

**Strategic objective 1** – *“To drive efficiencies within the organisation by the use of Information Technology and Information Systems.”*

- **NetRegulate Improvements Major Project** - This project aims to implement a number of smaller changes to the NetRegulate combined into a number of phased releases.

The project will implement improvements to security and financial reporting. It will be delivered in concert with changes needed for the transfer of the GSCC register and a new online paper renewal request function.

The functional changes required for the GSCC transfer have been made live. The migration preparation continues with a development to import direct debit details planned to be live in July.

**Strategic objective 2** – *“To apply Information Technology within the organisation where it can create business advantage.”*

- **Implement the upgrade of the desktop operating system to Windows 7** – This project will deliver an upgrade to the desktop and laptop operating systems from Windows XP to Windows 7.

Following a delay by Microsoft in releasing the software licence the initial build of the base installation is underway.

A number of super users will be identified throughout the business that will be part of the pilot group to test the new software; prior to this the software will be deployed to the IT team for live testing.

The software will be deployed by phases to individual business teams and departments.

The schedule for this project has been extended following the reprioritisation of resource to support the delivery of major projects and for the preparation of the transfer of the register of social workers. The project is expected to be delivered after summer 2012.

- **DP6 – Increase storage capacity** - This project will increase the physical capacity of the storage area network (SAN) and reconfigure the hardware to make best use of the increased capacity.

The different technical options have been assessed and costs requested from two suppliers for a specific model of storage.

This project was completed in May 2012.

- **Fitness to Practice (FTP) Case Management system project** – This project provides status reports to the FTP committee.

This project went live on 2 April 2012. The implementation has gone very successfully, with minimal

issues. Over the initial period there will be several small fix releases to address issues identified during live running.

- **Education systems and process review** – This project aims to assess the current processes within the Education department; determine revised processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

The requirements gathering phase has completed. Vendor selection has started with some initial presentations from potential vendors. The formal tendering process has started and the initial Request For Proposal (RFP) to potential vendors has returned a disappointing number of responses.

The project is expected to re-plan to incorporate a further round of tendering.

- **Refit of the Evangelical Alliance office** – This project aims to fit out the office space on the ground floor of the Evangelical Alliance to provide additional office space. The IT team will support the implementation of the IT data and telephony services in the new building.

The IT network was installed between 17 and 29 April 2012.

- **Refit of Suite 1 and Suite 3, 33 Stannary street** – This project aims to fit out the office space on the ground floor of 33 Stannary Street to provide additional office space.

The IT team will support the implementation of the IT data and telephony services in the new building.

An initial survey has been completed and has identified the gap between the current data and power requirements and what will be needed by HPC.

The Facilities team are completing a more comprehensive survey using the HPC Architects. The resultant plans will be used to identify options to supply the required services.

The IT network was installed and completed by 1 June 2012.

With the additional office space, desktop and laptop PCs are now being built to support the increased headcount following the transfer of the register of social workers.

- **Web site development cycle** – The objective of this project is to deliver one of two controlled change releases to the corporate web site ([www.hpc-uk.org](http://www.hpc-uk.org)). This project is led by the Communications team.

The project has been initiated and a third party development company has been engaged to provide a proposal for the list of changes. The changes include addressing some issues identified in the penetration testing.

Twelve of the fifteen work packages have now been developed, tested and deployed.

Three work packages are now in build and one is in user acceptance testing.

- **New name project** – This project aims to transition the organisation from being called HPC to HCPC (Health and Care Professions Council)

There are numerous IT related changes necessary to complete the transition to the new name. These changes as well as other non-IT changes are being prioritised and planned to be amended over a period of several months.

The IT team are currently making changes to internal systems and preparing the changes for external services such as the email system.

### **Strategic objective 3** – *“To protect the data and services of HPC from malicious damage and unexpected events.”*

- **Network encryption project** – The new encryption product has been purchased and installed. The tool allows very granular control by user and by personal computer – called Port Control. It can be used to determine who is able to write data to removable media and whether it is required to be encrypted.

The Fitness to Practice (FTP) Pilot has concluded successfully. Originally, the software was planned to be rolled out to all employees with the implementation of the Windows 7 upgrade project in 2012. However due to the delay in the windows project the implementation of Port Control has been de-coupled to gain its benefits earlier.

Currently software is being distributed to all desktops and laptops.

The functionality will be ‘switched on’ for individual teams in a phased approach to minimise the risk of adversely impacting business operations.

- **Remote access security** – This project aims to improve the security provision for employees and external support organisations when they connect to the HPC services remotely.

The software has been installed and has been tested by the IT team and is also part of the pilot FTP ‘Network encryption Project’.

Originally, the software was planned to be rolled out to all laptop users with the implementation of the Windows 7 upgrade project in 2012. However due to the delay in the windows project the implementation of Port Control has been de-coupled to gain its benefits earlier.

This project is expected to complete in September 2012.

- **Penetration testing** - Conduct quarterly independent penetration tests of our environment to assure adequate security controls.

The testers initially use automated tools to probe the HPC infrastructure on a number of interfaces including

the web sites and the online register and online renewal systems. The information from the probes is then used by the testers to attempt to manually circumvent the HPC security and gain access to sensitive areas or prove that vulnerabilities exist.

The penetration test took place in the week of 23 April 2012. The conclusion was:

*'Overall good security practices have been implemented across the majority of the external network infrastructure.'*

There were issues of a medium importance identified but these have already been mitigated.

- **Service Availability**  
**NetRegulate outage** – On Monday 19 March between 10:57 and 12:00 and again on Tuesday 20 March between 08:32 and 08:46 internal NetRegulate clients could not establish new connections to the NetRegulate service.

The issue was caused by a batch process producing certificates for Physiotherapists, running out of available resources. This prevented some Registration officers from connecting to NetRegulate.

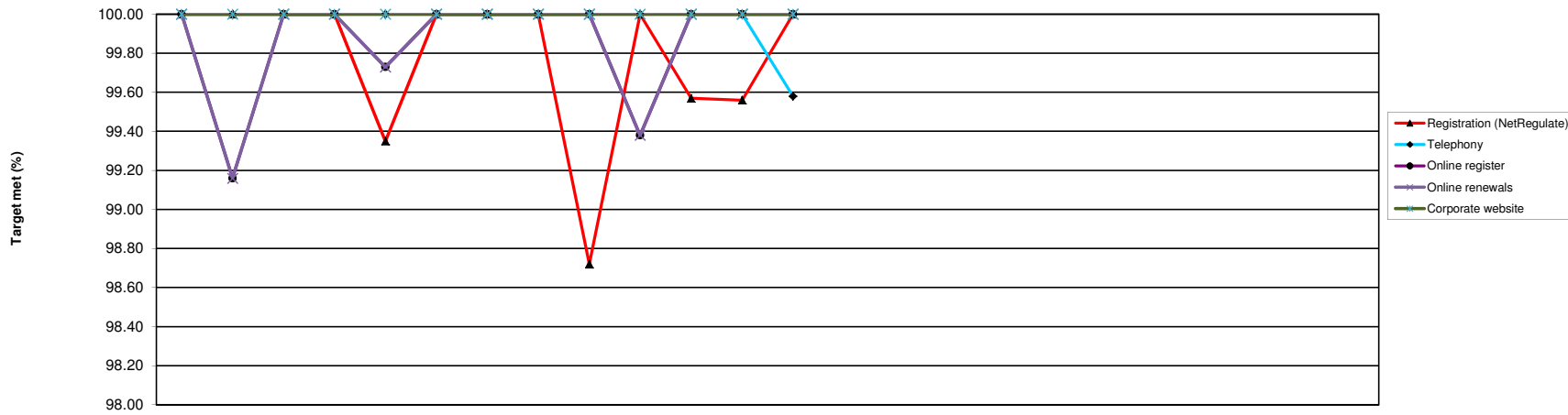
The Online Register and Renewals were unaffected.

Changes have been made to the server configuration to release more resources to the process, which

subsequently ran successfully.

- **Telephony outage** – On Tuesday 8 May 2012 between 12:15 and 13:30 HPC could not make any outgoing calls or receive telephone calls from the 0845 numbers.

The issue was caused by congestion in our telephony providers network (Talk Talk Business). The issue was a transient issue but we will continue to monitor.



Service availability	2010			2011									2012			2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13												
	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	FYE	FYE	YTD			
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												99.99	100.00	100.00	99.99	100.00	100.00	100.00			
Online register	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	99.38	100.00	100.00	100.00																		99.51	99.86	100.00	
Online renewals	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	99.38	100.00	100.00	100.00																			99.51	99.86	100.00
Registration (NetRegulate)	100.00	100.00	100.00	100.00	99.35	100.00	100.00	100.00	98.72	100.00	99.57	99.56	100.00												99.99	99.87	99.89	99.98	99.96	99.77	100.00	100.00		
Telephony	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.58												99.99	99.83	99.92	100.00	99.98	100.00	99.58	99.58		

Performance targets	Uptime	Period
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 (NetRegulate)	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days