

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

- **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.

The Reporting database has now been converted and is being tested with our Information team.

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 following pieces of work have now been undertaken:

- training strategy written
- testing strategy written
- UAT test manager engaged
- Net Regulate web service developed
- EDRMS configured according to specification
- Scanning solution configured
- Network architecture delivered into HPC’s test environment
- Logistics of training organised

- Link testing undertaken
- Backfill for UAT organised.

Four resources within the FTP department have been allocated to undertake UAT and to write the training material on a full-time basis.

The project plan is currently being realigned and it is likely that that the project will be delivered later than previously anticipated. This is due to a delay in the development of part of the system which has had an impact on the delivery of testing, migration and the preparation of reports.

The expectation now is for the project to be delivered in early 2012.

- **NetRegulate platform refresh** – This project aims to upgrade each of the separate platforms that NetRegulate is dependent upon to operate. This includes the operating system, database, application server and clients.

Initial development of the approach has been started and our database vendor has been engaged to plan the database upgrade.

A review of the project approach has been agreed with Digital Steps Ltd who will perform any changes needed to the application to make it work on the upgraded platforms.

The target implementation date for this project is the end

of July 2011.

- **Registration system upgrade (NetRegulate)** – As part of the major project Enhancements to the Online Register the NetRegulate system was upgraded successfully to version 4.2.2 on Wednesday June 1.
- **IT continuity file replication** – This project aims to improve the method by which we replicate files from our corporate fileserver to the disaster recovery environment.

We are looking to replace the current method with one that will reduce the time it takes to replicate files to the disaster recovery environment ensuring a consistent state if we had a critical failure.

Initial testing of the new service is positive.

The target implementation date is end of June 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.

The Fitness to Practice (FTP) team will be the pilot group for this new functionality.

The pilot group has been identified and are having the software enabled on their PCs. The pilot will run for approximately two months depending upon feedback.

- **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.

There has been a delay to this project to allow for confirmation of how the reconciliation of payments will be achieved and to validate the exact requirements of our payment provider WorldPay.

The project has also engaged a PCI assessor to verify how HPC process credit cards using two paper based credit card processes that have been identified by the project team. The revised target implementation date for the telephony solution is July 2011.

As part of this project we have moved telephony provider to OPAL (Talk Talk). This transfer was completed successfully on 5 May.

- **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 software has been installed and is being tested by the IT team. This is now going to be piloted by the Fitness to Practice team along with the Network Encryption Project pilot.

- **Blackberry disaster recovery service** - The Mobile Personal Mailing service has now become a business critical service. This project will investigate the options for creating a disaster recovery service and if appropriate to implement the service. This will allow the Blackberry handsets to operate in the event of a critical infrastructure failure.

We have engaged with a specialist organisation to provide us with the technical options that we have open to us to provide a resilient service.

- **Annual disaster recovery testing** – The annual testing was completed on Friday 27 May. The tests focused on a hypothetical scenario encompassing three critical failures. A team comprising of members of EMT, middle management and the chair of HPC ran the scenario in a new invocation centre in Sevenoaks.

The test was successful and also encompassed a standard validation of the Registration system accessed from the invocation centre in Uxbridge.

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

This penetration test combines both infrastructure and

application testing.

The testers initially use automated tools to probe the HPC infrastructure on a number of interfaces including the web sites and the online register and online renewal systems. The information from the probes is then used by the testers to attempt to manually circumvent the HPC security and gain access to sensitive areas or prove that a vulnerability does exist.

This test also includes the annual application test where a particular focus is paid to the web applications. This is particularly relevant as we prepare to launch a revised online register web site.

The penetration test took place in the week of 30 May 2011; we are awaiting the report.

- **Service Availability**
Online Renewals and Online Register outage – On Sunday 29 May an error with the Oracle database caused the outage of both the Online Renewals and the Online Register services.

Oracle has confirmed that this is a known error that will be rectified by upgrading to version 11.2 as part of the NetRegulate platform refresh project.

The Online Renewals and Register applications were unavailable between 01:27 and 07:30.

