Staff

No changes.

Projects

Bryan Wilson is nearing completion of the system for tracking the Fitness to Practice process. *APU* from start to finish. Additional functionality was defined in mid March. and this will slightly delay the rollout in April.

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

Authentication of Users. *Abraham*. Project. A development model has now been defined, down to the level of system functionality in LISA, through to input screens for applicants and registrants. The complete programme will be rolled out over several months. As each profession is renewed, a combined mailing piece of certificate, authentication card and receipt will be despatched. From this point on those changing details will be required to provide some parts of the authentication code. A back up requiring entry of personal replys to a selection of questions in being implemented as back up to card not present.. Some operational detail will remain confidential to the HPC executive.

Document Control - FOI

Document control is now in force throughout HPC having been refined to deliver a neater. macro based method for determination of the logical file name demanded by our method for filing documents on the HPC network. Additional categories will be added over Easter.

A recent FOI request has located in excess of 250 documents in response to one query. The requestor has been asked for further clarification on their requirements.

HR System

HR system from InfoSupport *HOMER* . LISA registrant numbers for partners have been uploaded to assist in linking up the dispirate systems we are using..

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.

Customer Service System

Lotus Notes based Customer Service software iExtensions – new reports from the system are being considered.

IT Helpdesk

An IT helpdesk has been developed to track calls on IT resources. and improve metrics and service levels in the short to medium term. Individual requests are tracked by e-mail and can be part populated by the user requiring help.

BART

This project is currently on hold due to budget constrainsts. It is envisaged this will recommence in the new financial year. The proposed CPD scheme is likely to use the same functionality as online assessment of international applications for renewing registrants. so is more cost effective to HPC and ROI will be improved.

Business Continuity

This project continues, and LOTUS Notes data are automatically backed up to STAR servers in Gloucester every 30 minutes.
A second data line is in place should the communication line to Star be damaged.

LISA will be replicated as soon as the challenge of synchronous rollouts of upgrades to HPC and the DR data centre have been resolved.

Key Information and IT projects for the coming financial year are indicated below.

ICR Renewals = a mechanism for scanning standard renewal notices, and populating the appropriate LISA registration record automatically. A major time saving and scalability benefit for UK registrations.

BACS-IP = Banking requirement. Moving from modem based data delivery to IP as required by the Automated clearing house rules change. Additional features to take paper free direct debit instructions.

Online Renewals = a secure mechanism to allow registrants to renew their registrations online, linking into the back end of the LISA system.

BART = online assessment of international and grandparenting applications; plus CPD assessments for registration renewals.

Ethnicity = Council requirement, to collect and report on registrant ethnicity. Data to be stored confidentially on the LISA system.
CRM db integration = commence background work to link LISA registrations. HR partner. Communications. FTP and Education and Policy data to to create a *Single view of Contact.*

New Profession = Council requirement. Cost of uploading and error correcting volunary register information to the LISA registration system.

A complex series of multidependant projects will need to be delivered over the next 6 months to offer maximum benefit to HPC as we ramp up for peak renewals season. Multiple vendors Digital steps, a new print and mailing house, and ICR software vendor and integrator will need to work in partnership under very specific guidence from Information & IT staff.