INFORMATION TECHNOLOGY – Guy Gaskins

Resource

Anticipated team resource levels.

General IT Infrastructure

- Required actions identified by the last quarterly penetration testing have been completed in preparation for the next scheduled test:
- Penetration testing scheduled for 8 September;
- PC lifecycle management software application packaging continuing. This will allow more effective management of the PC infrastructure;
- Upgrade complete for the Albany Direct Debit Albacs system;
- Performance review of the HPC network infrastructure to identify any configuration issues. Minor changes actioned and planning begun for 'segmenting' the network to improve performance;
- Telephony new call flow routing has been developed and rolled out on 2 September; and
- Blackberry rollout enabling the remote access to mail and calendar services including formal training complete.

Additional planning activities

- Home working policy development;
- Planning session for network 'segmentation';
- Drafting of the job description for the new IT recruitment;
- Account management meetings with Digital Steps Limited:
- 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 Business flows, functional and nonfunctional requirements completed. Application design, Screen (usability) design and Infrastructure design in progress. Usability workshops with Registrants complete;
- Hearing Aid Dispensers project meeting held to clarify data requirements following business visit to HAC.;
- Equality and Diversity Requirements complete, design agreed and build started. Demonstration of reporting function held on 8 September; and
- FTP Statuses project requirements complete.

Finance Systems

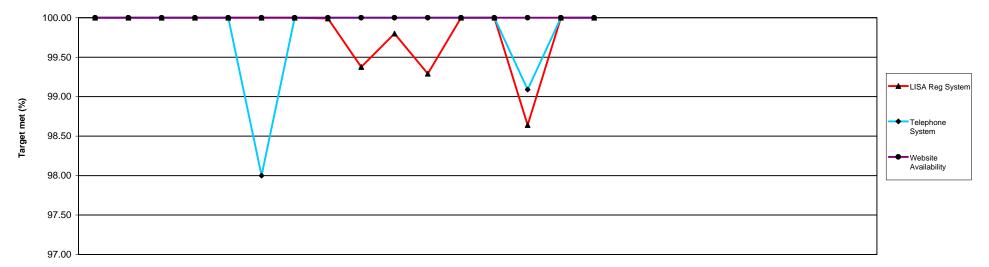
 Sage 200 – phase 2. Project team addressing identified issues.

HR System

- Starters and Leavers database development started;
- Application updated to resolve application crashing issues.

FTP System

 Development of system to incorporate additional functionality started.



	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	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	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	100.00								

1	2005/6	2006/7	2007/8	2008/9			
	FYE	FYE	FYE	YTD			
	99.90	99.99	99.87	99.66			
	99.90	99.99	99.83	99.77			
	100.00	99.99	100.00	100.00			

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