

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 by the third party supplier. Further tests are being performed. This is dependent upon resource availability from the business teams.

This is now expected to be completed in Q1 2013.

- **HR and Partners Systems and Process Review** – This project aims to assess the current processes within the Human Resources and Partners teams; determine revised operational processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

The project has been initiated and the first workshops are due to start in February 2013 to map existing processes.

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.

The registration team are now using Windows7 PCs. The team managers will continue to use Windows XP while an upgrade to the telephony system is performed. This is expected to complete within this financial year.

Windows7 will now be rolled out to super users in each of the departments in a rolling programme with an expected completion early in the new financial year. The roll out will be planned to align with each departmental business cycle.

The laptop Windows7 build is now in the design stage and will follow a similar rollout plan completing early in the new financial year.

- **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.

This project is now complete and the implementation project started.

- **Education systems build** – This project will deliver the technology elements and the business process change as identified in the Education systems and process review project.

The project is in the start-up phase with an expectation that it will initiate in May 2013. The initial requirements workshops are due to start with the supplier in early February 2013.

- **Web site development cycle** – The objective of this project is to deliver one of two controlled change releases to the corporate web site (www.hcpc-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.

The project is now finalising the project scope and is expected to initiate in late January with a target build phase starting in February 2013 with completions

expected in June 2013.

- **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.

The last technical changes are planned to be made before the end of February 2013.

- **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 has completed implementation and readmission forms have been processed successfully.

The project is expected to close in January 2013.

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.

- **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.

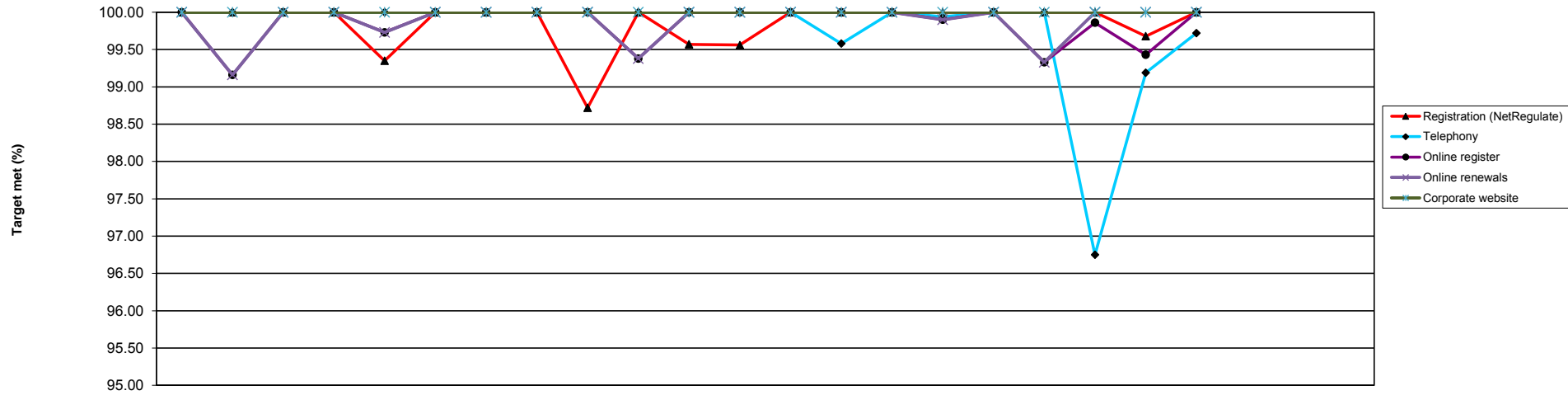
The laptop token software has been distributed and we are currently running in parallel with the existing system to confirm stability.

The software has been used very successfully in parallel with the existing process. Access to the existing process will now be removed before formally closing the project.

- **Service Availability**
Online register and online renewal outage – We experienced an outage on:
 - 09 January 2013 for forty minutes between 13:00 and 13:40. The service disruption followed a deployment for the Readmission project. An application restart resolved the issue.

Telephone outage – We experienced outages on:

- 07 December 2012 for fifty minutes between 08:00 and 08:50. A power fault at Semafone led to the loss of incoming calls.
- 11 January for one and a half hours between 08:00 and 09:30. Planned maintenance by Semafone resulted in the loss of outgoing calls.



Service availability	2011			2012									2013			2006/7	2007/8	2008/9	09/10	10/11	11/1	12/13									
	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	FYE	FYE	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	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	99.43	100.00								99.51	99.86	99.84
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	100.00	100.00								99.51	99.86	99.91
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	99.68	100.00				99.99	99.87	99.89	99.98	99.96	99.77	99.96
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	99.19	99.72				99.99	99.83	99.92	100.00	99.98	100.00	99.46

Performance targets	Uptime target	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