

## INFORMATION & IT – Roy Dunn

### Staff

No changes.

### Projects

Bryan Wilson has completed the Freedom of Information request and fulfilment database, *FRINK*. This is based on the IT Helpdesk system and tracks requests for information, fulfilment or denial of access to the individual requesting the information and publication of the list of requests to the HPC website.

Bryan is currently working on a system for tracking the Fitness to Practice process, *APU* from start to finish. He is spending 1 day per week on the project. APU is due for roll out in March.

Work on a system for Education & Policy *SELMA* will commence following roll out of the FTP system.

**Authentication of Users.** Following a revision of the requirements to prevent identity theft and registration or application hijacking RPD commenced a major review across all processes. Discussions have taken place with external security consultants, the Metropolitan Police and a thorough literature review resulting in new guidelines for ascertaining the identity of remote users of HPC services. This covers web, telephone, letter and face to face. Full details will be circulated within the next month. Some operational detail will remain confidential to the HPC executive.

### Document Control - FOI

Document control is now in force throughout HPC having 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.

To date there have been 11 FOI requests. These have required the modification or creation of new numeric reports for the most part.

### HR System

HR system from InfoSupport *HOMER*. The final data migration has occurred. Partner details are being augmented by Liz McKell.

A further phase will define functionality to the HPC user community to record and validate leave and sickness via the intranet. This is included in the CRM part of the budget bid.

### Customer Service System

Lotus Notes based Customer Service software iExtensions has been installed for Information & IT, and Communications and is now in use. Roll 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

This project is currently on hold due to budget constraints. It is envisaged this will recommence in the new financial year. The proposed CPD scheme is likely to use the same functionality as online assessment of international applications for renewing registrants, so is more cost effective to HPC and ROI will be improved.

## **Business Continuity**

This project continues, and LOTUS Notes data are automatically backed up to STAR servers in Gloucester every 30 minutes. The NDR Business Continuity site in Uxbridge has been selected as our primary recovery site. The Star service also offers the delivery of a replacement production server for the LISA and Lotus Notes applications should a major hardware failure occur whilst the rest of Park House and Stannary Street are still viable. The Old Street DR site is still a fall back option if required.

## **ISO Registration**

### **External Audits - BSI**

The next continuing assessment for HPC's ISO 9001:2000 registration BSI audit will be on **Monday 4th April 2005**. Areas covered will be Quality Management, Customer Services, Communications, Education and Policy, Secretariat and Office Services and the BSI assessor will be Kevin Hopkinson. *NOTE: Copies of the external Audit reports can be obtained from Ruth Bacon (Quality Manager)*

### **Internal Audits - Ruth Bacon**

Internal audits will continue in line with the internal audit schedule. Please see below details of the audits conducted since the last meeting;

<b>UK Registrations</b>	Monday 1st November 2004
<b>International Registrations</b>	Tuesday 2nd November 2004
<b>Communications</b>	Wednesday 3rd November 2004
<b>Human Resources</b>	Wednesday 3rd November 2004
<b>Finance</b>	Wednesday 3rd November 2004
<b>Quality Manager</b>	Wednesday 3rd November 2004
<b>Fitness to Practice</b>	Tuesday 30th November 2004
<b>Office Services</b>	Tuesday 7th December 2004
<b>Secretariat</b>	Friday 7th January 2005
<b>Education and Policy</b>	Friday 7th January 2005
<b>Communications</b>	Monday 24th January 2005
<b>Finance</b>	Friday 28th January 2005

## **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**

Preliminary meetings are being planned for February to determine data formats for future upload of voluntary register data.

Registration Managers will be included.

## **Document scanning**

In house bulk scanning is now operational in the UK registrations department and is carried out on a rota basis by existing staff. These documents are linked to the appropriate LISA application or registration records by a member of staff working offsite.

The external scanning company DAMCO are completing the backlog and will not be required after this has been completed.

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

**Key Information and IT projects for the coming financial year are indicated below.**

## High impact projects -Recommendations

Project	Cost	Benefit	[MUST DO]
1 ICR Renewals (Officer Eddie)	£78k	UK Reg	
2 BACS-IP	Up to £48k	UK Reg & Finance	✓
3 Online Renewals	£40k	UK Reg	
4 Complete BART, intl & CPD	£80k	Intl Reg & CPD	
5 Ethnicity	Up to £10k	Council	✓
6 CRM db integration – start (MARGE)	Up to £50k	HR/FTP/E&P/INTL / FINANCE	
7 New Profession (Psych Roy Dunn - Internal only, Strat 2005)	£20-45k	Council	✓

ICR Renewals = a mechanism for scanning standard renewal notices, and populating the appropriate LISA registration record automatically. A major time saving and scalability benefit for UK registrations.

BACS-IP = Banking requirement. Moving from modem based data delivery to IP as required by the Automated clearing house rules change. Additional features to take paper free direct debit instructions.

Online Renewals = a secure mechanism to allow registrants to renew their registrations online, linking into the back end of the LISA system.

BART = online assessment of international and grandparenting applications; plus CPD assessments for registration renewals.

Ethnicity = Council requirement, to collect and report on registrant ethnicity. Data to be stored confidentially on the LISA system.

CRM db integration = commence background work to link LISA registrations, HR partner, Communications, FTP and Education and Policy data to to create a *Single view of Contact*.

New Profession = Council requirement. Cost of uploading and error correcting voluntary register information to the LISA registration system.

A review of Information & IT risks has taken place. Please see the table below.

