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 now being investigated and expected to be released after a new test cycle. This is expected to be completed in October.

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.

  Following a delay by Microsoft in releasing the software

licence the initial build of the base installation is underway.

The schedule for this project has been extended following the reprioritisation of resource to support the delivery of major projects and for the preparation of the transfer of the register of social workers. The project is expected to be delivered after summer 2012.

There are a small number of issues that are delaying the pilot implementation of this project for which we are waiting on external vendor support to resolve.

- **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 has started and the shortlisting exercise has begun, with an expectation for final selection of the preferred supplier in October.

- **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.

  The project has been initiated and a third party

development company has been engaged to provide a proposal for the list of changes. The changes include addressing some issues identified in the penetration testing.

This is now complete.

- **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.

- **Social Worker transfer –** this project aims to transfer a number of the regulatory duties of the GSCC to the HPC.

  This is now complete.

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.

A new version of the software has been distributed successfully. The next stage will be to apply the correct restrictive policies to a business team which is expected to happen in September.

- **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 software has been installed and has been tested by the IT team.

  A new version of the server software has been installed and distributed. Blackberry token software has been distributed.

  All that remains is for the laptop token software to be distributed and for a short end user training session before enabling the new more secure access method.

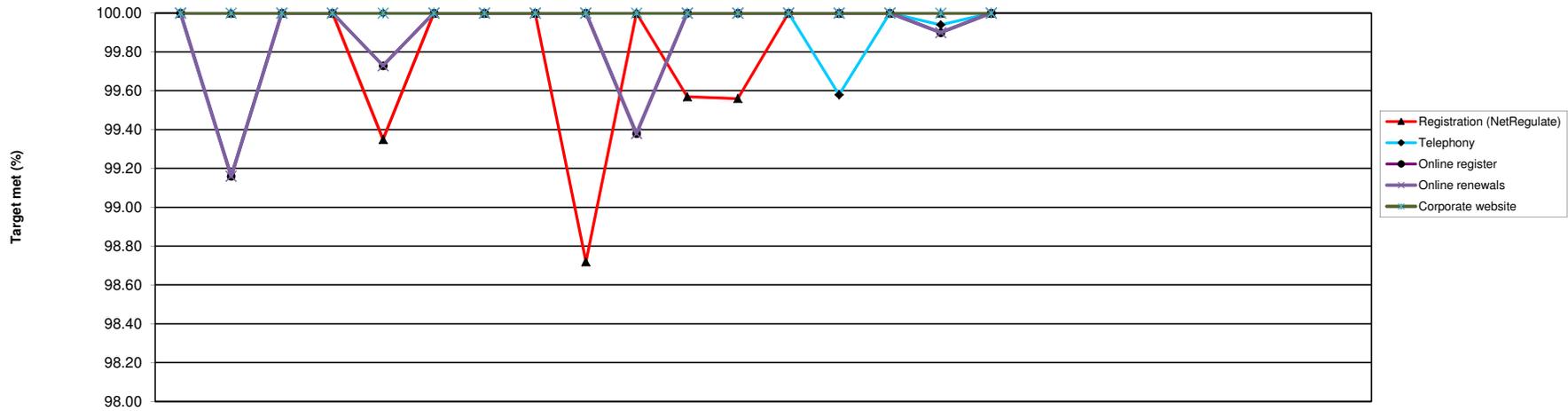This project is expected to complete in September 2012.

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

  The testers initially use automated tools to probe the HPC infrastructure on a number of interfaces including the web sites and the online register and online renewal systems. The information from the probes is then used by the testers to attempt to manually circumvent the HPC security and gain access to sensitive areas or prove that vulnerabilities exist.

  The penetration test took place in the week of 16 July 2012. This is the most comprehensive test performed within the annual quarterly testing cycle. The conclusion was:

  'Good security practices were observed in various areas of the application like using secure SSL configurations, use of HTTPS for login forms, disabled autocomplete option on login forms and returning same error messages irrespective of the result on login form.'

  Only issues of a low or information only importance were identified.

Service availability	2011 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	2012 Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	2013 Dec	Jan	Feb	Mar	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/1 FYE	12/13 YTD
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								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											99.51	99.86	99.98	
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											99.51	99.86	99.98	
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								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								99.99	99,83	99.92	100.00	99.98	100.00	99.90

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