INFORMATION TECHNOLOGY – Guy Gaskins

Resource

Anticipated team resource levels.

General IT Infrastructure

- The results of the Penetration testing of our infrastructure has been received and actions in place to address issues:
- Disaster Recovery provision at the remote data centre is being upgraded to meet capacity requirements;
- Disaster Recovery test follow on action Lotus Notes mail service and applications re-tested and now full client availability confirmed;
- PC lifecycle management software is now working. We are now packaging software and working through teething problems. This will enable more effective management of the PC estate;
- Telephony developing on new call flow routes for Registrations team; and
- Blackberry rollout started. Training planned.

Additional planning activities

- Home working policy development;
- iExtensions issue resolution workshop;
- NAO audit session:
- Account management review with BOND the vendor of the HR system to address service issues;
- IT Strategy being planned for delivery to July F&R committee;
- Selection of a design partner to support the design of the online renewals application; and

Planning meetings for Online renewals, Equality and Diversity, FTP statuses and Hearing Aid council data take on projects.

Projects

Registration system

- Practitioner Psychologists prep for take-on continuing;
- Online Renewals project meetings progressing and engagement with third parties to support design concluded.
 - Business flows, functional and non-functional requirements complete. Usability experts engaged and build phase planned;
- Hearing Aid Dispensers project meeting held and visit to HAC to assess IT capability;
- Equality and Diversity Requirements complete, design agreed and build started; and
- FTP Statuses project started. Initial functional requirements meetings completed.

Finance Systems

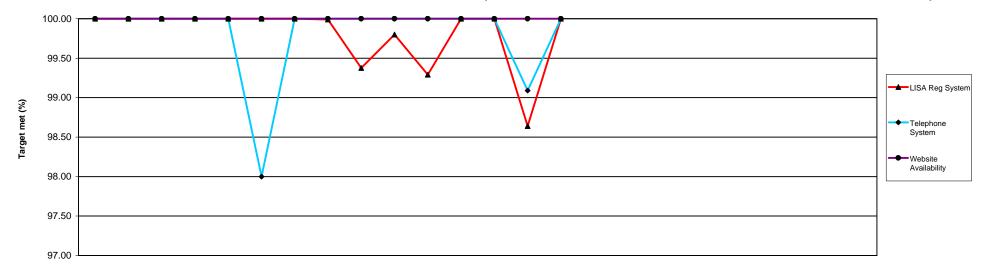
Sage 200 – phase 2 rolled out.

HR System

Starters and Leavers database development started

FTP System

 Development of system to incorporate additional functionality



	2007									2008												2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
LISA Reg System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.38	99.80	99.29	100.00	100.00	98.64	100.00									
Telephone System	100.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.09	100.00									
Website Availability	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									

2005/6	2006/7	2007/8	2008/9		
FYE	FYE	FYE	YTD		
99.90	99.99	99.87	99.55		
99.90	99.99	99.83	99.70		
100.00	99.99	100.00	100.00		

Performance Targets	Uptime
Telephone System	98.45
LISA Reg System	97.85
Website Availability	98.30