Council, 25 May 2017

Information Technology Report

Executive summary and recommendations

Introduction

This report provides the Council with an update into the work of the Information Technology Directorate for March and April 2017. Areas from the report to highlight are as follows:

- **Service availability**

  On Thursday 23 February the telephony system was partially unavailable. Only incoming calls and internal calls could be made for 47 minutes from 09:29. This was caused by a failure of a server which required rebooting.

  Some telephony services were available due to the resilience of the network design. The servers are currently being replaced which will increase the capacity during a single server failure scenario.

- **Internal security testing**

  This exercise identifies any issues with IT security from the perspective of someone connecting directly to the HCPC internal network rather than through the internet.

  The testing is performed by an independent security company who attempt to gain access to the HCPC Information Systems mimicking several scenarios including that of a member of the public with their own laptop; a disclosed user account and an unlocked HCPC PC.

  The tests were performed on 16 March 2017. The outcome was positive with a synopsis of the findings presented to EMT.

- **Resourcing**

  Two appointments have been made in April 2017. This leaves only one vacancy remaining within the infrastructure team, the recruitment process for which has been started.

Decision
The Council is asked to discuss the Information Technology report

Appendices

Appendix 1 Information Technology Narrative Report

Appendix 2 Information Technology Management Information Pack

Date of paper

12 May 2017

Information Technology – Management Commentary.

This paper provides an update on the work of the Information Technology department for March and April 2017.

Contents

1 Strategic objective 1

"To drive efficiencies within the organisation by the use of Information Technology and Information Systems."

1.1 MP78 - HR and Partners systems build

This project will deliver the technology elements and the business process change as identified in the HR and Partners systems and process review project.

The HR system went live in December 2016 to all employees including the running of the payroll. There have been a number of small issues identified since going live which are being addressed.

The Partner system developments have been delivered and the Partner team are now performing user acceptance testing.

A further technical meeting to discuss in more detail the integration with the FTP system has been rearranged which will allow the supplier to more confidently commit to a timetable. Planned implementation is for October 2017.

1.2 MP85 – Registrations transformation and improvement project

This project aims to implement the recommendations of the Registration system review project. It will be structured into three main phases starting with the implementation of a continuing professional development (CPD) online system.

User acceptance testing is proceeding and is now in its second cycle.

An upgrade to the environments is being executed in parallel to the user acceptance testing and is planned to be complete in mid-May.

The procurement process for the load testing consultancy has been concluded and final clarifications are being sort prior to awarding contract.

2 Strategic objective 2

"To apply Information Technology within the organisation where it can create business advantage."

2.1 Upgrade of Microsoft Sharepoint

The project objective is to upgrade our current implementation of Sharepoint 2010 server that primarily supports the document management functionality of the FTP case management system.

This work will now be to upgrade to a new version of Sharepoint. The existing test environment will be replaced before business testing can commence.

The user acceptance testing is combined with a larger maintenance release of the FTP system and both the upgrade and the maintenance release will be deployed together.

Due to the FTP realignment exercise and the prioritisation of resource to other business impacting issues this activity has not progressed. Following a meeting with FTP, the supplier and IT a course of action has been agreed which will release FTP resource to complete the upgrade and interface testing in September 2017.

2.2 Migration of the Intranet to Office 365

The project objective is to create a new intranet using the Microsoft Office 365 environment. This will enable the removal of the current intranet from legacy technology and offer an opportunity to refresh the look and feel, and usability of the site. This builds on the 2015-16 project to move the corporate email service to Office 365.

A selection exercise for an 'accelerator' product to shortcut the development of the intranet on the Microsoft Sharepoint Online platform has concluded and a preferred supplier has been selected.

IT resource has been released to support the project and the project team have reduced scope to reduce the risk of the project. A pre-implementation technical workshop has completed to confirm compatibility with the HCPC environment. The implementation will begin following completion of contract and financial governance processes.

The new Intranet is anticipated to go live in October 2017.

2.3 Website review and build

This project will review the processes, systems and purpose of the HCPC's current web and internet activities with the intention of building new services.

The first phase of the project is concluding. Initial options analysis and web site designs have been presented for initial feedback. Clarifications and comments will

be incorporated into the revised documents and recommendations presented to EMT for May 2017.

2.4 NetRegulate changes 2016-17

This project delivers an annual programme of consolidated changes to the registration system. This year it includes changes to annotations and modalities for a number of professions. It affects NetRegulate as well as the mobile applications (apps) and existing integrations from the Education system.

The project was initiated in April 2016 and delivered the first release on 13 October containing the bulk of the required changes. The Education integration changes have passed user acceptance testing and have been released to live in May 2017.

This is now complete.

3 Strategic objective 3

"To protect the data and services of HCPC from malicious damage and unexpected events."

3.1 MP87 – Payment Card Industry Data Security Standards (PCI DSS) compliance

This major project will initially audit the HCPC processes and systems used to manage credit card payments against the latest PCI DSS standard. Any remediation changes required will be delivered through a consequential implementation phase of the project.

The initial 'soft' audit was performed on 4 May 2016 and the report was published on 21 June 2016. A feedback session was held with the auditor to clarify the next steps for the project on 5 October 2016.

The report has been clarified by the auditor and the self-assessment questionnaire has been downgraded to the lowest risk status.

A selection exercise is proceeding to identify a third party to support the changes and documentation necessary for the IT specific parts of the report.

3.2 Replacement firewall project

This project will replace the existing corporate firewalls with a next generation firewall. The existing firewall does not have features needed to interconnect with the Microsoft Azure cloud services and is no longer developed by the manufacturer. The replacement firewall will have additional features that improve the ability to connect to cloud services and improve the protection applied to the network.

A selection process has completed with different products tested in parallel on the production network.

The new firewalls have been racked and commissioned. A change request for the migration of services is being completed that will document the exact method for the migration including the back out plan.

This migration was delayed from March to May 2017 due to resource availability.

3.3   Internal security testing

This exercise identifies any issues with IT security from the perspective of someone connecting directly to the HCPC internal network rather than through the internet.

The testing is performed by an independent security company who attempt to gain access to the HCPC Information Systems mimicking several scenarios including that of a member of the public with their own laptop; a disclosed user account and an unlocked HCPC PC.

The tests were performed on 16 March 2017. The outcome was positive and a synopsis of the findings was presented to EMT in a separate report.

3.4   Service availability

Telephony service:
On Thursday 23 February the telephony system was partially unavailable. Only incoming calls and internal calls could be made for 47 minutes from 09:29. This was caused by a failure of a server which required rebooting.

Some telephony services were available due to the resilience of the network design. The servers are currently being replaced which will increase the capacity during a single server failure scenario.

4   **<u>Information Technology Department Management Information Pack</u>**

Guy Gaskins, Director of Information Technology

May 2017

4.1   Service availability statistics

IT Service Availability April 2016 - March 2018
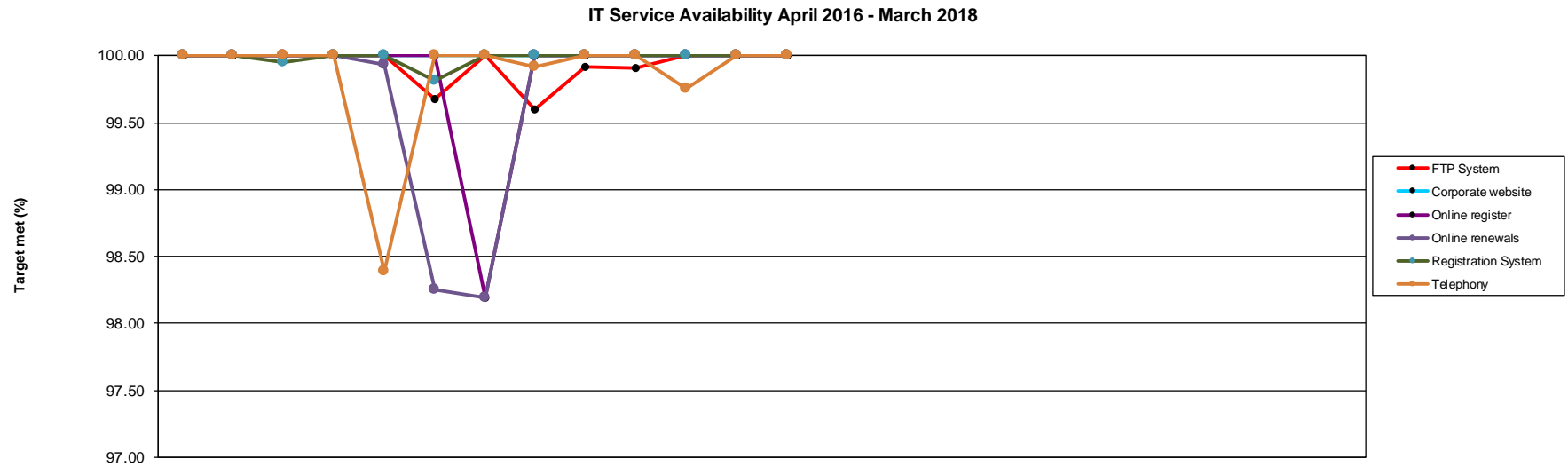
Service availability	2016									2017													2018			13/14	14/15	15/16	16/17	17/18
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		FYE	FYE	FYE	FYE	YTD
FTP System	100.00	100.00	100.00	100.00	100.00	99.68	100.00	99.60	99.92	99.91	100.00	100.00	100.00													99.99	99.99	100.00	99.93	100.00
Corporate website	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	100.00	99.98	100.00	100.00
Online register	100.00	100.00	100.00	100.00	100.00	100.00	98.19	100.00	100.00	100.00	100.00	100.00	100.00													99.96	100.00	99.90	99.85	100.00
Online renewals	100.00	100.00	100.00	100.00	99.93	98.25	98.19	100.00	100.00	100.00	100.00	100.00	100.00													99.97	100.00	99.35	99.70	100.00
Registration System	100.00	100.00	99.95	100.00	100.00	99.81	100.00	100.00	100.00	100.00	100.00	100.00	100.00													99.99	99.96	99.64	99.98	100.00
Telephony	100.00	100.00	100.00	100.00	98.39	100.00	100.00	99.92	100.00	100.00	99.75	100.00	100.00													99.99	99.87	100.00	99.84	100.00

Performance targets	Uptime target*	Period
FTP System	98.45	10 hr X 5 days
Corporate website	98.30	24 hr X 7 days
Online register	98.30	24 hr X 7 days
Online renewals	98.30	24 hr X 7 days
Registration System	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days