

Employees

No changes currently.
Roy Dunn moving onto a new position “Head of Business Process Improvement” when a new Director of IT located.

General IT Infrastructure

Telephone system moved to new hardware in telecoms rack.
Call recording solution delivered and installed for Registrations departments.
New production servers for LISA delivered and being set up for testing.
Major server room reorganisation to accommodate increased hardware.

Additional planning activities

IT Strategy being updated for 2008-9
IT Work plan being updated for 2008-9
BAU possible projects for 2008-9 being collected
Major projects for 2008-9 being collected
Configuration Management Database (ITIL) data being collected for future use. To be assisted by Expressmetrix software asset management database, with addition of hardware.

Projects

LISA –2007-8

CPD project, first phase of delivery on time, with LISA application server upgrade to be tested concurrently.
Professional Qualifications Directive requirements gathered in detail – interim Lotus Notes solution delivered on time.

LISA Access Rights – solution based on pick and mix of functions and access levels to be created for each LISA user.

LISA changes to facilitate new professions acquisition by HPC IT rather than Digital Steps. – Two options being examined, one more simplistic, other more automated, in preparation for probable new professions early next financial year.

A meeting has been held with Digital Steps to determine possible projects for 2008-9.

Finance Systems

An upgrade has been prescribed by the existing Sage support company to move to a windows SQL server based system. A new server for all non LISA database applications has been rolled out..

Business Continuity & Security

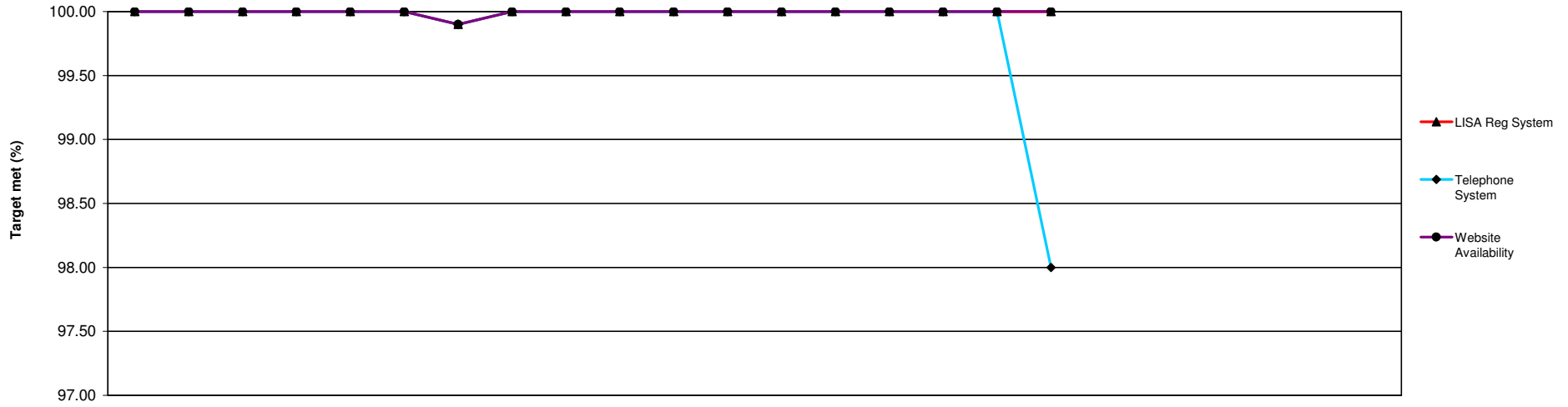
Evaluating internal intrusion detection technologies. Preparing to update DR plan to match BS25999:2 BSi have delayed publication in September 2007 due to additional requirements in the standard being developed. BC policy being updated.

Environmental Issues – IT related

No issues

Information Services

Archiving / storage suppliers – a third organisation now being evaluated.



	2006			2007									2008									2004/5	2005/6	2006/7	2007/8												
	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	YTD									
LISA Reg System	100.00	100.00	100.00	100.00	100.00	100.00	99.90	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00											99.70	99.90	99.99	100.00					
Telephone System	100.00	100.00	100.00	100.00	100.00	100.00	99.90	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00															100.00	99.90	99.99	99.67	
Website Availability	100.00	100.00	100.00	100.00	100.00	100.00	99.90	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00																99.90	100.00	99.99	100.00

Performance Targets	Uptime
Telephone System	98.45
LISA Reg System	97.85
Website Availability	98.30