Information Technology Department Management Information Pack

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1   Executive Summary

1.1   "This is now complete"

In this period there are a number of projects and discrete activities that have completed and will be removed from future reports:

- Education Systems Build. The major delivery of the project has been completed with only a final phase outstanding to create integrations to other business systems;
- Temporary registrations database;
- Implementation of an infrastructure management suite of software;
- Secure Printing solution; and
- File integrity monitoring.

1.2   Secure telephone payment service

The aim of this major project is to review the current secure telephone payment service and migrate it to a more resilient platform either with the current supplier or to a new supplier. This follows the current supplier giving notice of the end of life for the current service.

The existing service is being extended in 6 month increments with the first period ending in July 2015. However, the supplier is clear that they expect to decommission the service by December 2015.

Talk Talk Business, the telephone service provider, has subsequently given notice to our secure telephone payment service provider that it will discontinue routing calls to their platform over a legacy technology. The consequence is that the secure payment service will be stopped prematurely. The service will stop after a short notice period from May 2015.

Alternative arrangements have been made to manage the processing of credit cards while the project selects and implements an alternative service provider. The project is expected to deliver in September 2015.

Contents

2   Strategic Objective 1

"To drive efficiencies within the organisation by the use of Information Technology and Information Systems."

2.1   MP79 - NetRegulate improvements 2014-15 major project

This project aims to implement a number of smaller changes to the registration system combined into a number of phased releases. This project is currently on hold while priority is given to the MP83 Fees review 2015 project.

2.2   MP78 - HR and Partners systems build

This project will deliver the technology elements and the business process change as identified in the HR and Partners systems and process review project.

The project is now in its implementation stage with a planned go live by December 2015.

2.3   MP75 - Registration systems review

This project aims to review the registration systems and processes.

This project was formally initiated in July and through the use of a government framework agreement has appointed an external business analyst to begin the analysis of the registration processes and systems. Business workshops have been run since September 2014 focused on mapping the target processes and requirements. The workshops are due to complete in June 2015.

2.4   MP80 – Stakeholder relationship project

This project aims to provide a single central management system for contacts not managed through a current business system and where several departments have a shared interest in the relationship held with the contact at an organisational level.

The project has tendered for and selected a systems analyst to support the requirements gathering workshops. The first round of workshops has begun.

3   Strategic objective 2

"To apply Information Technology within the organisation where it can create business advantage."

3.1   MP64 - 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 project has successfully gone live with the first stage in March 2015. The project aims to deliver the second phase in September 2015.

3.2   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.

The upgrades are separated into two discrete changes. The first implementation into the test environment could not be achieved at a time when there was sufficient business resource available to test prior to the start of the Social Workers renewal period.

The user testing has been performed through December and January the planned implementation on Saturday 24 January was rolled back due to technical issues encountered by the supplier implementation team. The issues have been resolved in a test environment and another implementation date is being arranged.

This project has now been combined with the NetRegulate refresh project 2015-16 to incorporate additional areas of the technical infrastructure. This decision has been made following testing, to reduce the risk of issues being caused from incompatibility of dependent technologies.

The combined release is now being scheduled for summer 2015, a specific date will be determined following the completion of MP83 Fees Review 2015 project.

3.3   Upgrade of Microsoft Sharepoint
The project objective is to upgrade our current implementation of Sharepoint 2010 server that primarily supports the document management functionality of the FTP case management system. The system is being extended for the use of the new Education system as well as for other specific groups of users. The aim is to upgrade the current environment before the Education system goes live in 2015.

Our Sharepoint partner is engaged in creating an upgraded environment to support the Education project and to re-develop the interface for the FTP case management system in preparation for a later phased transfer to the new environment.

A test environment for the FTP case management system has been created and deployed; the Education environment is also created. The FTP case management system interface has been changed to work with the new version and is in system test; user acceptance testing and deployment will be scheduled to coincide with a planned maintenance release.

A number of issues have been identified in the FTP case management system testing which are now being investigated and rectified. Due to a limitation of resource with our Sharepoint partner we have prioritised their resource to deliver the Education project delivery. This has created a delay in this project.

3.4   MP76 - Migration of Email server
This activity supports the major project currently prioritised for delivery during the 2014-15 fiscal year, to migrate the corporate email server from IBM Lotus Domino to Microsoft Exchange and Outlook. This is an enabling change that supports interoperability between a number of Microsoft technologies that the HCPC currently use and expect to use in the future.

The project is in implementation and the cloud based service is being configured. A pilot group will use the new system for a period before the expected migration date of the end of May 2015.

3.5   Temporary Registration database
This project aims to add extend functionality of the Temporary Registration Database.

The first delivery into the testing environment has been made and feedback received. Additional reporting requirements have been identified. A second version of the software has been through user acceptance testing and a number of small changes and issues identified. A third version has been released in mid-September and testing has been scheduled to fit into business cycles. This is waiting on business resource to complete testing.

This is now complete.

3.6   Implementation of an infrastructure management suite of software
The aim of this project is to implement a central infrastructure management suite called System Centre Configuration Manager. This will enable the replacement of a number of supporting technologies with equivalent Microsoft software, reducing the annual licensing costs and improving interoperability and control.

A third party organisation has been selected to support the implementation of the software and a project plan has been agreed. The infrastructure has been provisioned and the software installed. There will now be a series of functional stages that will deliver a configured system for a subset of the IT PC infrastructure as a pilot. This will then be extended to cover the whole of the PC environment. The target date for implementation of the pilot is the end of March 2014.

This is now complete.

3.7   MP84 - 405 Kennington road fit out
The aim of this project is to complete the refurbishment and fitting out of the new building at 405 Kennington road following the decision by the Council. There will be a significant technology impact with the extension of the network, implementation of video conferencing facilities, Wi-Fi network and the provision of office space.

Business requirements are being gathered and costs being confirmed.

This project is in initiation.

4   Strategic objective 3

"To protect the data and services of HPC from malicious damage and unexpected events."

4.1   Secure printing solution

The aim of this project is to introduce a secure method of printing documents within the HCPC offices.

A number of different solution providers have been engaged to determine the most appropriate method of securing internal printing. There will be a significant change to the user experience with a print job being released to a printer when the user swipes their office security card against the printer proximity sensor, rather than by sending a print to a named printer; this is regarded as 'pull' or 'Follow-me' printing.

A supplier has been selected following a tender exercise. The replacement printers have been delivered and the security software is due to be configured for initial testing in January. The project is expected to complete by the end of March with the replacement of all printers and photocopiers (multi-functional devices).

This is now complete.

4.2   MP74 - Financial systems upgrade

This major project aims to upgrade the two core financial systems that maintain the HCPC financial ledger and purchase ordering systems. The upgrades will enable the continued support of the applications as well as the implementation of a number of bug fixes and service improvements.

The project has completed the main deliveries of the upgrade of the Sage financial system and the PRS purchase order system. There remains the implementation of the electronic invoice approval system in September 2015.

4.3   File integrity monitoring

The aim of this project is to implement a security software package that monitors and recovers files within the IT infrastructure. This allows the early identification of any malicious activity within the infrastructure and the ability to automatically return to the last 'authoritative' copy.

A selection exercise has completed and the software procured. A pilot against a subset of the infrastructure has identified some issues. A new version of the software is being installed and the pilot extended for a revised expected completion in March 2015.
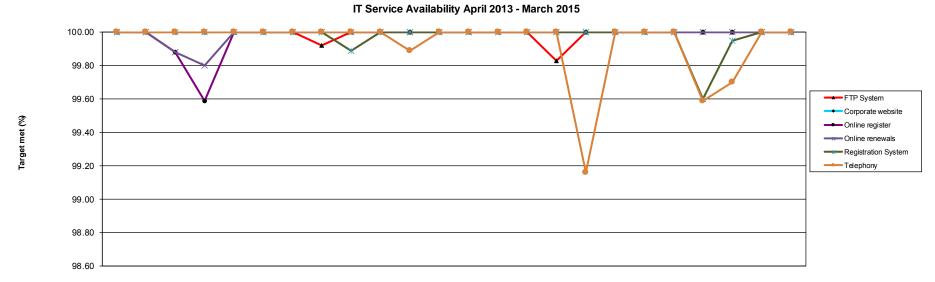
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4.4   MP82 - Secure telephone payment service

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IT Service Availability April 2013 - March 2015

Service availability	2013 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2014 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2015													10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
FTP System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.92	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.83	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00															99.97	99.99	99.99
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	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	100.00	100.00	100.00
Online register	100.00	100.00	99.88	99.59	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	100.00	100.00	100.00	100.00	100.00	100.00	100.00													99.51	99.86	99.87	99.96	100.00
Online renewals	100.00	100.00	99.88	99.80	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	100.00	100.00	100.00	100.00	100.00	100.00	100.00													99.51	99.86	99.93	99.97	100.00
Registration System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.89	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.60	99.95	100.00	100.00													99.96	99.77	99.97	99.99	99.96
Telephony	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.89	100.00	100.00	100.00	100.00	100.00	99.16	100.00	100.00	100.00	99.59	99.70	100.00	100.00													99.98	100.00	99.56	99.99	99.87

Performance targets	Uptime target*	Period
FTP System	98.45	10 hr X 5 days
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 System	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days

*excludes planned maintenance