

INFORMATION & IT – Roy Dunn

Staff

No changes.

Projects

Bryan Wilson has completed the Business Process Change Impact Assessment database which will be used to track requirements for new major projects at HPC.

Changes to HPC's strategic intent that require changes to business processes or IT will be "run" through the database to capture impacts on stakeholders, budget etc. Please see the diagram at the end of this report for where this process sits in Info & IT governance landscape.

EMT will be trained in its use.

Document Control - FOI

Following feedback from potential users, the document control template has been refined to deliver a neater, macro based method for determination of the logical file name demanded by our method for filing documents on the HPC network.

Using this type of template will enable all users to create documents appropriately with fewer training requirements.

This will record, date of creation, version, department or committee, title, draft vs. complete, and security / confidentiality status and destruction policy.

HR System

HR system from InfoSupport. The final full data migration is due to occur week commencing 15th November following data mapping. Some further user training will be required to ensure that the reporting functionality provides the required outputs.

A further phase will define functionality to the HPC user community to record and validate leave and sickness via the intranet.

Customer Service System

Lotus Notes based Customer Service software iExtensions has been installed for Information & IT, and Communications and is now in use. Role out to the rest of the organisation and user training will be considered.

IT Helpdesk

An IT helpdesk has been developed to track calls on IT resources, and improve metrics and service levels in the short to medium term. Individual requests are tracked by e-mail and can be part populated by the user requiring help.

This will be rolled out in the next few weeks to all users in HPC.

BART

A display of the outline for BART was provided at the Partner conference in late September. The DSL design team delivered a set of requirements for the HPC BART team for prioritisation and selection. A full functional spec will be delivered when this process has been completed. Once the requirements have been definitively matched to the specification build work can commence within the remaining budget.

Business Continuity

This project continues, and the final specification document from Star has been accepted. Version 6 details the technical requirements following improvements to the robustness of the model.

DR staff visited a potential new Business Continuity site in Uxbridge. A further site in Sevenoaks is to be visited in the near future. Cost for 7

seats are approximately equal to those for having the Old Street DR site on call.

ISO Registration

The BSI continuing assessment for HPCs ISO 9001:2000 registration was successfully completed on **Monday the 8th November**. Areas audited were Quality Management, UK Registration and International/Grandparenting Registration. There were no non conformities raised as a result of this audit. The next BSI audit will be on **Monday the 4th April 2005** and areas to be assessed will include; Quality Management, Communications, Customer Services, Secretariat, Education and Policy and Office Services. Internal audits will continue in line with the schedule and in accordance with the proposal for the next BSI visit. *NOTE: A copy of the external assessment report can be obtained from Ruth Bacon (Quality Manager).*

We will be putting to logo on the website/headed paper etc in the near future.

User Group Meetings

Formal IT User group meetings continue on a monthly basis. A generic priority list has been created and will be circulated through EMT to assess requirements for next years budget submission from IT, or reassignment of funds from existing projects to higher level priority items.

New Professions – ODP's

The Operating Department Practitioners voluntary register transferred to HPC on 18th October. The entire operation was comparatively smooth, but a second migration of data was required as the AODP delivered address changes and late renewals from their end the last working day before the HPC registration certificates were to be generated. Renewal notices to cover the period from December 2004 to November 2006 were despatched shortly after.

Document scanning

IT have established a relationship with an off site scanning company in Hayes, Middlesex (Damco Solutions Ltd). Paper applications and other documents are collected in bar coded boxes for image acquisition. Electronic files are returned on cd-rom and uploaded to the LISA file server for later linking. Ultimately we may be able to automate the linking process.

Paper documents are collected by the archiving company (Recall) and do not return to the HPC building.

This process will be operated by the Registration departments as and when archiving is required.

HPC & IT Governance – continued from previous meeting

A model is presented below illustrating how HPC Business Requirements feed into the IT landscape. This is based on best practice at large international companies, and is appropriate as it will enable us to grow rapidly whilst remaining ISO compatible and tracking changes to future requirements due to legislative or operational change.

The relative positions of the Business Process Change Impact Analysis, Information & IT User Group, and Small Project Process in the IT landscape is illustrated below.

The relationship between Strategic Intent [Business Strategy], change and levels of IT Architecture

