









INFORMATION DEPARTMENT REPORT

Roy Dunn, Director of Information, will make a PowerPoint presentation to the Committee. A hard copy of the slides is attached.

- 1  **Finance & Resources Committee**
Information Department
- 2  **Information**
 - IT Strategy
 - ISO Accreditation
 - Data Protection / Freedom of Information / Regulation of Investigatory Powers Act / Disability Discrimination Act >> Security Policy
 - Management Information
 - Operations
 - What this all means
- 3  **Where we are coming from**
~ A Customer Strategy
- 4  **IT Strategy**
 - An aid to the business – not an end in its own right. Assume it all works!
 - Enable internal and external customers to communicate via the most appropriate channels
 - Provide CRM functionality to HPC we know who is doing what to whom. Anyone from the Chief Latrine Orderly down can answer the question.
 - Working off site – staying in touch
 - Under – investment, Legal, Communications?
 - Legally avoid the Microsoft ongoing licence fee escalator
- 5  **CRM System Architecture**
- 6  **Meet Immediate Business Needs**
- 7  **ISO Accreditation**
 - Defining and monitoring the processes that run HPC registration.
 - Building it
 - Maintain it, hard coding the processes and workflows – ongoing regular testing – a requirement for audit?
 - Building scope for future growth in numbers of professions regulated
- 8  **Data Protection & Freedom of Information**
 - Publish all information unless there is a reason not to.
 - Do not record anything you do not want to see published in the Daily Mail
 - Scan all incoming hard copy documents – and dispose of hard copy after 1 year unless legally required to hold originals.
 - Publish the “corporate data guidelines” to pre-empt requests for data already destroyed

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Information Department

2 Information

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- ▣ Operations
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3 Where we are coming from

~ A Customer Strategy

4 IT Strategy

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5 CRM System Architecture

6 Meet Immediate Business Needs

7 ISO Accreditation

- ▣ The most appropriate for a regulator – ISO17024 Certification of Persons
- ▣ First in the UK
- ▣ Building it
- ▣ Maintain it hard coding the processes and workflows – ongoing regular testing
- ▣ ISO17799 Information Security?

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9  **DPA & Fol continued**

- Rights to information – not documents
- Can remove personal items to enable publication and not infringe DPA, under Fol
- Need to react within 20 days to Fol requests from January 2005
- Build disclosure log to indicate the type of material being requested and granted.
- In depth record of requests under Fol

10  **DPA & Fol continued**

- DPA requests must be in writing, and evidence that the person requesting disclosure is the data subject
- Fol requests can be phone, fax, e-mail or letter. Response could be using similar media, but need to record that request has been fulfilled. As no personal information is released, no requirement for evidence of person requesting information. Covers data on UK and globally; have to respond positively to all origins, e.g, Japan, France etc

11  **Operational Issues**

- LISA
- BART
- MOE
- Legal? HR? >>>> to do
- Resilience and Redundancy
- Providing scope to grow
- Adding value to the business

12  **LISA**

- Bill registrants, provide registration certificates and facilitate CPD monitoring when we know what we need to do.
- Maintain and develop LISA to its full potential
- Enable the Registration Officers in UK, Intl and Grandparenting functions via generic functionality
- Hold the core registrant data
- Enable publication of the data to the public in whatever format we wish

13  **Bi Application Registration Transactions BART**

- BART, a method of assessing International and Grandparenting applications via a web site.
- Assessors receive a personalised e-mail with a unique coded URL that goes to a secure server
- Upon logging in the assessors are given access to pre scanned application documents from the latest tranche
- Assessors assess via the online or scanned forms, create the initial response, confer then deliver the result via the online response form.
- Saves £65k copying charges at 2002 levels
- Speeds application processing, by cutting out 4 days in the post and 1 day at the copy print house

14 Management Operational Extracts

MOE

- ▀ Nightly extract from production environment to an SQL database
- ▀ Populates cubes of data to be examined via pivot tables in Excel
- ▀ Crystal Reports for critical analysis with parameter prompts
- ▀ Not business critical so running on a PC rather than server

15 Management Operational Extracts

MOE

- ▀ Basic reports you need to run the business.
- ▀ Multiple slicing and dicing of operational information
- ▀ Plus building a reliable base for predictive methodologies at a later date.
- ▀ Push button reports – hit the key and an instant snapshot is provided

16 LEGAL & HR

- ▀ LEGAL, paper based, now needs to work off site on regular basis with access to LISA functionality plus workflow, collaborative workspace and encryption
- ▀ HR, two functions
 - Internal support, recruitment function interlaced with finance for salary, taxation training etc
 - External partner support, recruit, track progress, tasks assigned

17 Domino & Lotus Notes

- ▀ Big system functionality on the LISA server, offering file & print, encrypted e-mail, workspace, web enablement functionality
- ▀ Saves on Microsoft Backend and some Office costs

18 Resilience and Redundancy

- ▀ Disaster Recovery Options
- ▀ Old Street, City of London
 - Upside, close to Park House, staff should easily be able to reach the location rapidly; ideal if there is a specific problem with Park House
 - Downside, competition with Banks etc in an area more likely to have generic issues than Kennington
- ▀ VPN, to duplicate server somewhere in the UK
 - Upside, Staff with PCs dial in from home or off site, slow access but can work
 - Downside, need duplicate up to date Solaris server with LISA

19 What this all means

- ▀ Systems functioning during business hours
- ▀ Assist the core business functions – Registration Departments
- ▀ Publish the Register – on line, hard copy, CD-rom, in a timely fashion

- Move away from Microsoft upgrade escalator to cut on growing licence costs without additional required functionality
- What is the most way out thing we could be asked for, we will probably need it in 2 years time

20  **The Ultimate Goal**

- Staff do not notice IT – it's all in the background
- We have told registrants and The Council what, where, when, and how. And it happens. An SLA that we can meet under promise – over deliver.

21  **And finally**

- Oh no – I've been turned into a graphic by Microsoft