

Resource

- Anticipated resource levels with some weekend work to support the desktop refresh project and the upgrade to the Directory Services.

General IT Infrastructure

- Successful IT and Business continuity test completed on 22-05-2009. The IT systems covered within the IT continuity plan were available within approximately 30 minutes of reaching the invocation site and the on-line register was 'available' within an hour of declaring an emergency.
- Rollout of the new desktop technology was completed successfully except for specialist PCs such as those in Finance. The replacement of the remaining PCs is being scheduled to support business cycles;
- Service desk tool installed and IT training session completed. The software will need to be configured to support the internal processes and to tailor the application to the HPC IT function. It is expected that the new web portal function will be available towards the end of this year for users to log service desk tickets;
- First phase of the Network Segmentation project to separate network traffic has started with a discovery session completed by external consultancy;
- The File and Print server was replaced but due to a fault that developed while under load in the production environment the service was rolled back. The server has subsequently been replaced by the hardware supplier and is being rebuilt for redeployment;

- Implementation of the upgrade to the Directory Services with new hardware and software upgrades has been completed successfully;
- Implementation of new enterprise backup software for backup and recovery of the core server infrastructure;

Additional planning activities

- Visited the InfoSecurity conference at Earls Court to start the research for the network and end point encryption project;
- Home working policy development – now in draft waiting for new HR director;
- 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;
- Planning for revisions to the backup strategy and retention policies;
- Webinar of firewall infrastructure tutorial for the Online Renewals application;
- On site account meeting with DRS the supplier of the form scanning solution. This meeting addressed support and disaster recovery services;
- Online Renewals technical workshop to agree upon the technical designs for a number of raised issues. This was completed successfully with clarity to all service providers;
- Planning for implementation of new Service Desk tool.

Projects

Registration system

- Practitioner Psychologists – test data has now been received from both the BPS and AEP for validation of the data migration strategy. The system changes are being user acceptance tested (UAT) from 08-06-2009;
- Online Renewals – A new leased line provider has been selected and a site visit has been completed with an anticipated installation date of 07-07-2009. The selection of a Load Testing consultancy has been completed. The application and database servers have been installed and deployed at the hosting centre and final configuration of the environment is now being undertaken.
- Hearing Aid Dispensers – following project plan;
- ISA project initiation has completed;
- FTP Case Management system project has started with meetings to define the project brief.

Finance Systems

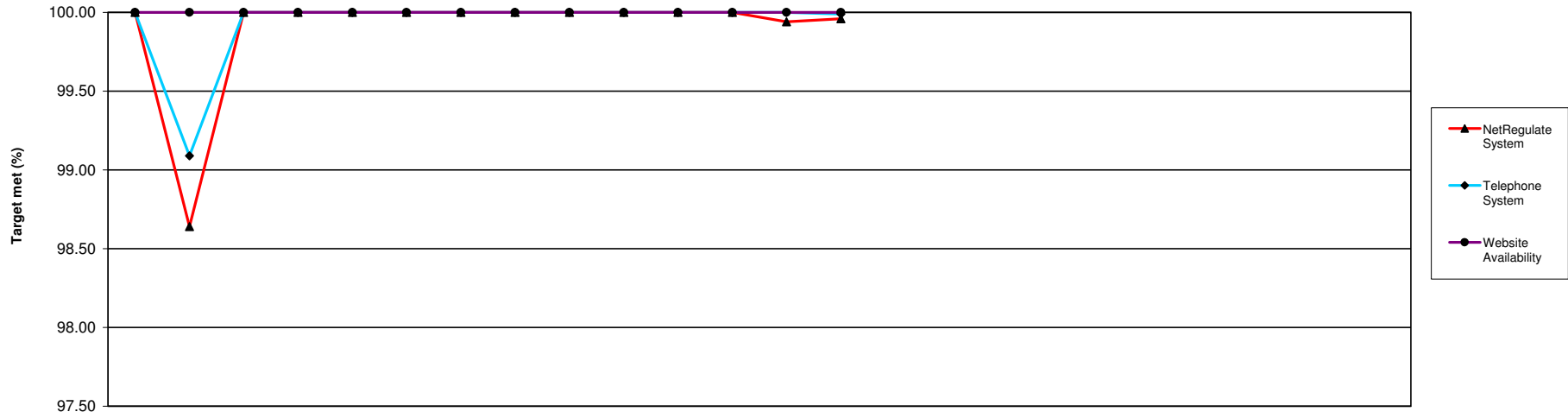
- PRS – Small changes and fixes released in June;

HR System

- Starters and Leavers database development complete awaiting release. This will now go through a further cycle of testing and validation with the new HR team;

Service Availability

- Due to a failed air conditioning unit on 09-04-2009 the Mail service and the Registration service (NetRegulate) was unavailable for 2.5 hours. Once the air conditioner was repaired and the temperature in the server room returned to normal levels the services were restored.
- Following intermittent issues with the newly deployed File and Print server on 27-04-2009 the server upgrade was rolled back. The root cause has been identified as a hardware issue and a replacement server has been delivered.
- Following on from the reboot of the Registration service during the air conditioning failure, NetRegulate suffered a further failure on 13-05-2009. The root cause has been identified and is being planned for implementation. The issue has been resident in the infrastructure since the service was upgraded in March 2008.



	2008			2009									2010									2005/6	2006/7	2007/8	2008/9	2009/10				
	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	
NetRegulate 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												99.90	99.99	99.87	99.89	99.95
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	99.99												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	99.99	100.00	100.00	100.00

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