INFORMATION TECHNOLOGY – Guy Gaskins

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

- **NetRegulate Improvements Major Project -** This project aims to implement a number of smaller changes to the NetRegulate combined into a number of phased releases.

  The project will implement improvements to security and financial reporting. It will be delivered in concert with changes needed for the transfer of the GSCC register and a new online paper renewal request function.

  The scheduled release has been made successfully to enable the functionality specific to the Social Worker register.

  One functional change that failed user acceptance testing is being investigated. Further tests are being performed. However, due to other projects using the test environment scheduling is causing delays to the investigation and resolution of this issue.

  This is now expected to be completed in the New Year.

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

- **Implement the upgrade of the desktop operating system to Windows 7 –** This project will deliver an upgrade to the desktop and laptop operating systems from Windows XP to Windows 7.

  A Windows 7 computer is now being tested in the registrations department; this will be followed by a more extensive pilot before rolling out in greater numbers.

- **Education systems and process review** – This project aims to assess the current processes within the Education department; determine revised processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

  The formal tendering process is coming to a conclusion with the awarding of a preferred supplier being made in mid-November.

- **Web site development cycle** – The objective of this project is to deliver one of two controlled change releases to the corporate web site (www.hpc-uk.org). This project is led by the Communications team.

  A new project has been initiated in October which will deliver a package of small changes to the web site and

intranet. The project expects to deliver to the end of this financial year.

- **New name project** – This project aims to transition the organisation from being called HPC to HCPC (Health and Care Professions Council)

  There are numerous IT related changes necessary to complete the transition to the new name. These changes as well as other non-IT changes are being prioritised and planned to be amended over a period of several months.

  Only a small number of technical changes remain to be made which are scheduled to be completed after the Social Worker renewal period.

- **NetRegulate System Refresh** – This project aims to upgrade key elements of the NetRegulate technical environment to improve the ability to support the system and to create a more flexible technical environment.

  The project is in start-up and the detailed scope is being established and agreed.

- **Readmission form project** – This project aims to create a new re-admission form that can be scanned for easy data entry.

  This project is in user acceptance testing and plans to be live by the end of November in anticipation of the end of the Social Worker renewal period.

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 Fitness to Practice (FTP) Pilot has concluded successfully. Originally, the software was planned to be rolled out to all employees with the implementation of the Windows 7 upgrade project in 2012. However due to the delay in the windows project the implementation of Port Control has been de-coupled to gain its benefits earlier.

  The whole of FTP is now using the new software successfully. The software will be rolled out in a phased approach with the windows 7 new desktop; this will take a number of months and is expected to complete in the new financial year.

- **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 laptop token software has been distributed and we are currently running in parallel with the existing system to confirm stability.

This project is expected to complete in December 2012.

- **IT continuity test of FTP case management system** –
A full technical disaster recovery test has been performed on the FTP case management system. The aim was to test our IT continuity procedures and validate that the system could be recovered effectively.

    The test involved isolating our remotely hosted disaster recovery environment and bringing up the FTP systems using replicated data from our primary system.

    The IT team successfully performed tests to prove the integrity of the system. A number of learning points have been identified which are being addressed.

- **Internal Audit** – An internal audit by Mazars has been performed focused on ICT Security.

    Mazars concluded a status of "*Substantial Assurance*" on the effectiveness of internal controls.

    There were three housekeeping activities identified which are either already in plan for this year or will be added to the IT work plan for next year.

    Mazars defines a housekeeping activity as:

    "Recommendations show areas where we have highlighted opportunities to implement a good or better practice, to improve efficiency or further reduce

exposure to risk."

- **Service Availability**
Online register outage – We experienced outages on:

    - 18 September for five hours. The service disruption was intermittent and caused by a failure of the third party data connection to our remotely hosted environment;

    - 12 October for one hour. The service was not available due to issues following a hardware upgrade in our remotely hosted environment. The upgrade was reverted and is being re-planned.

    - 05 November for four hours. The outage was intermittent and caused by the system running out of resources. This is scheduled to be addressed in a maintenance period outside of core work hours.

    Telephone outage – We experienced a number of telephone outage:

    - 02 October for five hours. Calls made to the registrations team experienced intermittent issues where approximately a quarter of calls were dropped instead of receiving a call queue message. This was caused by a series of blocked ports message ports and has been resolved.

    - 22 October for fifteen minutes. All inbound and outbound calls were interrupted due to congestion

on our telephony provider's network. Resolved by Talk Talk Business.

- 24 October four hours thirty minutes. All in-bound calls were interrupted due to a routing issue in our telephony provider's network. Resolved by Talk Talk Business.

- 09 November for one hour. All out-bound calls were interrupted due to a routing issue following planned maintenance by our secure telephone payment provider (Semafone).

PC and telephone outage – We experienced an outage affecting all PCs and telephones between 16:30 and 17:30 on 5 November and intermittent issues for a small subset of telephones only before this date.

A telephone had been incorrectly connected to the network causing a feedback loop which flooded the network with traffic. This caused PCs and telephones to fail to authenticate and drop off the network.

The issue was identified and rectified; a new control has been put in place to prevent the same issue from reoccurring.

Health and Care Professions Council   IT Infrastructure April 2010 - March 2012   **IT Department**

Service availability	2011									2012				2012									2013			2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/1 FYE	12/13 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar							
Corporate website	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						99.99	100.00	100.00	99.99	100.00	100.00	100.00
Online register	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	99.38	100.00	100.00	100.00	100.00	100.00	99.90	100.00	99.33	99.86										99.51	99.86	99.87
Online renewals	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	99.38	100.00	100.00	100.00	100.00	100.00	99.90	100.00	99.33	100.00										99.51	99.86	99.89
Registration (NetRegulate)	100.00	100.00	100.00	100.00	99.35	100.00	100.00	100.00	98.72	100.00	99.57	99.56	100.00	100.00	100.00	100.00	100.00	100.00	100.00						99.99	99.87	99.89	99.98	99.96	99.77	100.00
Telephony	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	99.58	100.00	99.94	100.00	100.00	96.75						99.99	99,83	99.92	100.00	99.98	100.00	99.47

Performance targets	Uptime	Period
Corporate website	98.30	24 hr X 7 days
Online register	98.30	24 hr X 7 days
Online renewals	98.30	24 hr X 7 days
Registration (NetRegulate)	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days