



Health Professional Councils Authority

ICT Strategic Plan Executive Summary 2014 – 2016

This ICT Strategic Plan guides the Health Professional Councils Authority (HPCA) in delivering services to the 14 NSW Health Professional Councils (the Councils). In particular, it highlights how Information Communications Technology (ICT) supports the Councils to achieve their strategic objectives across program delivery, communications and engagement and corporate and legislative obligations.

Councils vary in their resources, level of complaint management and regulatory activity however there is agreement by all that the development and implementation of the ICT Strategic Plan is a necessary and important initiative for the HPCA.

This is the first time the HPCA has released an ICT Strategic Plan and it builds on a number of ICT initiatives already established.

The following document identifies some of the drivers for the Plan's development, including an ongoing commitment to information sharing, a shift toward more electronic communication tools and a need to align and support NSW Government Policy.

It also looks to the future and maps out the specific strategies that will support the HPCA's business objectives, as they relate to the ICT environment.

The Plan identifies how the HPCA will review its business systems and applications to provide better value, flexibility and reliability. It commits the HPCA to ensuring that ICT and server infrastructure is current and up to date.

Information management and financial reporting are also two areas of focus for forward planning, as is communications and engagement. The Plan identifies how the HPCA's platforms can support better outreach and stakeholder relationships, including through a review and upgrade of Council web pages and potentially, via a stronger use of social media. Providing online resources specifically for members may also help to streamline information and better serve key stakeholders of the Councils and the HPCA.

The Plan identifies processes to ensure strong business continuity and disaster recovery processes, encompassing the existing Business Continuity Plan and ICT Recovery plans.

All of this is led by a strong governance and management system, driven by the HPCA's ICT Steering Committee, which develops corporate level ICT strategies and plans, monitors their implementation and reviews outcomes to ensure expected benefits have been realised.

The ICT Strategic Plan supports and is linked to the HPCA's corporate documents, including the HPCA's Strategic Plan 2013-2015 and includes a range of strategies to ensure measurable and achievable ICT related outcomes for 2014-2016.