INFORMATION & IT DEPARTMENT REPORT
For Finance & Resources Committee – July 2004

Roy Dunn
Director of Information

Staff
Bryan Wilson has started in the Information & IT department. He is working on intranet and internet projects plus a "quick and dirty" workflow, document control system for the Fitness to Practice department.

This means that with the imminent conversion of Jackie Holah from contract to FTE, we will have a full team in place for the first time since September 2003.

Document Control - FOI
A File and Document control process – departmental based directory structure for retaining control of documents in the long term is being developed for the entire organisation. This will support the Freedom of Information.

HR System
The Interim HR system from InfoSupport will be implemented over the summer and will share server space with the Reporting software for MOE that provides the registration system extracts.

Customer Service System
Lotus Notes based Customer Service software iExtensions has been selected in conjunction with the Communication department. Communications are funding this purchase, and Bryan Wilson will optimise the system for HPC use. This will also form the basis for tracking Freedom of Information requests.

Business Continuity
The Business Continuity / Disaster Recovery online backup project is progressing slowly at present although we are almost at a stage to sign off the work programme at Star Internet.

The data behind the Sage Finance system is being migrated from its own server to Krusty, the Sun box that supports LISA registrations system and Lotus Notes. This will enable us to back up the Finance data the Star internet also, improving resilience.

ISO
The ISO team are working toward the next audit in October, following the successful first audit which resulted in us being recommended for ISO 9001-2000.

Minor non conformances have already been addressed, with the roll out of a small projects process. An operational change analysis process is also in place.

New Professions
The migration of Operating Department Practitioners from a voluntary register to HPC registration is progressing, with a successful minor test of the data transfer. We await a slot approximately 2 weeks before the migration for a full test of live data. We

are awaiting further feedback from the Information Commissioner himself on the advice we have so far received from that organisation. – which precludes a migration in the most appropriate way.(Note we expect a successful migration – but the Office of the Information Commissioner is making life more difficult than it should be).

Decommissioning
Hardware and software associated with old applications (Care Registration System etc) is being recycled internally, or disposed of, with destruction of data media to ensure we do not have DPA problems down the line. Data has already been migrated to the new systems.

Information & IT Risk Analysis model
Analysis of the Risk in the Information & IT Department is being carried out looking at the functions indicated in the diagram below.

Information & IT Risk Analysis

HPC Objectives

Continuity	Integrity	Strategic Change	Access Management
•Availability •Business continuity •Disaster recovery	•Data accuracy / •Consistency •Internal process •Controls •Regulatory compliance	•Flexibility / agility •Merge / divestiture •New business •Global integration	•Information protection •Prevention of crime •Access provision

Information & IT Risk Factors

Technology & Infrastructure	Applications & Information	People & skills	Vendors & Other Partners	Policy & Process	Strategic & External
•Complexity & Integration •Degree of Standardisation •Age •Maintenance & monitoring	•Architecture Complexity •Degree of Customisation •Data redundancy / Consistency •Fit with process requirements	•Turnover •Skills & knowledge •Awareness of Policy •IT / Business relationship	•SLAs •Use of orgs Methods & standrds •Sole source •Customer risk tolerance	•Control architecture •Degree of Standardisation •Degree of accountability	•Cost cutting •Organisational Complexity •New regulation •Cost cutting •External threats

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