

CORPORATE SERVICES – Roy Dunn

Corporate Services

Corporate Services covers Information Technology, ISO, Offices Services. Other than day to day IT management a comprehensive strategy is being developed to evaluate print and copy functions within HPC. The aim is to become more self sufficient and resilient, and control costs and data security.

Information & IT

Employees

IT are investigating the Job description for an IT-Co-ordinator to assist in servicing helpdesk tickets, user acceptance testing and creating statistical reports. No other changes

Security testing

Penetration testing of HPC's IT systems will take place in October. NCC who currently hold the ESCROW copy of LISA have been selected as they are an existing supplier with access to but no operating knowledge of the LISA application.

Projects

The **Springfield** intranet site that now holds all non ISO process information. Both these areas of functionality use LOTUS NOTES to control access to update the databases.

3R's (Renewals, Resourcing and Re-engineering)

Changes to staffing levels within the registration department (Flexible working) are being designed to match the ebbs and flows of profession renewals. IT staff will remotely support the registration departments.

ICR update (Officer Eddie)

The ICR (Intelligent Character Recognition) project, is designed to partially automate the paper based Registration Renewals process.

LISA system software has been delivered and the Peladon image interpretation custom software is complete. Roll out to registration officers and further training can commence.

Changes to the Finance functions of LISA have been tested and rolled out at the same time, offering a simpler view of complex payment histories for registration officers.

APU (Fitness to Practise tracking system) Functionality is due to be modified to take into account changes requested by the Director of Fitness to Practice and Partner Manager.

An Office Services helpdesk will be developed from a cut down ITHelpdesk as functionality during the APU bedding in phase.

The Lotus notes database for tracking and publishing the HPC supplier list has been developed in house. This includes authorisation stages from the Finance Manager and Chief Executive. Rolled out 21/07/05.

Education & Policy system **SELMA** will commence following correction of any post roll out issues with the FTP system. A check on required functionality will be made before development commences.

Authentication of Users. (Abraham). Project. The development model for the LISA user interface has now been forwarded to Digital Steps for design work. Certificates and cards already carry the required codes.

The complete programme will be rolled out over several months. Some operational detail will remain confidential to the HPC executive.

Document Control - FOI

No changes.

Business Continuity

A paper test of the Disaster Recovery plan will occur when the new renewal systems are live. A live test will take place later in the year.

Applied Psychologists New Profession

A meeting will be scheduled with the professional body and UK Registration Manager when the legislative timetable is set for taking on this new profession.

LISA Registration System

The delivery of the new functionality at each stage of the upcoming renewal season requires delivery and testing of new releases of LISA approximately every month until December 2005. This will result in a considerable amount of time being used in testing prior to the live environment. This is a major commitment of IT time and may result in a slower turn around on non critical helpdesk tickets.

ISO 9001:200 Update

Ruth Bacon has audited the following departments over the summer; Partners, UK Registrations, Fitness to Practice Secretariat. Changes to documented processes, Policy, Partner enhancements, Fitness to Practice, UK Applications, approvals commenced for confirmation, PLGs, to ensure the Management System is up to date. Next external audit October 12th 2005 with the following; Quality Manager, UK Registrations, Fitness to Practice, HR / Partners.

Additional Contact with Registrants or Stakeholders

Post lapsing letters to registrants and employers will be despatched via mail merge from a pair of custom reports running over the LISA data. This will inform them of the lapsed status of the registration, and its implications, plus the mechanism to be re-admitted to the register.

This process happens outside LISA.IT Training throughout HPC

IT training has commenced based on business need and budget running until late 2005. This includes Microsoft Word, Excel, Project, PowerPoint, Crystal Reports and Lotus Notes (an inhouse course). We have had positive feedback from staff on the training received to date. Courses to Date, Excel, Word, Crystal Reports.

Office Services

Deborah Farley has seen five sets of potential contractors for the Mezzanine project. Cost and time estimates have been requested for submission by 20th September Finance and Resources committee meeting.

A review of HPC's printing and photocopying requirements is taking place.

Other Items

Health & Safety training is being investigated for selected HPC staff involved in evaluating home workplace safety

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