

CORPORATE SERVICES – Roy Dunn

Corporate Services

Corporate Services covers Information Technology, ISO, Offices Services, and Information Services.

Information & IT

Employees

Rick Welsby has been recruited as, Back Office Administrator and Developer. Rick commenced work shortly before Christmas 2005.

Rick will be working on the various Lotus Notes based systems for FTP, Decision and Knowledge Tracking, plus assisting with the other developments around HPC.

The Freedom of Information database system ‘FRINK’ will be copied and modified to create a Data Protection Act request system. Separation of the different functions should prevent any accidental publishing of personal information. This is not an urgent requirement, and will be fitted in when time allows.

General IT Infrastructure – The IT team are evaluating possible upgrades to the anti virus product we use on the desktop and servers throughout HPC. The current product has proved secure to date, but does not deliver sufficient management information to track virus signatures uploaded to different hardware. This is a potential weakness.

We are looking at ways of automatically updating pc’s with patches and upgrades, linked with software and hardware audit. This is a drain on resources at present.

Projects

The ICR solution is working with a team of 4 users plus supervisor. ICR renewal technology has reached up to 1001 fully processed renewals in one day. Adjustments to the method of uploading data from the ICR system to LISA will deliver further speed improvements over the next months. As of 26th January the renewals team are fully up to date. No doubt a flood of late renewals will put the team under pressure again later on in the cycle.

BACS-IP & AUDDIS

The direct debit scheme used in the UK is undergoing changes to use internet technology. The new file delivery mechanism is already in place. Initial testing of the developed software linking LISA and the direct debit process has taken place. Minor work is required before Registration Officer training can commence.

APU (Fitness to Practise tracking system). System testing is occurring in the FTP department, prior to any final amendments. A major data upload exercise will then take place to populate the system with previous or current cases and investigations. Reports from the system have been defined and will be developed to assist in budgeting and workload planning.

An Office Services helpdesk. This is on hold as testing of the ICR Renewal systems and Fitness to Practise systems are carried out.

Work on a system for Education & Policy **SELMA** will commence following correction of any post roll out issues with the FTP system. Again shared functionality will cut development and support time long term.

Date
2006-01-24

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Dept/Cmte

Doc Type
RPT

Title
Fincom022006

Status
Final

Security
General Release

We expect refinements to the processes to be finalised before commencing work following analysis by the Operations Director.

Authentication of Users. (Abraham). Project. The development model has now been forwarded to Digital Steps for design work. More detailed operational practice is being worked through with DSL, as the initial Finance and ICR enhancements for renewals near completion.

Authentication cards are in place. The back end functionality will be rolled out later, to help secure registrant details.

All high value hardware, PC's and laptops are asset tagged upon purchase, in line with Baker Tilly audit suggestions.

Document Control - FOI

Recent highlights include questions by professional bodies and television news service. A Notes based system to assist tracking Council and Committee decisions is being tested by Secretariat. We may also have an alternate commercial option that may be used long term.

Business Continuity & Security

A paper test of the Disaster Recovery plan will occur when the new renewal systems have bedded down later this year, along with a live test early in the new year.

Additional data replication of non LISA and Notes files to Star Services in Gloucester is being evaluated. This will allow us to leave back up tapes within the HPC building or at the offsite storage facility.

PCI audit of debit and credit card transaction systems – beating the requirements at our current level of transactions. A quarterly internal audit is required and will be carried out by our Quality Manager.

HPC wide software audit by external contractors. Validating against the different proof of ownership requirements by various software suppliers

Commencing January 26th 2006. This is to prove we have the required evidence of ownership rather than just look at licence numbers. Some suppliers require boxes of CD's, plus licence certificates plus invoices and purchase orders, others just a validation key to unlock a number of concurrent users of the software.

We will follow what ever guidelines can be developed.

Applied Psychologists New Profession

No information on start date yet. A standard IT new profession project plan exists for when the process starts.

Quality Management (ISO 9001:200 Update)

Result of the most recent assessment successfully passed on 12th October 2005.

Next assessment April 2006, for Quality Management, Education – new professions, HR – Employees.

An initial examination of our current status against the Information Security Standard ISO27001 will be carried out to determine how much work would be required to reach the standard.

Office Services

A programme or photocopier replacement is planned fro the next few months.