

Resource

- Jason Roth joined the team as the Network and System Administrator on Monday February 23 as planned in the 2008/9 IT work plan;

General IT Infrastructure

- PC lifecycle management software application packaging continuing. The technology is now being used as part of day-to-day support;
- The removal of obsolete documents from the NetRegulate file system that contained personal information has been completed;
- A new server for the Park House Mail Service (Lotus Notes/Domino) has been built to a security standard. An external resource has been engaged for the application installation;
- Implementation of beta design for new desktop architecture. This will increase the ability for the IT function to support the desktops whilst reducing incidents and improving security.

The new model PCs have been selected, bought and the base build completed. Phasing for the rollout to the business has been designed and a pilot group selected. An awareness and communication campaign has begun to raise the profile of the project.

Additional planning activities

- 2009/10 work plan and budget planning;
- Annual performance development review meetings;

- Home working policy development – now in draft waiting for new HR director;
- Planning for upgrade of the Park House Mail Service software (Lotus Notes/Domino). Work planned to complete in March 09 ;
- Planning session for desktop technology refresh project – this is a significant internal project for the IT function. Pilot group of volunteers has been identified who will receive their new PCs and test the new design before a wider rollout;
- Version two of the Server infrastructure review and internal recommendation document has been created which suggests improvements in the Infrastructure design;
- Final presentations from the short listed vendors for the IT Service Desk tool selection;
- Visited the Legal IT show with FTP as a preparatory exercise for a proposed major project in 2009/10 to investigate specific IT solutions to support the FTP core processes.

Projects

Registration system

- Practitioner Psychologists – prep for take-on continuing. Changes are being made to the Registration system and the migration tool is being developed;
- Online Renewals – Business flows, functional and non-functional requirements, Screen (usability) design completed. Application design and Infrastructure design complete. Tender for new hosting provider complete. Legal negotiations for terms and conditions complete, database synchronisation additional report complete,

web interface delivered, application build started, Data Centre Infrastructure build started, the selection activity for the leased line to the data centre has started;

- Hearing Aid Dispensers – following project plan;
- FTP Statuses project requirements complete, build complete, and UAT completed. Rollout completed on February 20.

Finance Systems

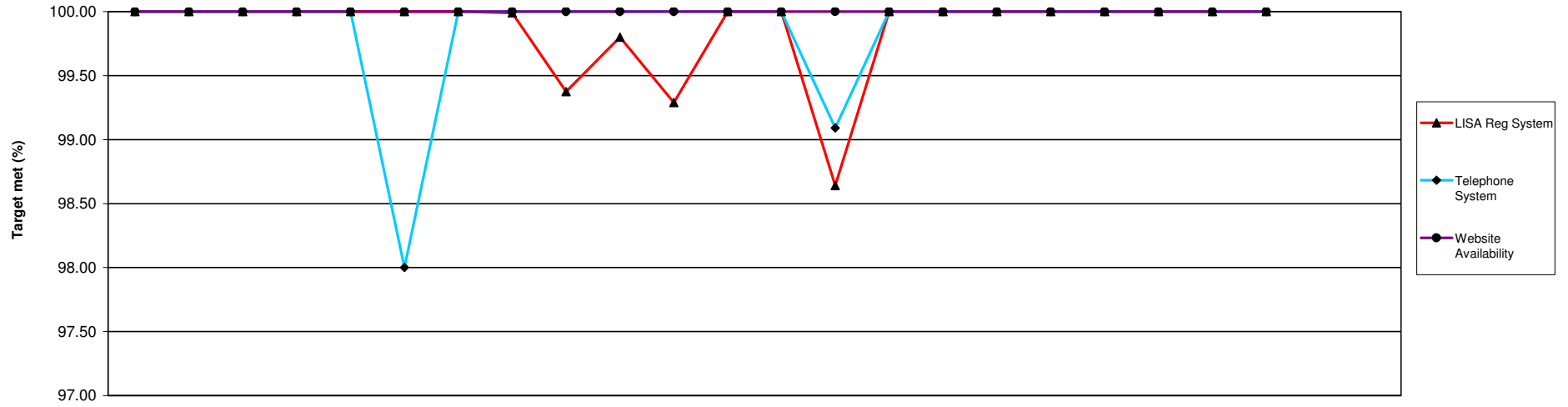
- PRS – Purchase Order system rolled out;

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;

Compliance

- FAST (Federation Against Software Theft) awareness meeting completed on January 26.



	2007			2008									2009									2005/6	2006/7	2007/8	2008/9							
	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	100.00	99.99	99.38	99.80	99.29	100.00	100.00	98.64	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	99.90	99.99	99.87	99.86
Telephone System	100.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	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	99.91
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	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

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