

# **Information Technology Department**

# **Management Information Pack**

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## **1 Executive Summary**

### **1.1 Secure printing solution**

The aim of this project is to introduce a secure method of printing documents within the HCPC offices.

A number of different solution providers have been engaged to determine the most appropriate method of securing internal printing. There will be a significant change to the user experience with a print job being released to a printer when the user swipes their office security card against the printer proximity sensor, rather than by sending a print to a named printer; this is regarded as 'pull' or 'Follow-me' printing.

Suppliers are submitting their proposals in September for selection, following which an implementation plan will be developed for the replacement of the printer fleet and implementation of the secure printing solution.

### **1.2 Service Availability**

#### **FTP Case Management system outage:**

On Thursday 31 July 2014 the FTP Case Management system was unavailable for 30 minutes between 10:30 and 11:00.

The outage was caused by a failed backup process. Changes have been made to the backup process to avoid conflicts and alerting has been modified to give earlier warning of any future reoccurrence.

#### **Telephony system outage:**

On Wednesday 13 August 2014 the telephony system was unavailable for 2 hours 36 minutes between 08:00 and 10:36.

All outgoing calls and all incoming calls through the 0845 departmental numbers were affected, although incoming calls directly to individuals were unaffected. The outage was caused by a partial failure of the telephone routing at our external secure telephone payment provider. Outgoing calls were re-established at 08:30 by routing through an alternative telephone network and full service was restored by our service provider at 10:36.

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## **2 Strategic Objective 1**

“To drive efficiencies within the organisation by the use of Information Technology and Information Systems.”

### **2.1 NetRegulate improvements 2013-14 major project**

This project aims to implement a number of smaller changes to the registration system combined into a number of phased releases. A number of bugs have been identified with the fees change functionality that was released prior to April 2014. This is now awaiting deployment into the production environment following the development freeze during the Social Worker renewal period.

This is now complete.

### **2.2 HR and Partners systems and process review**

The project objectives are to assess the current processes within the Human Resources and Partners teams; determine revised operational processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

The project is currently working through the public procurement tendering process which is planned to complete in September 2014. Prospective suppliers have presented to the selection team in early August and the project is now in a position to award the tender subject to some legal clarifications.

### **2.3 Expansion of Storage Area Network (SAN)**

The project objective is to select, purchase and install an additional SAN to increase the capacity of storage available and to address issues concerning the reclamation of free space for reuse.

We currently have three Storage Area Network devices that support the majority of the production environment as well as the test environment. The new storage has been received and installed and the hardware has been commissioned. Training has been completed and configuration of the SAN has begun with an expected completion in July 2014.

This is now complete.

## **2.4 Registration systems review**

This project aims to review the registration systems and processes.

This project was formally initiated in July and through the use of a government framework agreement has appointed an external business analyst to begin the analysis of the registration processes and systems. Business workshops are planned to be run from September 2014 focused on mapping the target processes and requirements.

## **2.5 Telephone system call queue reconfiguration**

This project aims to revise the call queue structure in preparation for the start of the Social Workers renewal period. The call queues allow a caller to select the most appropriate department or team to talk to in order to address their query; the queues also allow meaningful statistics to be created for workforce management.

The call queue paths have been revised and simplified. The revised queue configuration was successfully applied to the live production environment on Tuesday 13 August.

This is now complete.

## **3 Strategic objective 2**

“To apply Information Technology within the organisation where it can create business advantage.”

### **3.1 Education systems build**

This project will deliver the technology elements and the business process change as identified in the Education systems and process review project.

The project is now in implementation and the first development cycles have begun. The project is currently in the seventh of nine cycles of development and testing. Work is now beginning in preparation for the migration of data. It has an expected

completion date of March 2015.

The server infrastructure is now purchased and being implemented; this is phased throughout the project with a test environment already available, the database infrastructure has been installed and the pre-production environment will be built ready for the user acceptance testing in November. The last environment to be created will be for disaster recovery which will be ready two months prior to the new system going live.

### **3.2 NetRegulate system refresh**

This project aims to upgrade key elements of the NetRegulate technical environment to improve the ability to support the system and to create a more flexible technical environment.

The upgrades are separated into two discrete changes. The first implementation into the test environment could not be achieved at a time when there was sufficient business resource available to test prior to the start of the Social Workers renewal period. The user testing will now be performed starting in December 2014 for a January target release into the production environment. The second implementation will go into testing in early 2015 with a target release into the production environment in April 2015.

### **3.3 Upgrade of Microsoft Sharepoint**

The project objective is to upgrade our current implementation of Sharepoint 2010 server that primarily supports the document management functionality of the FTP case management system. The system is being extended for the use of the new Education system as well as for other specific groups of users. The aim is to upgrade the current environment before the Education system goes live in 2015.

Our Sharepoint partner is engaged in creating an upgraded environment to support the Education project and to re-develop the interface for the FTP case management system in preparation for a later phased transfer to the new environment.

A test environment for the FTP case management system has been created and deployed; the Education environment is also created. The FTP case management system interface has been changed to work with the new version and is in system test; user acceptance testing and deployment will be scheduled to coincide with a planned maintenance release.

A number of issues have been identified in the FTP case management system testing which are now being investigated and rectified.

### **3.4 Migration of Email server**

This activity supports the major project currently prioritised for delivery during the 2014-15 fiscal year, to migrate the corporate email server from IBM Lotus Domino to Microsoft Exchange and Outlook. This is an enabling change that supports interoperability between a number of Microsoft technologies that the HCPC currently use and expect to use in the future.

The work to be completed prior to the major project is a technical analysis of all of the services and applications that the IBM Domino environment currently supports and an assessment of the methods for migration as well as the complexity, risk and effort involved.

The initial analysis has completed and a cost model has been created and the project has completed initiation. A tender is being run to select an implementation partner. The project is planned to deliver by April 2015.

### **3.5 Temporary Registration database**

This project aims to add extend functionality of the Temporary Registration Database.

The first delivery into the testing environment has been made and feedback received. Additional reporting requirements have been identified. A second version of the software has been through user acceptance testing and a number of small changes and issues identified. A third version has been released in mid-September and testing has been scheduled to fit into business cycles.

### **3.6 Upgrade to the Microsoft Office suite**

The aim of this project is to upgrade the Microsoft Office suite of applications from version 2010 to 2013.

The software has been packaged for deployment and includes a number of additional improvements identified during the Windows 7 upgrade project. A pilot group of sixteen employees have used the new software for a month and gave very positive feedback.

The deployment began in June, half of all laptops and two thirds of all desktop PCs have now been upgraded.

#### **4 Strategic objective 3**

“To protect the data and services of HPC from malicious damage and unexpected events.”

##### **4.1 Remote access project**

The project objective is to investigate options to deliver a remote access technology that allows users to connect to the HCPC network using non-HCPC equipment. The project will deliver a pilot for any proposed technology solution.

A proof of concept has been created and an initial pilot is being run with IT employees and a number of business users. Positive feedback has been received to date with a number of issues and features being identified. Changes have been made following the feedback and the service is expected to go live in May 2014 following the upgrade of the HCPC internet connection.

The service has been security tested and a medium severity risk identified. The vendor has been informed has developed a fix for the issue.

Following re-testing by an independent security vendor the software has met our security requirements. The new technology is now being promoted for internal use.

This is now complete.

##### **4.2 Secure printing solution**

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swipes their office security card against the printer proximity sensor, rather than by sending a print to a named printer; this is regarded as 'pull' or 'Follow-me' printing.

Suppliers are submitting their proposals in September for selection, following which an implementation plan will be developed for the replacement of the printer fleet and implementation of the secure printing solution.

#### **4.3 Upgrade of the web internet platform**

The project aim is to upgrade the current Internet site platform operating system to retain vendor support.

A test environment for the upgraded platform has been created and the business users have tested the most recent web development on the new platform. A pre-production environment has been created in our off-site hosted environment. Security testing of the site has completed and all issues have been rectified. The web internet platform is expected to be promoted to the live production environment in October 2014.

#### **4.4 Development of capacity plans**

This activity is to review the capacity planning for the IT Infrastructure, building capacity plans for key systems ensuring availability during operating hours.

The review began in January 2014 and will work through the major components of the underlying infrastructure to forecast capacity and to identify upgrade and refresh cycles. The work is now in review with changes being made incorporating feedback.

This is now complete.

#### **4.5 Financial systems upgrade**

This major project aims to upgrade the two core financial systems that maintain the HCPC financial ledger and purchase ordering systems. The upgrades will enable the continued support of the applications as well as the implementation of a number of bug fixes and service improvements.

This project is currently in initiation with the development of the project initiation document. The target implementation date is March 2015.

#### **4.6 Service Availability**

##### **FTP Case Management system outage:**

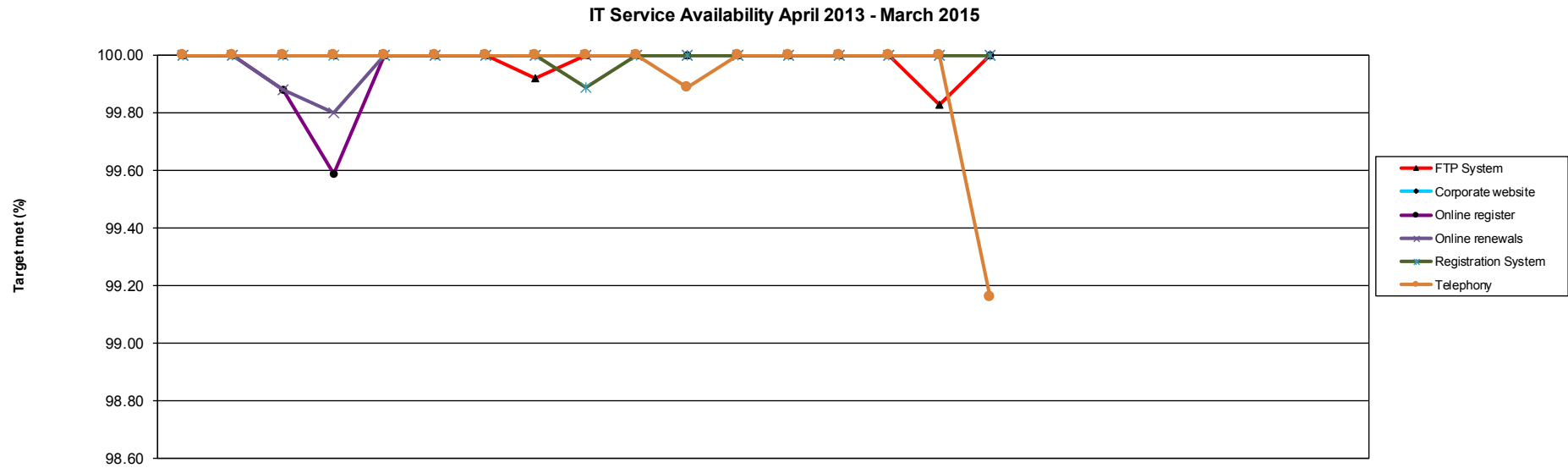
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Service availability	2013			2014									2015									10/11	11/12	12/13	13/14	14/15					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD		
FTP System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.92	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.83	100.00										99.97	99.99	99.97		
Corporate website	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
Online register	100.00	100.00	99.88	99.59	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										99.51	99.86	99.87	99.96	100.00
Online renewals	100.00	100.00	99.88	99.80	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										99.51	99.86	99.93	99.97	100.00
Registration System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.89	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00										99.96	99.77	99.97	99.99	100.00
Telephony	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.89	100.00	100.00	100.00	100.00	100.00	99.16										99.98	100.00	99.56	99.99	99.83

Performance targets	Uptime target*	Period
FTP System	98.45	10 hr X 5 days
Corporate website	98.30	24 hr X 7 days
Online register	98.30	24 hr X 7 days
Online renewals	98.30	24 hr X 7 days
Registration System	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days

\*excludes planned maintenance