

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

- **Laptop replacement project** – The laptops are being distributed following an initial two week pilot.

Only the pool (shared) laptops remain to be replaced.

- **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.

The User Acceptance Testing has been progressing and a number of faults have been identified. A series of clarification meetings have taken place and a new release of the code is planned for release in mid July. A further round of User Acceptance Testing will then need to be performed.

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

The shared storage device has been installed and training has completed. A series of failure tests are now being performed to gain confidence in the technology.

- **ISO 9001 system** – This project develops the existing ISO 9001 quality management system to improve the integration with the HPC Intranet.

External expert development resource has been managed to deliver this project.

The initial development has completed with follow up ‘snagging’ is arranged to complete on 19 July 2010.

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

- **Fitness to Practice (FTP) Case Management system project** – Design workshops for the case management system have concluded and workshops for the document management system, business intelligence and the interface between systems have begun, with an expected completion at the end of August. The project is running to plan and to expectation.

- **Independent Safeguarding Authority (ISA) (Applicants)** – This major project addresses the need to capture the ISA number for Applicants. Relatively small changes are required within the NetRegulate application to accommodate the changes.

The project has been re-scheduled following the government announcement concerning the re-scoping of the vetting and barring scheme. The project team will review the project status following the government comprehensive spending review.

- **Education, Approvals and Monitoring service** – We have engaged with an external development company to deliver a series of small changes to the Education system.

The new project for 2010-2011 has begun with an initial meeting to identify the lessons learnt from the last project and to feed them into the initiation of this year's project.

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

The Microsoft Licensing model has been selected and we are now aligning the purchase of the licences with the start of the technical project in September.

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

- **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.

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

Users will be assigned to policies that control their rights following the completion of the laptop project.

- **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.

The project has formally started with an initial review meeting in early July. A further vendor demonstration is being organised along with a series of workshops to complete the project initiation.

- **Remote access security** – This project aims to improve the security provision for employees and external support organisations when they connect to the HPC services remotely.

The project will introduce a method for generating a unique security number each time an authorised user wants to connect to the HPC. This method is known as Two Factor Authentication.

The proof of concept has been completed successfully and the project is planned for the technical implementation in the last quarter of the year.

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

The penetration testing has completed successfully. There have been a number of vulnerabilities identified with the web site only and rectifying action has been initiated.

- **Service Availability**

- **Telephony System** - On 24 June between 12:30 and 13:00 there was an interruption to service resulting in a large proportion of telephone handsets failing due to a fault on one of the Firewalls. The fault was fixed within thirty minutes.

- **Online Register and Online Renewal** - On 24 June between 15:45 and 16:15 there was an interruption to service during which neither the Online Register nor Online Renewals was available.

This was caused by the introduction of a Firewall security feature that had the unintended effect of stopping the online services from working. The Firewall rules were amended to allow the services to operate again.

- **Registration System** – On 30 June between 12:29 and 13:24 and again on 05 July between 09:38 and 10:00 the Registration system was unavailable due to a power interruption to one of the servers. This was due to the server not being connected to the Uninterruptable Power Supplier (UPS). This was rectified during the second outage.

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

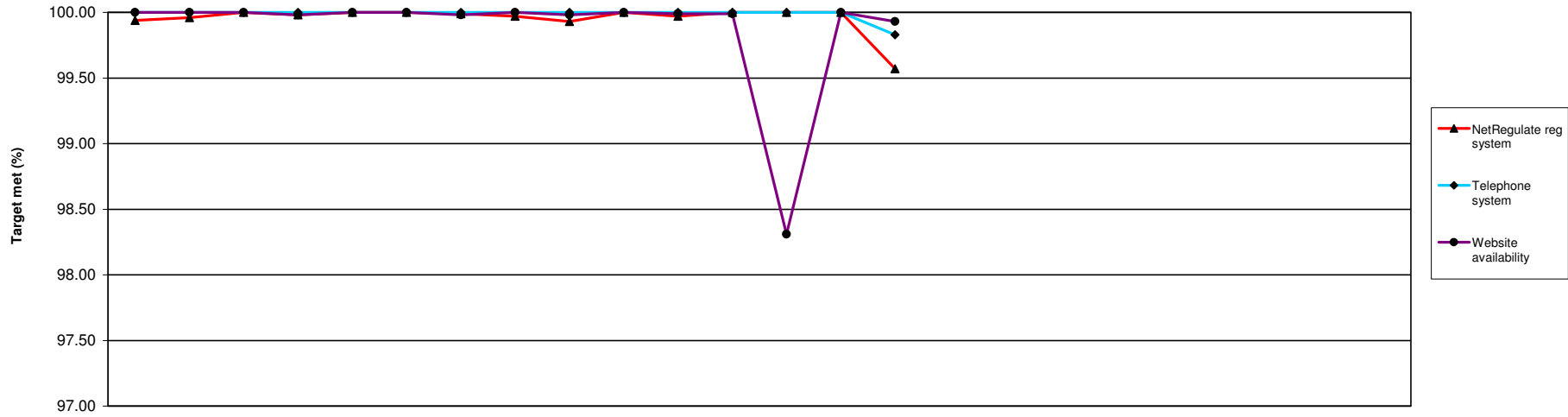
- **Service desk tool project** – The new software has been installed and we have applied patches to faults identified during testing.

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 now plan to release the new Service Desk tool in August applying a work around to address the known fault

- **IT Process Map** – The IT team have spent two days reviewing, mapping and confirming the core processes used within the function. The new process maps will be uploaded to the Quality Management System for reference by the staff and to support the ISO9001 accreditation.

The processes reflect the team’s working practice and conform to the principles of the Information Technology Infrastructure Library (ITIL) – a government backed standard for Service Management.



	2009			2010									2011									2006/7	2007/8	2008/9	09/10	10/11				
	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	99.94	99.96	100.00	99.98	100.00	100.00	99.99	99.97	99.93	100.00	99.97	100.00	100.00	100.00	99.57											99.99	99.87	99.89	99.98	99.86
Telephone system	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	99.83											99.99	99.83	99.92	100.00	99.94
Website availability	100.00	100.00	100.00	99.98	100.00	100.00	99.98	100.00	99.98	100.00	99.99	99.99	98.31	100.00	99.93											99.99	100.00	100.00	99.99	99.41

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