Staff

No full time staff changes. Adam Mawson has been seconded to the Renewals Project team for 3 months

Projects

3R's (Renewals, Resourcing and Re-engineering) A major project looking at general enhamcements to the renewal process continues and encompasses changes to the design of the Renewal forms, Final Notices, Registration Certificates and Authentication cards.

Changes to staffing levels within the registration department are being designed to match the ebbs and flows of profession renewals. See HR Report from Larissa Foster.

ICR update

The ICR (Intelligent Character Recognition) project, designed to partially automate the Registration Renewals process is running to schedule. The completion date is expected to be June 2005 in line with the start of the next renewal cycle. 2 large scale scanners have been purchased and a software supplier selected (Peladon). Liaison has also started between Digital Steps and Peladon to ascertain how the 2 systems with interface.

APU Additional functionality was defined in mid March, and this will be slightly delay to the rollout until May. A three week bedding in phase will follow to check functionality.

An Office Services helpdesk will be developed from a cut down ITHelpdesk as functionality during the APU bedding in phase, plus functionality to track ISO related issues.

A Lotus notes database for tracking and publishing the HPC supplier list has been developed in house. This includes authorisation stages from the Finance Director and Chief Executive.

Work on a sytem for Education & Policy *SELMA* will commence following correction of any post roll out issues with the FTP system. Again shared functionality will cut developement and support time long term.

Authentication of Users. *Abraham*. Project. The development model has now been forwarded to Digital Steps for design work. The complete programme will be rolled out over several months. Some operational detail will remain confidential to the HPC executive.

The new certificate and authentication card will be discussed in the private section of the May council meeting

Document Control - FOI

Freedom of Information requests continue to come in at a rate of about 3 per week. Most are requests for report against specific criteria which do not currently exist, and therefore do not strictly fall under the 2000 act.

These reports are being gradually developed in house.

Additional functionality will be provided to the combined HR, FTP and E&P systems by creating an additional table outside the existing 3 systems to link up and track useage of partners, against contracted levels. This additional functionality will be produced in house.. This builds further to the CRM functionality indicated in earlier reports.

Business Continuity

A paper test of the DR plan will occur again this year, along with a live test during a planned quite period. A basic decision matrix to determine relocation to the back up site or working inhouse under partial availability has been generated. The matrix is reproduced below.

Applied Psychologists New Profession A meeting with the Applied Psychologists membership department is being arranged with the UK Registration Manager in early May.

The delivery of the new functionality at each stage of the upcoming renewal season requires delivery and testing of new releases of LISA approximately every month until December 2005. This will result in a considerable amount of time being used in testing prior to the live environment. This is a major commitment of IT time and may result in a slower turn around on non critical helpdesk tickets.

ISO 9001:200 Update

Our ISO 9001:2000 registration was maintained following an external audit by BSI (British Standards Institute) on April 4th 2005. One non conformity was identified in the area of Education with reference to the tracking of documentation. HPC now have a permanent auditor with BSI Kevin Hopkinson who will conduct audits at HPC every 6 months.

DR / BC Decision matrix

	Remain at Park Hse	Remain at Stannary St	Initiate Uxbridge DR	Invoke Star Centre and remote working	Reconfigure HPC premises
				Invoke Off site data	
		Move reg dept to SS. Others off site	Work offsite		Possible
	Likely				Possible
			Work offsite	Offsite data	
			Work offsite	Offsite data	
			Work offsite	Offsite data	
			Work offsite	Offsite data	
			Work offsite	Offsite data	
			Work offsite or from home	Offsite data	LOCATE NEW SITE FOR RELOCATION LONG TERM
			Work offsite + reg dept ? Down Time dependant? OR LOR server in truck and plug in	Offsite data	
			Work offsite, connected to Star	Offsite data used as production system	LOCATE NEW SITE FOR RELOCATION LONG TERM

PH = Park House   SS = Stannary street

Predicted down time is key – 1 week can cope without Krusty access