Strategic objective 1 – "*To drive efficiencies within the organisation by the use of Information Technology and Information Systems.*"

- **Laptop replacement project** – The laptops are being distributed following an initial two week pilot.

  Currently 60% have been deployed with individual laptop users being prioritised over the laptop pool. Feedback has been very positive about the new laptop design.

- **IT upgrade to scanning solution** - Implement an upgrade to the Scanning solution of the Registration system to apply software fixes to a number of known errors.

  The upgrade started in mid-May and is expected to complete in June.

- **IT virtual environment** - Implement a controlled virtual infrastructure to reduce the proliferation of physical servers and reduce the incidents of application conflicts.

  The shared storage device has been selected and ordered. We are waiting for delivery to begin installation and training.

- **ISO 9001** system – This project develops the existing ISO 9001 quality management system to improve the integration with the HPC Intranet.

  External expert development resource has been

managed to deliver this project.

The initial development has completed with follow up 'snagging' to complete in June 2010.

Strategic objective 2 – "*To apply Information Technology within the organisation where it can create business advantage.*"

- **Fitness to Practice (FTP) Case Management system project** – Contractual negotiations have concluded and the initial workshops have begun. The project is running to plan and to expectation.

- **Independent Safeguarding Authority (ISA) (Applicants)** – This major project addresses the need to capture the ISA number for Applicants. Relatively small changes are required within the NetRegulate application to accommodate the changes.

  This project is running to plan.

- **Education, Approvals and Monitoring service** – We have engaged with an external development company to deliver a series of small changes to the Education system.

  User Acceptance Testing has completed and the application changes were made live on 30 April 2010.

- **Desktop applications upgrade** - Prepare for the upgrade of the desktop operating system by auditing and replacing applications that are not certified with Windows 7.

  The Microsoft Licensing model has been selected and we are now aligning the purchase of the licences with the start of the technical project in September.

- **Minitab15** – This is a statistical analysis tool required by the Business Process Improvement team. The PC based application has been purchased and installed for the team. The project is now closed.

Strategic objective 3 – "*To protect the data and services of HPC from malicious damage and unexpected events.*"

- **Network encryption project** – The new encryption product has been purchased and installed. The tool allows very granular control by user and by personal computer – called Port Control. It can be used to determine who is able to write data to removable media and whether it is required to be encrypted.

  Laptop full disk encryption and port control will be deployed this year with the network product being evaluated in a subsequent year.

  The distribution has been delayed due to a dependency with the laptop replacement project. It is expected to be delivered with the laptops.

Users will be assigned to policies that control their rights following the completion of the laptop project.

- **Credit card handling** - Support the project to outsource credit card handling to reduce organisation risk of fraud.

  PCI DSS (Payment Card Industry Data Security Standards) expert advice has been sort to identify potential solutions and industry best practice for handling credit card payments by telephone.

  Initial demonstrations have been received to give HPC some background to the project. The project is due to formally start in July 2010.

- **Remote access security** – This project aims to improve the security provision for employees and external support organisations when they connect to the HPC services remotely.

  The project will introduce a method for generating a unique security number each time an authorised user wants to connect to the HPC. This method is known as Two Factor Authentication.

  Potential vendors have been approached and web demonstrations have been completed.

- **Penetration testing** - Conduct quarterly independent penetration tests of our environment to assure adequate security controls.

  The next penetration test is planned for the week

beginning 28 June 2010.

Strategic objective 4 – "*To meet internal organisation expectations for the capability of the IT function.*"

- **Service desk tool project** – The new software has been installed and we have applied patches to faults identified during testing.

  There is one outstanding fault that is preventing release. However, the software has been distributed to a number of users in a pilot; favourable comments have been received. We are still awaiting the resolution of the final fault that will enable the service to be promoted to the Production environment.
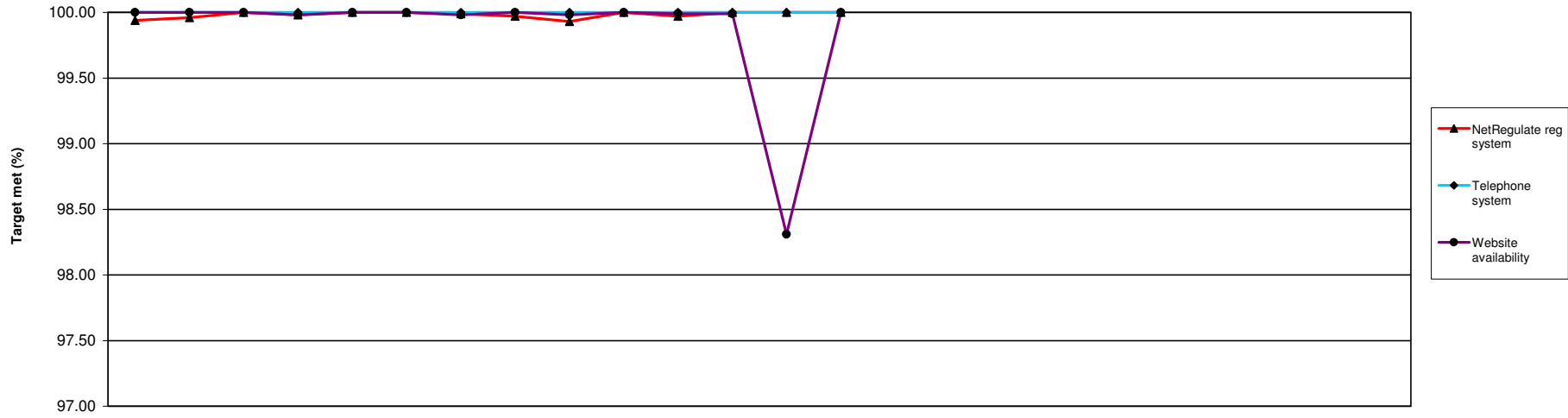
	2009									2010										2011							2006/7	2007/8	2008/9	09/10	10/11
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
NetRegulate reg system	99.94	99.96	100.00	99.98	100.00	100.00	99.99	99.97	99.93	100.00	99.97	100.00	100.00	100.00											99.99	99.87	99.89	99.98	100.00
Telephone system	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	99,83	99.92	100.00	100.00
Website availability	100.00	100.00	100.00	99.98	100.00	100.00	99.98	100.00	99.98	100.00	99.99	99.99	98.31	100.00											99.99	100.00	100.00	99.99	99.16

Performance targets	Uptime
Telephone system	98.45
NetRegulate reg system	97.85
Website availability	98.30