INFORMATION TECHNOLOGY – Guy Gaskins

Strategic objective 1 – "*To drive efficiencies within the organisation by the use of Information Technology and Information Systems.*"

- **Laptop replacement project** – Due to delays in the delivery of the laptops, their phased distribution will now start in late April 2010.
- **Starters and Leavers database** – This is now complete.
- **IT external hosting transfer project** – This is now complete.
- **IT network and server review** – This is now complete.
- **IT upgrade to scanning solution** - Implement an upgrade to the Scanning solution of the Registration system to apply software fixes to a number of known errors.

  Costs and schedule are being agreed with an expectation that it will be completed within May 2010.

- **IT virtual environment** - Implement a controlled virtual infrastructure to reduce the proliferation of physical servers and reduce the incidents of application conflicts.

  A shortlist of technology solutions has been drafted and demonstrations are being organised for the shared storage solution (SAN). Virtualisation software has been ordered and server upgrades are being identified to run the software.

Strategic objective 2 – "*To apply Information Technology within the organisation where it can create business advantage.*"

- **Fitness to Practice (FTP) Case Management system project** – Solution vendors have been identified and the project submitted within the financial planning cycle for agreement. Negotiation of the contracts is almost complete; the project is still on plan. Detailed planning for the implementation phase has started.
- **Hearing Aid Council project** – This is now complete
- **Home working policy development** – This was agreed at Council in March and is now complete.
- **Education, Approvals and Monitoring service** – We have engaged with an external development company to deliver a series of small changes to the Education system.

  User Acceptance Testing started on 3 March 2010. Due to entering a peak business period the User Acceptance Testing has been delayed but is expected to complete by the end of April. No major issues have been identified by the testing to date.

- **Desktop applications upgrade** - Prepare for the upgrade of the desktop operating system by auditing and replacing applications that are not certified with Windows 7.

  Information is being gathered to determine the most appropriate Microsoft licensing model to purchase the desktop application licences from.

Strategic objective 3 – "*To protect the data and services of HPC from malicious damage and unexpected events.*"

- **Network segmentation project** – This is now complete.
- **Network encryption project** – The new encryption product has been purchased and installed. The tool allows very granular control by user and by personal computer – called Port Control. It can be used to determine who is able to write data to removable media and whether it is required to be encrypted.

  Laptop full disk encryption and port control will be deployed this year with the network product being evaluated in a subsequent year.

  - Initial configuration is being made and will be rolled out to the IT team before being used in a larger pilot group. It is expected that the IT team rollout will have completed by 19 March 2010.

  The distribution has been delayed due to a dependency with the laptop replacement project. It is expected to be delivered with the laptops.

- **Credit card handling** - Support the project to outsource credit card handling to reduce organisation risk of fraud.

  PCI DSS (Payment Card Industry Data Security Standards) expert advice has been sort to identify potential solutions and industry best practice for handling credit card payments by telephone.

  Demonstrations and site visits are being organised for prospective solution providers.

- **Penetration testing** - Conduct quarterly independent penetration tests of our environment to assure adequate security controls.

  We are waiting until after the next web site application release before executing the next round of tests; expected in early May.

- **Service Availability**
  Online Register and Online Renewal
  There has been a service outage for the Online Register and the Online Renewal service on 24 March between 18:14 and 20:29.

  The 2 hour 15 minute outage was caused by the promotion of the Hearing Aid Dispenser application changes. The cause of the incident is understood and a new procedure has been put in place to prevent a similar event happening again.

  Online Register and Online Renewal
 There has been a service outage for the Online Register and the Online Renewal service on:

  - 12 April between 05:06 and 08:37 (3 hours 31 minutes);
  - 15 April between 00:52 and 08:05 (7 hours 13 minutes); and
  - 15 April between 17:27 and 18:55 (1 hour 28 minutes),

The outage was due to a critical failure of shared infrastructure at Rackspace, our managed hosting facility. Multiple Rackspace clients were affected when the shared storage resource failed.

Root cause analysis has identified an update to the software for the infrastructure which was applied by Rackspace on 15 April at 22:00. No further outages have occurred.

Strategic objective 4 – "*To meet internal organisation expectations for the capability of the IT function.*"

- **Service desk tool project** – The new software has been installed and we have applied patches to faults identified during testing. There is one outstanding fault that is preventing release. However, the software has been distributed to a number of users in a pilot; favourable comments have been received. We are still awaiting the resolution of the final fault that will enable the service to be promoted to the Production environment.
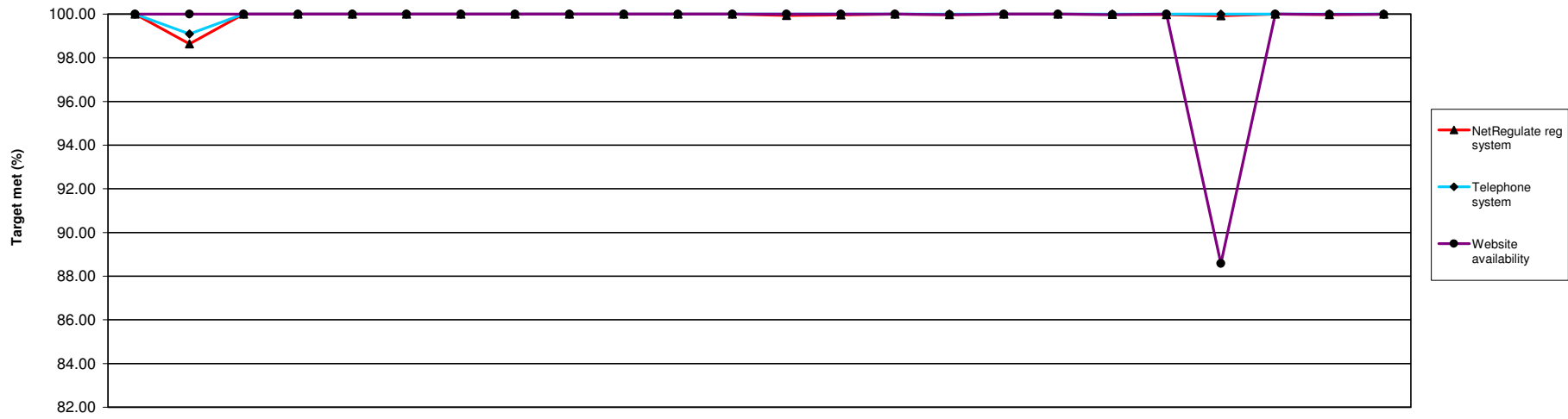
	2008									2009												2010						2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		FYE	FYE	FYE	FYE	YTD
NetRegulate reg system	100.00	98.64	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.94	99.96	100.00	99.98	100.00	100.00	99.99	99.97	99.93	100.00	99.97	100.00		99.90	99.99	99.87	99.89	99.98
Telephone system	100.00	99.09	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	100.00	100.00	100.00	100.00	100.00	100.00		99.90	99.99	99,83	99.92	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	99.98	100.00	100.00	99.98	100.00	88.58	100.00	99.99	99.99		100.00	99.99	100.00	100.00	99.04

Performance targets	Uptime
Telephone system	98.45
NetRegulate reg system	97.85
Website availability	98.30