfully gone live with the first stage in March 2015. The project aims to deliver the second phase in September 2015. Workshops have started with the third party implementers to define the design of the interfaces to other HCPC systems as well as to agree upon a list of changes to the existing application.

3.2   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.

The user testing has been performed through December and January the planned implementation on Saturday 24 January was rolled back due to technical issues encountered by the supplier implementation team. The issues have been resolved in a test environment and another implementation date is being arranged.

This project has now been combined with the NetRegulate refresh project 2015-16 to incorporate additional areas of the technical infrastructure. This decision has been made following testing, to reduce the risk of issues being caused from incompatibility of dependent technologies.

The combined release is now being scheduled for summer 2015, testing will commence at the end of June with the aim to upgrade the live services towards the end of August 2015.

3.3   Upgrade of Microsoft Sharepoint

The project objective is to upgrade our current implementation of Sharepoint 2010 server that primarily supports the document management functionality of the FTP case management system. The system has been extended for the use of the new Education system as well as for other specific groups of users.

Our Sharepoint partner has creating an upgraded environment to support the Education system and has re-developed the interface for the FTP case management system in preparation for a later phased transfer to the new environment.

A test environment for the FTP case management system has been created and deployed; the Education environment is also created. The FTP case management system interface has been changed to work with the new version and is in system test.

The Education system is live with the upgraded version of Sharepoint and FTP are continuing to test against the new version. The testing is combined with a larger maintenance release of the FTP system and both the upgrade and the maintenance release will be deployed together.

3.4   MP76 - Migration of Email server

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A pilot group has been using the system successfully for a number of weeks and feeding back constructive changes.

The initial proposed go-live date was delayed following the expected rail strikes. This would have prevented having onsite 'floor walkers' on the first working day following the change. The subsequent go-live was postponed after an issue was identified with how the Education system processes blind copy (bcc) emails. The issue has been escalated to Microsoft for a resolution.

3.5 MP84 - 405 Kennington road fit out

The aim of this project is to complete the refurbishment and fitting out of the new building at 405 Kennington road following the decision by the Council. There will be a significant technology impact with the extension of the network, implementation of video conferencing facilities, Wi-Fi network and the provision of office space.

This project has been initiated.

4 Strategic objective 3

"To protect the data and services of HPC from malicious damage and unexpected events."

4.1 MP74 - Financial systems upgrade

This major project aims to upgrade the two core financial systems that maintain the HCPC financial ledger and purchase ordering systems. The upgrades will enable the continued support of the applications as well as the implementation of a number of bug fixes and service improvements.

The project has completed the main deliveries of the upgrade of the Sage financial system and the PRS purchase order system. There remains the implementation of the electronic invoice approval system in September 2015.

4.2   **MP82 - Secure telephone payment service**

The aim of this major project is to review the current secure telephone payment service and migrate it to a more resilient platform either with the current supplier or to a new supplier. This follows the current supplier giving notice of the end of life for the current service.

The current service was stopped at the end of May 2015 following the withdrawal of key telephony services by Talk Talk Business (TTB).

Alternative arrangements have been made to manage the processing of credit cards while the project selects and implements an alternative service provider. A selection exercise has completed and the decision is being communicated to the applicants. The implementation schedule will now be agreed with the supplier following a series of workshops. The project is expected to deliver in September 2015.
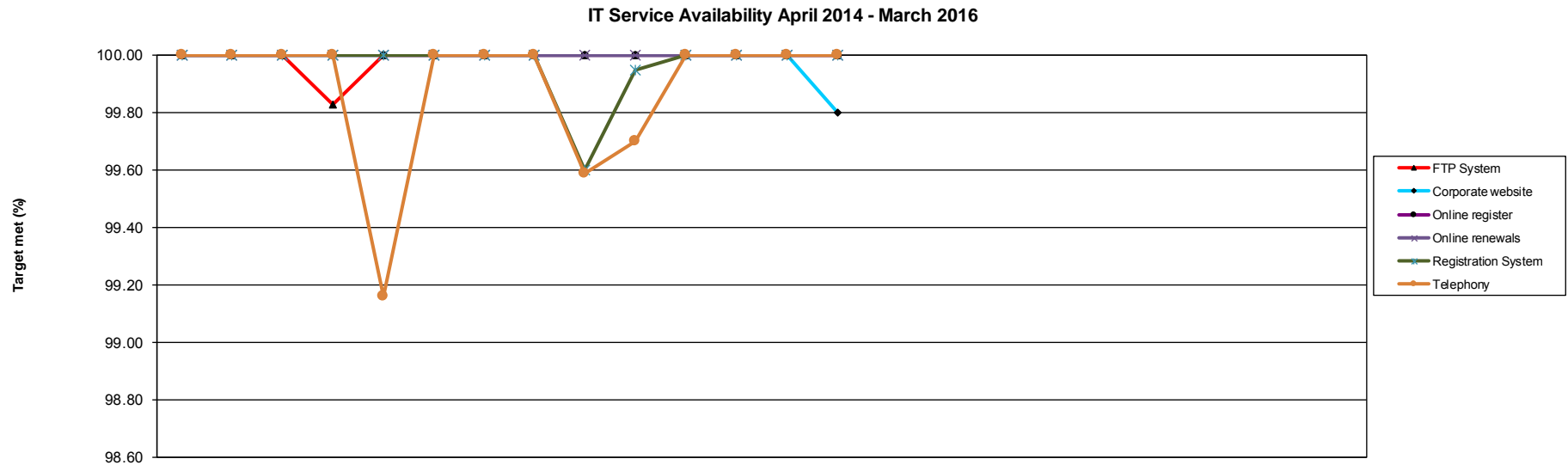
4.3   **Service availability**
Corporate website outage:

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IT Service Availability April 2014 - March 2016

Service availability	2014									2015													2016				11/12	12/13	13/14	14/15	15/16
	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
FTP System	100.00	100.00	100.00	99.83	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00														99.97	99.99	99.99	100.00
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	99.80													100.00	100.00	100.00	100.00	99.90
Online register	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													99.86	99.87	99.96	100.00	100.00
Online renewals	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													99.86	99.93	99.97	100.00	100.00
Registration System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.60	99.95	100.00	100.00	100.00	100.00													99.77	99.97	99.99	99.96	100.00
Telephony	100.00	100.00	100.00	100.00	99.16	100.00	100.00	100.00	99.59	99.70	100.00	100.00	100.00	100.00													100.00	99.56	99.99	99.87	100.00

Performance targets	Uptime target*	Period
FTP System	98.45	10 hr X 5 days
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 System	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days

*excludes planned maintenance