INFORMATION & IT DEPARTMENT REPORT
for Finance & Resources Committee – June 2004

Roy Dunn
Director of Information

Staff

Info & IT have now located a resource able to support and develop the Lotus Notes / Domino application. We are attempting to have the new staff member in place 5th July 2004.

Key initial projects will be;
- enabling website population via intranet resources – a security concern;
- generating a workflow and document control system for the Fitness to Practice department to enable secure offsite working, with minimal hardcopy documentation to transport
- trial work stream areas
- training Info & IT staff on capabilities of the application

The position will decrease our reliance on Digital Steps for non LISA support and development.

Info & IT have also been involved in locating possible Customer Service / Complaints tracking solutions for the Communications department. Various standalone systems are being evaluated, along with a Lotus Notes based solution that requires set up – another project for our new staff member if required.

Communications are attempting to fit in with the IT Strategy – but do not want to wait around more than necessary.

Considerable work has been going on throughout the organisation to complete the analysis and documentation of all HPC processes, and an internal audit will commence imminently 5th July 2004.

Testing of online applications, online registrant details maintenance, pass list uploads and online payments are taking place. Online security is continually being tested to ensure we are not exposing ourselves to hackers or creating vulnerabilities.

We await the installation of the assured diverse link from Park House to our ISP for the online back up solution.

Ongoing monitoring of the applicability of the five year IT strategy is occurring with the delivery of a proposal for ICR (intelligent character recognition) for the processing of renewals and applications. This would automate the paper side of much of the registration process, but requires significant investment.

LISA has been prepared for ODP although we await a response from the Information commissioner on the legality of obtaining a copy of the voluntary register 2 months prior to the statutory register opening. Application forms for registration are being amended to reflect the new profession. For now a new tick box will be used.

An ongoing review process has been developed for the IT strategy to ensure we achieve maximum benefit for our financial resources.

This is available upon request.