

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

- **NetRegulate Improvements 2013-14 Major Project** - This project aims to implement a number of smaller changes to the NetRegulate combined into a number of phased releases.

The second deployment has been delivered successfully on 30 July 2013. The third deployment is due in December 2013.

- **HR and Partners Systems and Process Review** – This project aims to assess the current processes within the Human Resources and Partners teams; determine revised operational processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

The operational As-is process maps have been completed. The To-be process mapping workshops have completed and the first draft of the document is being reviewed. Requirements gathering is planned to start in September 2013.

- **Remote Access project** – The project objective is to investigate options to deliver a remote access technology that allows users to connect to the HCPC network using non-HCPC equipment. The project will deliver a pilot for any proposed technology solution.

A tender to potential suppliers has been run and submissions received. These are being reviewed and a preferred supplier will be selected in July 2013. The pilot is expected to run towards the end of the year.

A preferred supplier has been identified and clarifications on the design are being sort prior to starting the pilot.

- **Core switch replacement** – The project objective is to replace the existing core switch network to increase capacity and provide an infrastructure capable of supporting a virtual desktop and streaming media.

Exploratory meetings have been held with three potential suppliers. This will be followed by a short tender process to select an appropriate technical solution.

The schedule for implementation will be determined after the selection exercise.

**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.

Windows 7 has now been deployed to: registrations, policy, secretariat, partners, HR, Education, Facilities

and communications departments. The remaining departments including FTP and Finance are being planned to fit into the business cycle to minimise disruption.

This project is being delayed because resource has been prioritised to the telephone handset upgrade. It is now expected to complete in October 2013.

- **Education systems build** – This project will deliver the technology elements and the business process change as identified in the Education systems and process review project.

The technical design workshops have concluded. The outline infrastructure and application design has been created. This will feed into the detailed business case which is being built to gain authorisation to go into the implementation phase of the project.

- **NetRegulate System Refresh** – This project aims to upgrade key elements of the NetRegulate technical environment to improve the ability to support the system and to create a more flexible technical environment.

This project has been postponed due to an outstanding technical issue which has been referred to the vendor by our third party supplier. It is expected to restart at the end of the calendar year.

- **Wireless network** – The project objective is to replace the wireless network in the 186 Kennington Park Road (KPR) building and extend the coverage to the main

Park House building for public and employee use.

A further phase of the project will deliver wireless for 33 Stannary Street after civil engineering works have completed to connect the office to our local area network. We have now received a licence from the council to proceed with the civil works; the schedule has yet to be agreed.

A wireless survey has been completed and additional structured cabling installed to cater for the physical access points of the network. The wireless service is now in test while the process for administrating and supporting the service is finalised.

The first phase of the project aims to have completed by September 2013.

### **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.

This is being delivered as part of the deployment of the Windows 7 upgrade.

- **Telephone System upgrade** – The objectives of this project are to:

- upgrade the existing software elements of the telephone system including call queues;
- implement failover resilience to the main telephone controller; and
- replace the existing telephone handsets to a standard model that enables hot desk functionality.

Upgrades to the telephone system have been completed and a failover telephone controller has been installed.

Configuration of the system to enable failover functionality has completed successfully and all the handsets have been replaced in August 2013.

As a consequence of the upgrade the registration call recording system is also being replaced. We expect this to be complete in October 2013.

- **IT Policy review** – To review the current IT Policy and to amend to reflect current practices, obligations and expectations.

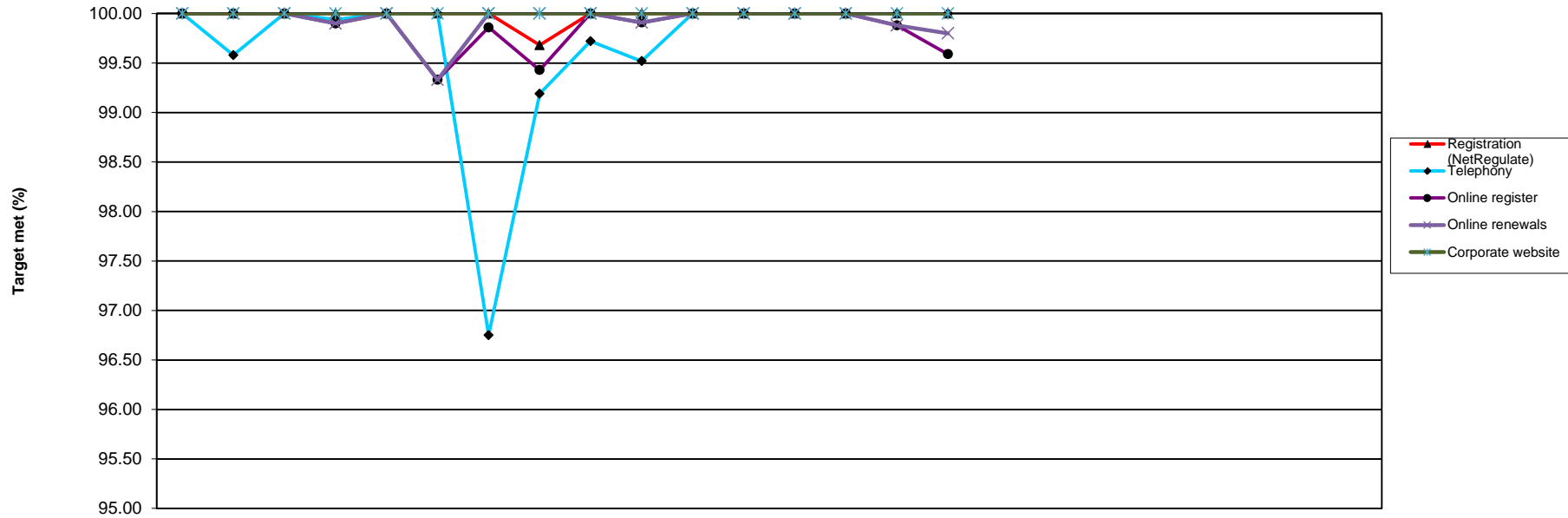
The policy has been written and has been through several iterations of review by the EMT and by the HCPC lawyers.

This is going through a consultation exercise before being presented to the Finance and Resources Committee.

- **Service Availability**  
**Online register and online renewal outage** – We experienced outages on:

- 08 July 2013 for approximately thirty minutes between 12:30 and 13:00.
- 15 July 2013 for approximately forty minutes between 15:20 and 16:00 for the Online Renewals and between 15:20 and 17:30 for the Online Register.
- 22 July 2013 for approximately fifteen minutes between

The service disruption is due to the resilient servers freezing. A change has been made to the configuration of the application servers and neither the error nor the behaviour has been seen since.



Service availability	2012			2013									2014									2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13	13/14			
	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	FYE	YTD
Corporate website	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####	####
Online register	####	####	####	99.90	####	99.33	99.86	99.43	####	99.91	####	####	####	####	99.88	99.59																
Online renewals	####	####	####	99.90	####	99.33	####	####	####	99.91	####	####	####	####	99.88	99.80																
Registration (NetRegulate)	####	####	####	####	####	####	####	99.68	####	####	####	####	####	####	####	####																
Telephony	####	99.58	####	99.94	####	####	96.75	99.19	99.72	99.52	####	####	####	####	####	####																

Performance targets	Uptime target	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