INFORMATION TECHNOLOGY – Guy Gaskins

Resource

Anticipated team resource levels with completed training on the manager course in ITIL (Information Technology Infrastructure Library) and Blackberry administration.

General IT Infrastructure

- Penetration testing of our infrastructure has been completed and we are awaiting the test results
- Disaster Recovery simulated invocation was tested successfully. Completed recovery of NetRegulate registration system, the on-line register, the shared network drives, the Mail service, HR system and the PC infrastructure. Follow on activities have been identified to further improve the technical recovery of the core systems;
- Completion of a two week installation and commissioning of PC lifecycle management software. This will enable more effective management of the PC estate.

Additional planning activities

- Post disaster recovery invocation test lessons learnt;
- IT Strategy being planned for delivery to July F&R committee
- Investigation into a design partner to support the design of the online renewals application;
- Planning for the HPC away day activities;
- Planning meetings for Online renewals, Equality and Diversity and Hearing Aid council data take on projects;
- Completion of the performance reviews for IT staff.

Projects

Stannary Street Building
- The office moves were completed successfully with all HPC departments now moved to their final locations.

LISA –2007-8
- LISA Access Rights (LAR) – deployed successfully;
- Practitioner Psychologists – prep for take-on continuing;
- Online Renewals – project meetings progressing and engagement with third parties to support design initiated;
- Hearing Aid Dispensers – initial project meetings held;
- Equality and Diversity – Requirements analysis started.

Finance Systems
- Sage 200 – phase 1 complete, purchase order processing progressing. See Major Project report
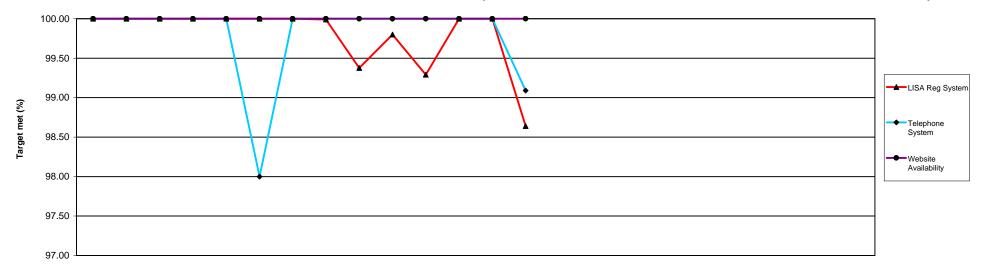
Service Availability
- Due to a fault with our telecommunication provider we were unable to make outbound telephone calls for two hours on May 15.
- On 1 May a system failure on the NetRegulate registration system necessitated its recovery to a position as at the close of business on the 30 April. The System was unavailable for a period of three hours from 15:00 until 18:00.

Compliance
- Desktop software license compliance validated by audit performed by an independent third party company.

| | 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											99.90	99.99	99.87	99.32
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	99.09											99.90	99.99	99.83	99.55
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	99.99	100.00	100.00

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