

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

- **NetRegulate Improvements Major Project** - This project aims to implement a number of smaller changes to the NetRegulate combined into a number of phased releases.

The project will implement improvements to security and financial reporting. It will be delivered in concert with changes needed for the transfer of the GSCC register and a new online paper renewal request function.

The first changes for the GSCC are now in user acceptance testing as well as the online renewals form request changes.

The project is in initiation with phased deliveries from March to July 2012.

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

- **Implement the upgrade of the desktop operating system to Windows 7** – This project will deliver an upgrade to the desktop and laptop operating systems from Windows XP to Windows 7.

Following a delay by Microsoft in releasing the software

licence the initial build of the base installation is underway.

A number of super users will be identified throughout the business that will be part of the pilot group to test the new software; prior to this the software will be deployed to the IT team for live testing.

The software will be deployed by phases to individual business teams and departments.

The schedule for this project has been extended following the reprioritisation of resource to support the delivery of Major projects. It is still expected to be delivered in early 2012 fiscal year.

- **Fitness to Practice (FTP) Case Management system project** – This project provides status reports to the FTP committee.

User Acceptance Testing has concluded with all major issues resolved. There will follow a regression test scheduled appropriately between the data migration tests and the development of the reports as part of the business intelligence (BI) capability.

Testing of the disaster recovery environment has started; Training of the users is in its third week; reports creation is going well and the data migration has completed the initial testing imports with few errors.

This project is operating to the revised plan with an expected delivery in April 2012.

- **Education systems and process review** – This project aims to assess the current processes within the Education department; determine revised processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

The requirements gathering phase has completed and the documents are being reviewed. Vendor selection is starting with some initial presentations from potential vendors before initiating the formal tendering process.

The project is expected to complete in September 2012.

- **Refit of the Evangelical Alliance office** – This project aims to fit out the office space on the ground floor of the Evangelical Alliance to provide additional office space. The IT team will support the implementation of the IT data and telephony services in the new building.

An initial survey of the premises has been performed by our preferred networking partner and indicative costs have been received. The project aims to complete by the end of May 2012.

- **Web site development cycle** – The objective of this project is to deliver one of two controlled change releases to the corporate web site (www.hpc-uk.org). This project is led by the Communications team.

The project has been initiated and a third party development company has been engaged to provide a proposal for the list of changes. The changes include addressing some issues identified in the penetration testing.

Changes to the HPC Intranet have been successfully released into the Production environment in December 2011.

The Internet changes have been split into several releases. The first release was successfully deployed in early December 2011; the second was deployed at the start of February which included the new multiple registrant search function and the third release is currently in user acceptance testing and is targeted for release by the end of March.

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.

The Fitness to Practice (FTP) Pilot has concluded successfully. The software will be rolled out to all employees with the implementation of the Windows 7 upgrade project in 2012.

The functionality will be 'switched on' for individual teams in a phased approach to minimise the risk of adversely impacting business operations.

- **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.

This service went live on Monday 27 February.

- **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 software has been installed and has been tested by the IT team and is also part of the pilot FTP 'Network encryption Project'.

The software will be implemented as part of the Windows 7 rollout.

- **Blackberry disaster recovery service** - The Mobile Personal Mailing service has now become a business critical service. This project will investigate the options for creating a disaster recovery service and if appropriate to implement the service.

We have reviewed the options available to us and have requested further clarification from our support provider. It is expected that any implementation will be planned for mid-2012.

- **Service Availability**

NetRegulate outage – On Tuesday 28 February a security certificate expired on our authentication infrastructure causing PCs to be unable to log into the network to access any service; the online services were not affected.

The outage started at 08:40 and was resolved at 10:04, a total of 1hr and 24 minutes.

As a result of this incident procedures have been updated and a diary event has been entered into the infrastructure team calendars to alert the team to regenerate the certificate.

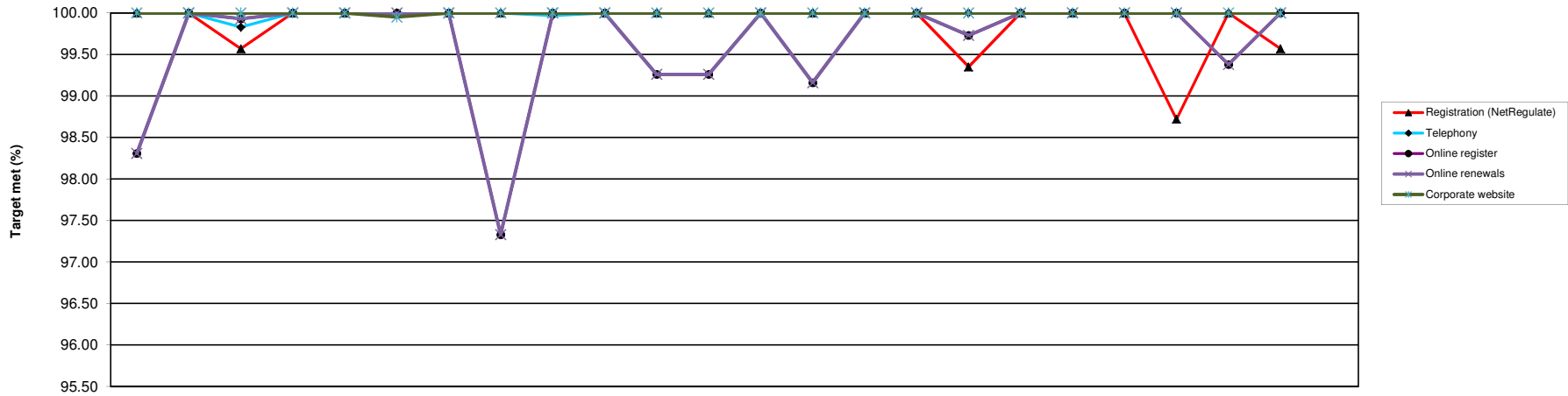
Strategic objective 4 – *“To meet internal organisation expectations for the capability of the IT function.”*

- **Recruitment** – Following a review of the expected workload over the next two year cycle recruitment has started to increase the capacity of the Infrastructure team.

Two unsuccessful rounds of recruitment were undertaken in November and December 2011 where no candidate met our acceptance standards.

Following a third round of recruitment in January 2012 we have now appointed Ken Yu to the role of Infrastructure Engineer; Ken will be starting with HPC on 12 March 2012.

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
05/03/2012	c	ITD	RPT	F&R Comm reports January 2008IT Report 2011	Final DD: None	Internal RD: None



Service availability	2010			2011									2012									2006/7	2007/8	2008/9	09/10	10/11	11/12										
	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	FYE	YTD							
Corporate website	100.00	100.00	100.00	100.00	100.00	99.95	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		
Registration (NetRegulate)	100.00	100.00	99.57	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	99.35	100.00	100.00	100.00	98.72	100.00	99.57	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
Online register	98.31	100.00	99.93	100.00	100.00	100.00	100.00	97.33	100.00	100.00	99.26	99.26	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	100.00	99.38	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
Online renewals	98.31	100.00	99.93	100.00	100.00	100.00	100.00	97.33	100.00	100.00	99.26	99.26	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	100.00	99.38	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
Telephony	100.00	100.00	99.83	100.00	100.00	100.00	100.00	100.00	99.97	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	Period
Corporate website	98.30	24 hr X 7 days
Registration (NetRegulate)	97.85	10 hr X 5 days
Online register	98.30	24 hr X 7 days
Online renewals	98.30	24 hr X 7 days
Telephony	98.45	10 hr X 5 days