INFORMATION TECHNOLOGY – Guy Gaskins

Resource
- Anticipated resource levels with some weekend work to support the Stannery street building project.

General IT Infrastructure
- The new desktop technology rollout now only has the reception staff computers and one Finance computer remaining to be replaced. The replacement of the remaining PCs is being scheduled to support business cycles;
- A report has been produced following the discovery phase of the Network Segmentation project. A conceptual design has been agreed and now a detailed planning phase will begin;
- The File and Print server replacement has been built and we are planning for a reintroduction into the production environment;
- Continuity testing for the network ports for the Stannery street building project has been completed in preparation for the installation of the new IT infrastructure.

Additional planning activities
- Visited a Mitel business continuity seminar for telephony services;
- Planning meetings for the transfer of the website hosting;
- Planning for the Stannery street IT provision;
- Completed a series of teleconferences and webinars for the selection of an enterprise encryption product to support the Network Encryption project;

- Home working policy development – the IT and HR Directors have agreed amendments and the document is going through revisions;
- Planning for redeployment of the File and Print server at Park House;
- Planning for rollout of the desktop technology refresh project for Finance and remaining specialist PCs;
- Planning for the remaining phases of the Network Segmentation project to separate network traffic for Maintainability and Security benefits; and
- Planning for implementation of new Service Desk tool.

Projects

Registration system
- Practitioner Psychologists – 15,000 records uploaded onto the Register. Remaining potential duplicates to follow;
- Online Renewals – final configuration of the environment is now being undertaken. However, we still do not have a delivery date for the leased line installation which is on the project critical path. The web site has been re-architected in readiness for the transfer to the new hosting provider;
- Hearing Aid Dispensers – Meeting with the Hearing Aid Council (HAC) and their IT providers to agree the process for the transfer of the register ; and
- Fitness To Practice (FTP) Case Management system project is following the project plan with several initiation meetings to determine the scope and plan.

HR System

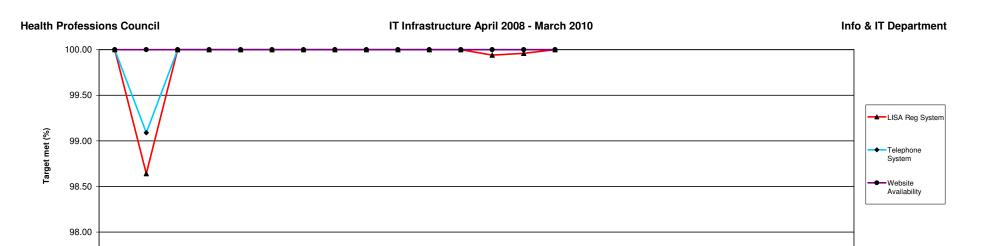- Starters and Leavers database development complete awaiting release. HR team testing.

Service Availability

- The Web site was unavailable for two hours on 14 July between 11:00 and 13:00. A temporary page was deployed to allow access to the Register which was available at all times via bookmarks.

  An investigation is ongoing.

Compliance

- An independent external Penetration test was completed during June. We are waiting to receive the report of the outcomes.

| 2008 | | | | | | | | | 2009 | | | | | | | | | | | 2010 | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | O9/10 |
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
LISA Reg System	100.00	98.64	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.94	99.96	100.00										99.90	99.99	99.87	99.89	99.97
Telephone System	100.00	99.09	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										99.90	99.99	99,83	99.92	100.00
Website Availability	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										100.00	99.99	100.00	100.00	100.00

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