

Staff

No full time staff changes. Adam Mawson is seconded to the Renewals Project team for a 3 month period from UK Registrations.

Projects

A **splash screen** has been developed (by Tyrone Goulbourne) to highlight information to all parts of the organisation when their PC boots up in the morning. The system will be used to inform users of the impending delivery of renewal notices to registrants, or direct debit runs. The information can be populated by anyone in EMT.

This compliments the **Springfield** intranet site that now holds all non ISO process information. Both these areas of functionality use LOTUS NOTES to control access to update the databases.

3R's (Renewals, Resourcing and Re-engineering)

Changes to staffing levels within the registration department (Flexible working) are being designed to match the ebbs and flows of profession renewals. See HR Report.

IT staff will also cover 8am-6 pm weekdays within the office and 10am-4pm Saturdays.via broadband phone and remotely controlling users PCs or servers.

ICR update

The ICR (Intelligent Character Recognition) project, designed to partially automate the Registration Renewals process. Training of UK Registration staff has commenced, illustrating principles involved. The link to which the scanning software links has been delivered and is under live testing.

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. This is on hold as testing of the Renewal systems is carried out.

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. On hold awaiting new FD appointment.

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. More detailed operational practice is being worked through with DSL, as the initial Finance and ICR enhancements near completion.

The complete programme will be rolled out over several months..Some operational detail will remain confidential to the HPC executive.

Document Control - FOI

Freedom of Information requests continue to come in at a rate of about 5 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.

Business Continuity

A paper test of the DR plan will occur when the new renewal systems have bedded down later this year, along with a live test during a planned quite period.

Applied Psychologists New Profession

A meeting with the Applied Psychologists membership department is being arranged with the UK Registration Manager – professional body seem reluctant to come up with dates for our visit.

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

Ruth Bacon is working on changes to documented processes, to ensure the Management System is up to date.

Additional Contact with Stakeholders

Post lapsing letters to registrants and employers will be despatched via mail merge from a pair of custom reports running over the LISA data. This will inform them of the lapsed status of the registration, and its implications, plus the mechanism to be re-admitted to the register.

IT Training throughout HPC

A range of courses based on business need and budget is planned for July and late 2005. This includes Microsoft Word, Excel, Project, PowerPoint, Crystal Reports and Lotus Notes (an inhouse course).