Information Technology Department Management Information Pack

Guy Gaskins, Director of Information Technology

December 2015

1 Executive Summary

There has been a continued progression across the majority of the key projects and activities of the IT department but two particular areas of note are:

1.1 Service availability
Registration system outage:

On Thursday 20 August 2015 the NetRegulate registration system was unavailable for forty two minutes between 09:45 and 10:27. It was also unavailable on Wednesday 23 September for fifteen minutes between 10:08 and 10:23.

The outages were caused by the application hanging and required a restart. This is a known issue and the vendor believes the NetRegulate system refresh project will address the issue.

1.2 MP82 - Secure telephone payment service
The aim of this major project is to review the current secure telephone payment service and migrate it to a more resilient platform either with the current supplier or to a new supplier. This follows the current supplier giving notice of the end of life for the current service.

The current service was stopped at the end of May 2015 following the withdrawal of key telephony services by Talk Talk Business (TTB).

Alternative arrangements have been made to manage the processing of credit cards while the project implements an alternative service. The selected new secure credit card payment telephone service requires the transfer of the HCPC's voice services from Talk Talk Business to Gamma Telecoms ltd. which will also be delivered by the project.

The technical designs of the service have now been agreed and contracts signed. The services are expected to be available for user acceptance testing in January 2016 with a target switch on of the Semafone service and switch over of the telephone service provider by the end of February 2016.

Contents

2   Strategic objective 1

"To drive efficiencies within the organisation by the use of Information Technology and Information Systems."

2.1   MP78 - HR and Partners systems build

This project will deliver the technology elements and the business process change as identified in the HR and Partners systems and process review project.

The project is now in its implementation stage. A series of meetings has taken place between HCPC and the technology vendor to address shortcomings in the technologies ability to deliver elements predominantly of the Partner requirement. The vendor has demonstrated how the existing product can deliver the majority of the gap and has committed to developing the product to meet the remaining areas. A proposed two stage delivery has been accepted by the vendor. This will allow the earlier delivery of the HR elements of the system while the project waits for the agreed developments to complete.

A plan for the migration of the data from the current HR system has been agreed with the incumbent supplier and is proceeding. The required changes for the HR element of the project are in development and expected to be completed in early December 2015.

2.2   MP85 – Registrations transformation and improvement project

This project aims to implement the recommendations of the Registration system review project. It will be structured into three main phases starting with the implementation of a continuing professional development (CPD) online system.

The business case and project initiation document has been reviewed and agreed by EMT. The project has engaged with an external technical specialist company and has developed a 'rule book' for the development of the system which will be referenced by any implementer. The same company will be used to provide independent assurance of any development through audits and as part of a Technical Design Authority (TDA).

The next activity will be to select an implementer for the first phase of the project.

2.3 **MP80 – Stakeholder relationship project**

This project aims to provide a single central management system for contacts not managed through a current business system and where several departments have a shared interest in the relationship held at an organisational level.

A final round of workshops to assess any impacts with the current implementation of the Education system are being arranged. Following this an updated project initiation document will be presented to EMT for a decision whether to progress to the next stage.

2.4 **Skype for Business and Outlook Web Application**

This activity builds upon the successful implementation of Office 365 and the move to the Microsoft Outlook client. The aim is to improve employee collaboration and flexible working.

This is achieved by the use of Microsoft's Skype for Business service which provides presence information i.e. whether someone is away from their desk or available for a call; instant messaging and video conferencing. Separately by enabling access to the Outlook Web Client, employees will be provided with an additional method to gain access to email, calendar and contacts remotely.

This is currently in pilot group testing with an aim to release by January 2016.

3 Strategic objective 2

"To apply Information Technology within the organisation where it can create business advantage."

3.1 **MP64 - Education systems build (second phase)**

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

The project has successfully gone live with the first stage in March 2015. The project aims to deliver the second phase that will deliver integrations with the corporate web site, and the registration system, as well as a series of small changes to the

core application. The functional design documents have been signed off with the third party implementers and they have started the integration development. User acceptance testing is completing with an anticipated release of 21 November.

Due to a dependency with the NetRegulate system refresh project, the integrations with NetRegulate will not be activated until the delivery of that project, which is anticipated to be in January 2016.

3.2 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.

This project has now been combined with the NetRegulate refresh project 2015-16 to incorporate additional areas of the technical infrastructure. This decision has been made following testing in January 2015, to reduce the risk of issues being caused from incompatibility of dependent technologies.

User acceptance testing has been running during November, there is currently an issue regarding the performance of the upgraded system which is being investigated.

3.3 Upgrade of Microsoft Sharepoint

The project objective is to upgrade our current implementation of Sharepoint 2010 server that primarily supports the document management functionality of the FTP case management system. The system has been extended for the use of the new Education system as well as for other specific groups of users.

A test environment for the FTP case management system has been created and deployed; the Education environment is also created and live. The FTP case management system interface has been changed to work with the new version and is in system test.

The user acceptance testing is combined with a larger maintenance release of the FTP system and both the upgrade and the maintenance release will be deployed together. We have been working with the application vendor during November to ensure that their test environment accurately reflects our own system, and they are scheduling resource to retest the system.

3.4   MP84 - 405 Kennington road fit out

The aim of this project is to complete the refurbishment and fitting out of the new building at 405 Kennington road following the decision by the Council. There will be a significant technology impact with the extension of the network, implementation of video conferencing facilities, Wi-Fi network and the provision of office space.

The IT element of this project is progressing to plan. The two telecoms company's data services are now presented within the building but are not yet operational. Further access is being arranged for this activity to complete.

4   Strategic objective 3

"To protect the data and services of HPC from malicious damage and unexpected events."

4.1   MP74 - Financial systems upgrade

This major project aims to upgrade the two core financial systems that maintain the HCPC financial ledger and purchase ordering systems. The upgrades will enable the continued support of the applications as well as the implementation of a number of bug fixes and service improvements.

The project has completed the main deliveries of the upgrade of the Sage financial system and the PRS purchase order system. Implementation of the electronic invoice approval system was completed in August 2015.
There are a number of bugs that have been identified in the purchase requisition system which will be fixed by an upgrade to the software. This is being planned and will be the final delivery of the project.

4.2   MP82 - Secure telephone payment service

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5 Strategic objective 4

"To meet internal organisation expectations for the capability of the IT function".

5.1 Information Technology survey 2015

The IT department aims to run a customer satisfaction survey every two years. The survey helps the department to identify what is working well and where we need to focus, to improve.

The last survey helped shape improvements over the last two years and we hope to use the feedback from this survey to help define the next two years.

The survey consists of fourteen structured questions that focus on key elements of the IT service and include both multiple choice and free text responses. The survey results were very positive with 34% of employees regarding the overall service as 'Excellent', 45% as 'Good', 16% as 'Neutral', 6% as 'Requires improvement' and nobody regarded the service as 'Poor'; just over half of the organisation responded.

The survey also highlighted areas for improvement which are now being actioned.

IT Service Availability April 2014 - March 2016

| Service availability | 2014 | | | | | | | | 2015 | | | | | | | | | | | 2016 | | | | | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 |
	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
FTP System	100.00	100.00	100.00	99.83	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							99.97	99.99	99.99	100.00
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	99.80	100.00	100.00	100.00	100.00	100.00						100.00	100.00	100.00	100.00	99.97
Online register	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						99.86	99.87	99.96	100.00	100.00
Online renewals	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						99.86	99.93	99.97	100.00	100.00
Registration System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.60	99.95	100.00	100.00	100.00	100.00	100.00	100.00	99.77	99.92	100.00						99.77	99.97	99.99	99.96	99.96
Telephony	100.00	100.00	100.00	100.00	99.16	100.00	100.00	100.00	99.59	99.70	100.00	100.00	100.00	100.00	100.00	99.94	100.00	100.00	100.00						100.00	99.56	99.99	99.87	99.99

Performance targets	Uptime target*	Period
FTP System	98.45	10 hr X 5 days
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 System	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days

*excludes planned maintenance