

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

- **Small changes to Sage200 financial system** – Support the implementation of the Finance department’s small project to improve functionality of the Sage financial system. This project will apply a number of fixes to existing issues and deploy a new Asset Management module.

This is now complete.

- **Database Upgrade**
A project to upgrade a number of databases to a more recent version has started. This will ensure continued support for the applications.

Except for an outstanding issue with the reporting database this is now complete. The outstanding issue is expected to be resolved by the end of January 2011.

Strategic objective 2 – *“To apply Information Technology within the organisation where it can create business advantage.”*

- **Fitness to Practice (FTP) Case Management system project** – This project provides status reports to the FTP committee. The design is now complete and costs are being confirmed for the implementation phase. The

project is running to plan and to expectation.

The new IT infrastructure has been delivered and built awaiting the installation of the applications.

- **Independent Safeguarding Authority (ISA) (Applicants and Renewal)** – This major project addresses the need to capture the ISA number for Applicants and Renewals. Relatively small changes are required within the NetRegulate application to accommodate the changes.

This is now closed from an IT perspective for 2010-11.

- **Education service** – We have engaged with an external development company to deliver a series of small changes to the Education system.

Three cycles of User Acceptance Testing have completed and what is expected to be the final cycle will complete in January.

- **Desktop applications upgrade** - Prepare for the upgrade of the desktop operating system by auditing and replacing applications that are not certified with Windows 7.

The majority of the licenses have been purchased prior to the increase in VAT. Confirmation of the training plan will proceed in January with an expectation of distributing the upgrades within March 2011.

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.

Users will be assigned to policies that control their rights following the completion of the laptop project.

The Policies will be applied after the laptop wireless development has been proven stable.

- **Credit card handling** - Support the project to outsource credit card handling to reduce organisation risk of fraud.

PCI DSS (Payment Card Industry Data Security Standards) expert advice has been sort to identify potential solutions and industry best practice for handling credit card payments by telephone.

The selection process through a three party tender has completed with a preferred supplier identified. The next stage of the project will be to commit resource and agree a schedule for the implementation of the new service within the 2010-2011 financial year.

Contract negotiations are proceeding after which the implementation cycle will begin.

- **Remote access security** – This project aims to improve the security provision for employees and external support organisations when they connect to the HPC services remotely.

The project will introduce a method for generating a unique security number each time an authorised user wants to connect to the HPC. This method is known as Two Factor Authentication.

The proof of concept has been completed successfully and the project is planned for the technical implementation in the last quarter of the year.

- **Penetration testing** - Conduct quarterly independent penetration tests of our environment to assure adequate security controls.

The vulnerabilities identified by the last penetration test in July have been addressed with the final change being planned for release to the web site in early October.

The web release is planned for the week of the 24 January. Following the web release a Penetration test will be conducted.

- **NetRegulate backup encryption** – This project is to investigate whether there is an appropriate mechanism to encrypt the NetRegulate backups that are shipped off site on tape to our remote secure archive. This forms

part of the corporate procedures for business continuity.

A mechanism has been identified and tested and we are now encrypting all NetRegulate backups that are written to tape.

- **Service Availability**

Power Failure to Kennington Park Road - On Saturday 13 November a power failure to the main office building resulted in the interruption of IT services.

The Online Renewals and Register applications were unavailable from Saturday 17:10 until Sunday 15:00.

All other internal services were powered down until 08:00 on Monday morning to allow the server room temperature to return to normal levels following the reactivation of the air conditioning units.

The corporate web site (www.hpc-uk.org) was unaffected by the power outage.

performance.

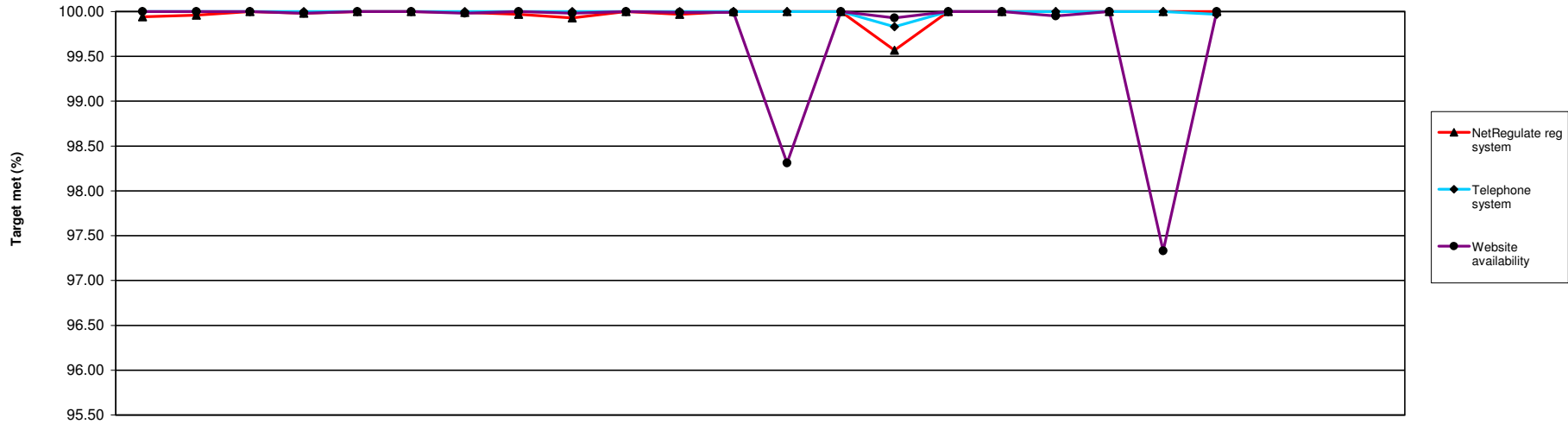
A new software package called PowerShute has been deployed to the infrastructure which will enable alerting following a power outage enabling the services to be shutdown gracefully.

A procedure for manually validating the status of key systems has been created and is executed each morning to break the dependence on automated tools.

Strategic objective 4 – *“To meet internal organisation expectations for the capability of the IT function.”*

- **Refine the Availability Management processes** – This project aims to improve the availability of our key systems by improving monitoring and forecasting outages.

A new network monitoring tool called SolarWinds has been deployed to improve visibility of the network



	2009			2010									2011						2006/7	2007/8	2008/9	09/10	10/11										
	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	YTD				
NetRegulate reg system	99.94	99.96	100.00	99.98	100.00	100.00	99.99	99.97	99.93	100.00	99.97	100.00	100.00	100.00	99.57	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	99.99	99.87	99.89	99.98	99.95
Telephone system	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	99.83	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	99.99	99.83	99.92	100.00	99.98
Website availability	100.00	100.00	100.00	99.98	100.00	100.00	99.98	100.00	99.98	100.00	99.99	99.99	98.31	100.00	99.93	100.00	100.00	99.95	100.00	97.33	100.00								99.99	100.00	100.00	99.99	99.50

Performance targets	Uptime
Telephone system	98.45
NetRegulate reg system	97.85
Website availability	98.30