

CORPORATE SERVICES – Roy Dunn

Corporate Services

Corporate Services covers Information Technology, and Information Services.

Information & IT

Employees

The IT department has recruited an IT Support Analyst. Craig Kjelvei started in IT full time on the 11th May having worked afternoons for a couple of weeks. Craig has joined us from the Partner Department, so has a knowledge of how HPC operates, and the systems we use. Craig has already made an impact on the turn around time for IT support requests.

General IT Infrastructure – Preparation work is ongoing for the rationalisation of servers, to make their support more manageable. This will also ultimately make full data replication to our Internet Service Provider more practicable.

Projects

The ICR solution is working well. A speed enhancement has been developed, and will be tested with the improved BACS-IP process for direct debit processing.

BACS-IP & AUDDIS

IT department has completed stability testing of the additional functionality provided. We are now ready for sign off from the Finance Department – if they are happy with the functionality.

The full BACS-IP process does not have to go fully automatic until we have informed banks of all the registrants that will be effected.

APU (Fitness to Practise tracking system).

Data has been migrated from the old Access system, and the database is being used in the live environment. A temporary worker will complete data input work from the old system or paper records.

Rick Welsby (IT) and Kelly Johnson (FTP) have identified 38 modifications of varying complexity that are at least “nice to have” or higher priority. Some of these are already being developed in house.

LISA On-line Applications nearing completion. Awaiting Worldpay credit/debit card processing to be finalised / reinstated.

LISA – Minor amendments to follow revised **Return To Practice** process including multiple routes to achieving appropriate levels of pre return training. This will be carried out under the support agreement, taking approximately 4 days work.

Document Control – FOI & DPA

Some public confusion as to what is available under FOI vs. DPA. Some are asking for confidential information concerning Fitness to practice cases. These are refused.

Business Continuity & Security

The BC/DR plan is being reorganised to ease use under true DR conditions. EMT are having final input, and the plan will then be frozen for 3 months over the summer as the enhanced data replication is rolled out.

Updated copies of the BC/DR plan will be despatched from HPC to EMT, Department Managers and Committee chairs in early July.

Date
2006-04-12

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Dept/Cmte

Doc Type
RPT

Title
Fincom042006

Status
Final

Security
General Release