

**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 non-functional 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.

