

Fitness to Practise Committee, 13 October 2011

Fitness to Practise Case Management System

Executive summary and recommendations

### **Introduction**

Since the last meeting of the Committee, the following pieces of work have been undertaken

- Completion of end to end process
- Sharepoint deployed to the production environment
- Requirements confirmed with third party provider with respect of data migration
- Identification and documentation of test script scenarios
- Training for test users
- Training for administrator users
- Training in the upload of standard documents
- Training in the set up of user accounts
- Adobe licenses installed
- Unstructured data migration software developed and installed
- Business rules developed
- Email and user accounts set up for the system
- Field names and reference data names (including pick lists) reviewed and updated
- Approval routes defined
- Circa 400 standard templates and letters uploaded to the system
- Data mapping document prepared
- Data cleansing of existing system undertaken
- Preparation of non functional scripts
- Writing of functional scripts (circa 1,200)
- Validation of functional scripts
- Approval of functional scripts
- Clarification of linking and joining requirements
- Retention functionality provided
- Review of actions within the system
- Validation of interfaces
- System deployed to UAT environment

As well as this activity, engagement continues with all vendors to ensure successful delivery of system and troubleshoot issues as they arise.

The following pieces of work are due to be undertaken between October and December 2011

- UAT
- Data Migration
- Non functional testing
- Reporting
- Building of disaster recovery environment
- Testing of disaster recovery environment
- Writing of training manuals
- Writing of production strategy
- Writing of go-live strategy

The project brief for the project set out that HPC would engage external expertise to assist on tasks associated with the project as appropriate. To that end, in addition to the vendors who are building the system and creating the tools for migration, we have also engaged a UAT test manager and a migration specialist.

As reported to the Committee in May 2011, the project plan has now been reconfigured with an anticipated go-live date of February 2012.

### **Decision**

This paper is for information only. No decision is required.

### **Background information**

None

### **Resource implications**

Project Lead: Kelly Johnson, Director of Fitness to Practise

Project Manager: Denis Risman, Project Manager

Senior Users: Eve Seall, Head of Case Management and Brian James, Head of Adjudication

Senior Supplier: Guy Gaskins, Director of Information Technology

Project Team Members: Jonathan Dillon, Hearings Manager, Tamara Etmuss-Noble, Hearings Officer and Deborah Oluwole, Scheduling Officer (All FTP Adjudication team members), Zoe Maguire, Investigations Manager, Ciara O'Dwyer, Lead Case Manager, Delwyn King and Siobhan Carson, Case Managers (All FTP Case Management team members), Jameel Anwar, FTP Administration Manager and Petrina Baker (Team Administrator), Rick Welsby, IT Service Support Manager and Jason Roth Systems Manager (Information Technology).

As previously reported to the Committee, four resources within the FTP department are working full-time on the project. That now also includes the Head of Case Management. This to ensure successful delivery of the project.

We have allocated four resources within the FTP department to undertake UAT and writing the training material on a full-time basis and have backfilled their roles accordingly.

**Financial implications**

Provided for in previous papers

**Appendices**

None

**Date of paper**

3 October 2011