

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

## Introduction

The Veterinary Medicines Directorate (VMD) is an Executive Agency of the Department for Environment, Food and Rural Affairs (Defra).

### ***Aim***

Our **aim** is to protect public health, animal health, the environment and promote animal welfare by assuring the safety, quality and efficacy of veterinary medicines.

We will meet these aims through providing advice and guidance to our stakeholders, agreements with our service providers and regulation.

Our responsibilities link directly to Defra's strategic objectives to *'Protect the public's interest in relation to environmental impacts and health and to ensure high standards of animal health and welfare'* and in *'Promoting a sustainable, competitive and safe food supply chain which meets consumers' requirements'*.

Further information about our business planning is available at **Appendix A**.

### ***Our structure***

We were established in 1989 and became a Next Steps Agency of the Ministry of Agriculture, Fisheries & Food (MAFF) in 1990. We became an Executive Agency of Defra on 7 June 2001.

We operate within an overall policy and financial framework determined by the Secretary of State for Defra, through the Parliamentary Under Secretary (Commons). Our day-to-day management within this framework and our performance against our key objectives is the responsibility of our CEO, supported by the Directors of Authorisations and Operations Divisions. Our policy, legal and resources framework is set out in our Framework Document.

We divide our work into three main areas, or "businesses", **Authorisations, Residues** and **Operations**. Corporate service functions such as Strategic Support, Finance, Information Technology (IT) and the Training and Liaison Unit (TLU) are integrated within the business areas and provide information to our customers about our activities and achievements.

The project to review our structure began in 2006 and many changes have already been implemented.

Further detail about our organisation and achievements during 2010-2011 can be found in our Annual Report and Accounts held at **Appendix B**.

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

## ***VMD IT Project Governance***

The VMD ICT strategy is driven by the needs of the business. Our IT development projects are business projects where ICT has been selected as the most suitable vehicle for delivering or contributing to the solution to a business requirement. Our senior management oversee the development and delivery of the ICT strategy and ensure that it supports the needs of the VMD's Business Plan. The cost of delivering ICT services is kept low through the use of an in-house team for most of the development, support and maintenance work, with the minimum use of external contractors.

### VMD IT Steering Committee

The VMD IT Steering Committee (ITSC) meets twice a year in the spring and autumn. Our Chief Executive chairs the ITSC and the board is comprised of the Directors of Authorisations and Operations Divisions, the VMD Heads of Finance, IT and IT System Development and the Customer Liaison representative from ICF, the Intelligent Customer Function of Defra. The IT HEO is the secretary for the meeting.

The spring meeting is timed so that proposals for IT projects for the next financial year can be put forward to support requirements from the new Business Plan. The ITSC consider which IT projects should be developed and agree priorities for the work. The purpose of the autumn meeting is to review progress and agree any changes to priorities in the light of new or changed requirements.

### VMD Information Security Forum

The VMD Information Security Forum (ISF) was set up as part of the ISO 27001 certification process and is held twice a year. Additional meetings may be arranged as required. The VMD Information Systems Security Officer (ISSO), who is currently the Director of Operations Division, chairs the meeting and the membership includes the IT Group and representatives from Training and Liaison Unit, Corporate Services and Finance Branch are invited as required. Information security matters are discussed and any important issues are put forward for discussion at the ITSC. The VMD's Information Systems Management System is reviewed annually by the ISSO and the senior members of the IT Group.

### VMD Management Board

The VMD's Management Board (MB) meets four times a year, in June, September, December and March and is a key component of the VMD's governance arrangements. The MB's aim is to provide advice and re-assurance to the CEO that effective measures are in place for:

- the delivery of key objectives agreed annually with the Minister and published in the VMD Business Plan;
- achieving good value for money; and

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

- regularity and propriety in the administration and operation of the Agency.

The CEO chairs the MB and there are three external members to provide an independent critique of our performance. The Directors and Heads of the two scientific disciplines (Immunologicals and Pharmaceuticals), Finance, IT and TLU complete the formal membership. VMD staff have a standing invitation to propose items for the agenda and to attend as observers. The board secretary posts papers on the VMD Intranet and issues an office notice covering key messages directly after each meeting so that staff can be involved in the MB's work.

The IT Group produce a highlight report that is presented at each MB meeting and the progress of both developing and live projects is discussed. The MB may adjust priorities for IT projects or authorise new work as appropriate.

## Monthly Report to Chief Executive

High-level work objectives for the IT team are taken directly from the VMD Business Plan. A monthly progress report is provided to the Director of Authorisations Division which is based on the IT team's work plan so that she is kept informed of the progress of IT projects and other IT activities on a regular basis. This information is shared with the Chief Executive.

## AFTERS Meeting

The Director of Authorisations Division meets with the Heads of Authorisations teams and IT once a week to exchange information and discuss any issues that have arisen, especially any delays that may affect targets.

## Communication

VMD information systems are open systems and all information that is not confidential is made available for VMD staff to view. Every effort is made to ensure that all business areas are aware of new IT projects so that the system can be extended to include additional requirements or integrated with other systems where appropriate.

IT updates and reports are published on the VMD Intranet so that members of VMD staff are kept informed of the progress of their systems and made aware of IT projects under development in other business areas that may be relevant to them. Members of staff are now able to log their IT Service Desk calls via the VMD Intranet and can view the status of their incident or change request through to its resolution.

## **VMD ICT Strategy**

### ***Our Vision***

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

To provide information services that are fit for purpose, affordable, sustainable and responsive to the VMD business and that are valued by stakeholders and VMD staff alike. To fully integrate the VMD within the EU information landscape and so promote us as the agency of choice within a competitive marketplace. To provide the VMD with secure information assets that promote collaborative working and knowledge sharing, enabling VMD staff to deliver value for money, customer-centric services.

## ***Efficiency Gains***

To provide the VMD with information services and systems that support business continuity;

To ensure that the cost of supporting existing and providing new information services and systems is entirely predictable and known and therefore can be factored into the business planning process with confidence;

To minimise the risks to the business whilst maximising the opportunities for improved service and staff job satisfaction;

To facilitate the Management of Change arising from IT developments as an ongoing incremental and evolutionary process that has the minimum impact on the operational running of the VMD;

To enable the VMD to disseminate information in a wider, more immediate and more inclusive way and to provide the VMD customer base with the opportunity to submit forms and other applications electronically;

To facilitate a more joined up approach to all of VMD's work including working across Departmental boundaries. This will enable the VMD to better exploit the information resources at its disposal and improve transparency of workflows to, from and within the organisation;

To promote the VMD as the first choice veterinary regulatory authority within the European open market and as a major player in modernising regulatory activities within the European arena; and

To ensure our IT projects are "Business" projects where an IT solution has been chosen as the most appropriate to support the requirements of the business.

## ***Our Obligations***

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

Our increasing involvement in the European arena means that it is essential to develop common strategies with the European Medicines Agency (EMA) and European Member States, facilitating electronic information exchange.

The VMD must ensure that our development standards are compatible with European standards and that our systems can be easily integrated with European ones. We have put the relevant systems and procedures in place to be able to receive electronic submissions from Marketing Authorisation Holders (MAHs) from 1 January 2010 and have continued to improve the way we manage the electronic application process through the introduction of an in-house eSubmission Management System and an electronic Notice to Applicants (eNTA) scanning program. We were the first Regulatory Agency to publish our product information on the European product database, EudraPharm and this is automatically updated each night.

The VMD must maintain strong links with the core department, supporting Defra's aims and objectives and we are becoming increasingly involved in Defra's initiatives, particularly in areas such as information security and assurance and sustainable development. Our Internet website address has been changed to [www.vmd.defra.gov.uk](http://www.vmd.defra.gov.uk) to demonstrate our link to Defra.

The VMD must also meet various targets set in Transformational Government initiatives. The VMD will implement an Electronic Records Management system in line with developments within Defra, once these have been established.

The VMD must maintain its links to the Defra and Eudra networks.

## ***Our Customers***

We value our external customers, stakeholders and contractors and aim to provide them with efficient and helpful systems and services that will improve their experience when they are dealing with us. We ask our customers how we can improve our overall service to them, including questions about our ICT service provision. VMD Customer surveys are carried out every two years and we ask for feedback through our websites, industry meetings and customer care visits. We always respond to suggestions and complaints and use negative comments to help us to enhance our external services.

The VMD website has been redeveloped in response to feedback from the last Customer Survey and stakeholder input was sought via an online survey on our old website. The on-line services offered to vets, for reasons of efficiency and convenience has been extended with the introduction of a Suspected Adverse Reaction Surveillance Scheme (SARSS) on-line form that was launched in September 2010. The new Internet website was introduced in January 2011. The Product Information Database that was introduced in September 2009 has been enhanced to improve the facilities for our customers and further work will be carried out during 2011-12.

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

Our internal customers are equally as important and we have a Service Level Agreement (SLA) between the IT team and the rest of the organisation that clarifies the extent of the service that we provide and the minimum level of support they should expect. The SLA is freely available to all staff on the VMD Intranet, together with other useful information such as security procedures and user guides. These are shown to new staff during induction training.

## ***Our Current Position***

### **Our IT Team**

The VMD's IT team is comprised of 2 Grade 7s, 1 HEO, 4 EOs and 2 AOs and a further HEO IT System Development post will be added to the team during 2011-12 to help to meet the demand for new and improved IT system developments.

The VMD IT team provides the majority of IT services in-house with the minimum reliance on third parties. There are, however, back up arrangements to cover business critical services as outlined in the VMD IT Business Contingency Plans.

### **Configuration:**

The objective of VMD Configuration Management is to keep the VMD Information and Communication Technology (ICT) infrastructure within a comfort zone where both ICT hardware and software are kept in line with prevailing technologies in an evolutionary manner. The benefits of this approach are that:

- the Management of Change is an ongoing process;
- it avoids step changes arising out of replacing obsolete systems;
- it avoids the risks of using unproven technology;
- it provides VMD staff with modern, high specification hardware and software.

Last year, we upgraded our Office Systems to Microsoft Office 2007 and we plan to upgrade our operating systems to Window 7 during 2011-12.

### **IT System Development:**

Our IT systems are developed in-house by the IT team using the knowledge of the VMD's business to ensure the systems we design fully support the needs of the VMD at all levels. The systems are component based so that additional modules are quick to develop and flexible and changing user requirements can be supported. All the VMD's in-house systems have an identical template to ease the management of change when introducing new systems. The mainstream Microsoft Component Object Model (COM) development environment was used and now a programme is underway to migrate all of the VMD's Modular Systems to the .Net development environment. The benefits of this approach are:

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

- minimal training costs due to a common user interface;
- low development and maintenance cost;
- low risk of loss of systems;
- systems that are highly tailored to VMD business needs.

The methodology for delivering these systems, the Dynamic Systems Development Method (DSDM), fits very well with the resources and dynamics of the VMD business.

## **User Involvement:**

The DSDM methodology emphasises the need for continual user involvement to ensure that business requirements are fully met. Users and IT staff develop IT systems together using Joint Application Design (JAD) sessions. These are structured group sessions, where users are invited from all levels and work areas that are appropriate to the development and their ideas and issues are taken into account. A note of the JAD session (produced by the IT team) together with the Workflow Narrative (written and maintained by the users) form the main part of the system documentation for the development. An early prototype of the system is delivered to the users for testing and they are encouraged to provide feedback that is incorporated into the next test version, which they are again given to test. This process allows the user to trial the system in the working environment and gives users in the JAD team the opportunity to become familiar with new changes before they become live.

This development method encourages users to take ownership of the systems they use and to feel confident that future changes to business requirements will be supported as they arise. Live systems continue to be developed and improved via the Change Control System and through User Group participation.

## **Training:**

The IT training needs of all new staff, including agency and casual workers, are assessed when they join the VMD to see what is required for the needs of their job. An introduction to Information Security is included and all members of staff are shown where to find VMD's security procedures and guidelines. Appropriate training is provided using computer based training or in-house trainers. User guides are provided and all the in-house systems have an on-line Help facility. External trainers may be contracted to assist with training when organisation-wide systems are introduced or upgraded. External training companies are used to train specialists such as the IT team, Finance Branch, Typing and Design Services, etc.

## **Support and Service Desk:**

Support is provided in-house via the VMD IT Service Desk. Calls and resolutions are logged and the results are monitored. Members of staff are encouraged to log their own calls via the VMD Intranet and to view their progress. A Service Level Agreement (SLA)

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

has been written to set out the services that the IT team and, in particular, the Service Desk, provide and the time scales they are working towards. Additional support contracts exist to cover business critical systems as outlined in the VMD IT Business Contingency.

## **Accessibility:**

The needs of VMD staff, our customers and stakeholders are considered when evaluating new equipment and software. Recommended Government accessibility standards are incorporated in our procurement and IT system development procedures. We also ensure that new equipment meets Government standards for energy efficiency and sustainability. Our web-based projects are developed in line with Defra and Central Office of Information (COI) standards, based on their templates and follow Government accessibility guidelines. Cabinet Office requirements are for Government sites to reach at least Website Accessibility Initiative (WAI) A and the VMD aim to achieve at least that, working towards the higher standard WAI AA.

## **Information Security:**

The IT team have continued to maintain the VMD's Information Security Management System (ISMS) and have implemented a schedule of continual improvement. We achieved certification to the BS 7799 standard for information security in August 2005 and successfully migrated to the European standard, ISO 27001 in February 2007. This helps us to demonstrate our professional approach to security to our colleagues and customers throughout Europe as well as in the UK. Although the scope of the ISMS mainly covers the work done by the IT Group, it also encompasses corporate areas such as physical security, personnel recruitment, staff training and information management. The scope of our ISMS has recently been extended to include Finance IT Systems and work is underway to address the recommendations following the first external audit of the associated processes.

The VMD maintains compliance with the Government Secure Intranet (GSi) and in the past have had no plans to seek accreditation. However, new GSi rules are that all separate network infrastructures using the core Defra GSi connection must be accredited in line with the CESG Information Assurance Standards mandated by the Cabinet Office Security Policy Framework. This meant that the VMD must seek separate GSi accreditation for the VMD network and this was achieved on 15 December 2010.

The VMD IT Business Contingency Plans (BCPs) are in two parts. The primary IT BCP feeds into the overall VMD plan that in turn feeds into Defra's plan. The secondary IT BCP, which provides a longer term solution, may be invoked by the primary plan once the circumstances surrounding the disaster have been assessed.

The VMD's plans were tested in March 2007 via a paper exercise run by external consultants. In July 2007, our BCPs were invoked in response to an emergency power

## **VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012**

shutdown and again in February 2009 and December 2010 when severe weather conditions made it dangerous for VMD staff to travel to our site. In both cases the plans worked successfully. On review, improvements were identified and the plans revised. A demonstration of failover to our data mirroring site took place in November 2009 for VMD Directors and further tests with our Disaster Recovery (DR) site are held at regular intervals and the results discussed with senior management. Follow-up actions are recorded in an action plan and progress is regularly reviewed. Once each pair of servers has been tested, a full test using all the servers will take place in the second quarter of 2011/12 with involvement from some members of VMD staff.

It is VMD policy that portable media used for VMD business such as laptops, Blackberry units, CDs/DVDs and USB memory devices and any home loan PCs used for VMD work are encrypted.

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

## *Information Services Strategy 2011-2012*

### **Introduction**

#### [VMD Business Plan 2010-11](#)

The main aims of the proposed IT strategy for this financial year are the support of the ongoing business requirements of the VMD, especially in relation to European integration and Defra's Transformational Government programme. The majority of objectives reflect the ongoing incremental and evolutionary development of existing IT services and systems. IT services will be provided in an affordable and sustainable way by the VMD in-house IT team with the minimum use of IT contractors. All VMD Information Systems and Services comply with the Open Systems standards.

The data landscape within which the VMD exists is increasingly Eurocentric and there is a significant additional emphasis on developing these data flows using Service Orientated Architecture (SOA).

Last year we focused on reducing our costs where it could be achieved without any reduction in the level of quality or service. We changed the asset replacement cycle so that equipment is replaced every five years instead of three and we will continue to obtain full value for money in our purchases of goods and services.

This year we propose to continue to seek cost saving measures and to fully explore ways of obtaining the full potential and value for money from our ICT system developments.

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

## Key

### **Objectives:**

- In progress
- To be started

### **Priorities:**

- High
- Medium
- Low

## ***E-Business***

Our eBusiness objectives this year are to continue to provide developments that fully support the VMD's business needs, but to also ensure we are compliant with Defra's Information Services strategy and Transformational Government Website Rationalisation (TWGR) requirements.

Our exception case to retain control of the VMD Internet website was accepted and we complied with the conditions of that decision, including moving the separate Veterinary Products Committee (VPC) and Veterinary Residues Committee (VRC) websites within the VMD site, but were then asked to include Defra in our Internet address and to incorporate further changes to show that we are part of the main Defra site. This work will be carried out as soon as possible this year.

Our strategy is to provide improved online facilities for our customers, improving the timeliness and accuracy of the information and streamlining some application processes. The new VMD Internet website redevelopment was our major eBusiness development last year and content management software will be introduced as the second phase of the project during 2011-12. An additional online facility to support Export Certificates will also be introduced this year.

The Online Suspected Adverse Reaction (SAR) reporting system was launched in September 2010 and has been well received by our customers. A number of enhancements were applied to the Product Information Database in early 2011 and further longer term requirements will be incorporated in the coming year.

We propose to redevelop the VPC, VRC and Special Imports Site (SIS) web pages to bring their technology in line with our new Internet site. This will ensure that we can provide improved usage statistics and feedback and demonstrate that we conform to

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

Central Office of Information (COI) standards. We will continue to work with Business Link to agree a convergence strategy for information that is common to both sites.

We propose to redevelop the VMD Intranet website to improve the accessibility of the site and upgrade the technical template.

One of the most important electronic services we provide is electronic submission (eSubmission) of company dossiers where we give our customers the opportunity to submit their applications electronically to avoid the vast quantities of paper that must be printed, transported and stored when submitting on paper. The VMD have been receiving electronic dossiers since 1 January 2010 and the take up has been very positive. The VMD's eSubmission project is linked to the European project, so details of both are discussed under European Initiatives below.

We will investigate options for managing the electronic dossiers that are held on our network for eSubmission and eFiling projects, including Microsoft SharePoint.

We propose to carry out the development projects listed below:

- Support phase two of the VMD Internet website project (High);
- Redevelop the Veterinary Products Committee (VPC) web pages (High);
- Reengineer the Veterinary Residues Committee (VRC) web pages (High);
- Fully updating the Special Imports Site (SIS) (High);
- eRegistration form for online Special Imports (High);
- Carry out the longer term developments to the Product Information Database (PID) (Low);
- Develop an online system to support Export Certificates (Medium);
- Redevelop the VMD Intranet website (Medium);
- Implement a solution such as Microsoft SharePoint to support eSubmission and eFiling projects (Medium);
- Continue support for the eFiling project (Medium).

***The IT staff resource required to carry out the eBusiness projects will be as follows:***

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

System	Name	NP	MS	JS	PH	BH	LW	SE	NW	Total No of Days
Support phase 2 of the VMD Internet website project		0	3	3	0	0	0	40	0	46
Redevelop the VPC web pages		0	0	0	0	0	0	6	0	6
Redevelop the VRC web pages		0	0	0	0	0	0	6	0	6
Fully updating the SIS		0	0	0	0	0	25	0	0	25
eRegistration form for online Special Imports		0	0	0	0	0	10	0	0	10
Carry out longer term developments to the PID		0	0	0	0	0	75	0	0	75
Develop a system to support Export Certificates		0	0	0	0	0	40	0	0	40
Redevelop the VMD Intranet website		0	5	5	0	0	0	90	0	100
File management solution for eSubmission and eFiling (SharePoint)		10	2	0	5	5	0	0	0	22
Continue support for the eFiling project		10	2	5	0	0	0	0	0	17
<b>Total</b>		<b>20</b>	<b>12</b>	<b>13</b>	<b>5</b>	<b>5</b>	<b>140</b>	<b>142</b>	<b>0</b>	<b>337</b>

### ***Electronic Document and Records Management***

The VMD have continued to keep abreast of EDRM projects in the core department, Defra Agencies and NDPBs. Our EDRM strategy is to ensure our systems are compatible with Defra and Public Records Office (PRO) standards whilst supporting the VMD's business requirements. A Document Management culture has been created at the VMD and our people will be able to take the next step to Records Management easily, without disruption to their working patterns.

Defra have implemented a document sharing system using Microsoft SharePoint on top of Defra's Business Information Categories Structure (BICS).

Our objective last year was to evaluate our chosen migration route, eDocs and if suitable, to plan the migration from DM5. However, as the software was not available, we upgraded DM5 to the latest release in order to improve its compatibility with other

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

modern technologies such as Office 2007. We also worked with our DM5 support contractors to improve the functionality of our system and carried out extensive tests with our in-house systems in order to establish a more robust DM platform.

The latest version of DM5, version 5.3, has been rebranded as eDocs and is now due for release in 2011. We will obtain an early copy of the software for testing and, if it is compatible with other VMD systems, we will migrate to eDocs later this year. The road map for this product shows a release date of 2012 for the beta version of e-Docs 5.4, which shows that Open Text plan to keep this product in their portfolio, but we will keep a watching brief on the market place to make sure we are using the most suitable product for our DM environment.

- Evaluate eDocs and other DM technologies (Medium).

*The IT staff resource required to carry out the EDRM projects will be as follows:*

System	Name								
	NP	MS	JS	PH	BH	LW	SE	NW	Total No of Days
Evaluate eDocs and other DM technologies	10	5	5	10	10	0	0	0	40
<b>Total</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>40</b>

### **Information Security**

Our Information Security strategy is to ensure that we protect the data that we hold responsibly and safely and to reassure our customers that we hold their information securely and regard the continuity of our business services as paramount. The main projects this year are to maintain the VMD's Information Security Management System (ISMS) through the programme of internal audit, to support the external renewal of our ISO 27001 certification in July 2011 and the external review in February 2012 and to maintain our GSi accreditation for the VMD network.

In addition, we will carry out the annual risk assessment of our information security in July 2011

We will continue our programme to ensure all portable IT equipment that holds sensitive data, including laptops, Blackberries, data storage devices, etc. and any PCs that are used offsite for VMD work are encrypted.

We will continue to improve our contingency arrangements using the data mirroring site and to keep the offsite servers upgraded in line with the main VMD servers. We

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

will continue to hold regular tests of our disaster recovery plans to confirm the effectiveness of the continual data transfer and our ability to provide contingency support by switching to the external site. We will complete the live tests between individual pairs of servers (VMD and DR) and hold a live test using all of the servers during the working day.

We will continue to maintain additional contingency arrangements using virtualisation based on VMware server software. Virtualisation provides a very efficient use of hardware and power and it is quick and seamless to switch between the main servers and virtual ones. Our longer term aim is to reduce the cost of running the current disaster recovery site by providing a virtualised solution.

Information Security proposals are as follows:

- Implement the bi-monthly schedule of internal review audits to maintain the ISO 27001 certification and carry out annual risk assessment (High);
- Prepare for the ISO 27001 certification external renewal audit in July 2011 (High);
- Prepare for the ISO 27001 external review audit in February 2012 (High);
- Maintain GSi accreditation for our network (High);
- Hold regular tests and a full live test of our Disaster Recovery (DR) site (High);
- Continue to develop a contingency solution based on virtualisation (High).

***The IT staff resource required to carry out the IT Security projects will be as follows:***

System	*SC	NP	MS	JS	PH	BH	LW	SE	NW	DF	Total No of days
Internal review audits and risk assessment	18	0	20	10	5	0	0	0	0	0	43
External renewal audit	2	0	15	10	5	5	1	1	0	0	39
External review audit	1	0	10	5	1	1	1	1	0	0	20
Maintain GSi Accreditation	0	0	10	5	10	5	0	0	0	0	30
Test the DR site	0	2	5	5	20	10	2	2	2	0	48
Implement virtual contingency solution	0	0	1	1	10	20	0	0	0	5	37
<b>Total</b>	<b>21</b>	<b>2</b>	<b>61</b>	<b>36</b>	<b>51</b>	<b>41</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>217</b>

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

\* SC = Security Contractor for ISO 27001 work.

## ***Modular Systems***

The VMD Modular Systems are the suite of in-house systems that have been designed and developed to support specific business requirements. The systems are developed using the same template to minimise change management and facilitate rapid application development. This suite of integrated IT systems is key to the efficient operation of the VMD, providing monitoring and tracking functionality that help us to meet our targets, improving the timeliness and quality of company documentation through the automatic generation of letters and emails.

The ISO 27001 certification process covers all dimensions of the security of VMD Information Assets including the Quality Assurance and Quality Control measures within the VMD in-house system development method. This method was used to develop the new Modular Systems template in .Net technology.

The decision not to purchase an eSubmission review tool, but to develop our own solution has meant that some development resources have been diverted from Modular System development to work on the in-house eSubmission solution and the electronic Notice to Applicants (eNTA) scanning program. This has delayed some of the projects that were planned for 2010-12, but great care has been taken to ensure that the most important work was carried out.

The Licence Management System (LMS), the VMD's largest and most widely used system, was redeveloped to incorporate support for the new European Grouped Variation application types, which was a major change to the system. The system has now been amended to incorporate National Grouped Variations and the changes are currently being user tested. The target date for the new Veterinary Medicines Regulations (VMR) was extended from 1 October 2010 until October 2011 and the changes to LMS will be implemented live as soon as the VMR are in place.

The Pharmacovigilance system, Tigress, has been redeveloped in .Net, to streamline the system and to incorporate improved integration with the European Pharmacovigilance system, EudraVigilance. The new system has been redesigned to support statistical information and incorporates signal detection. A strategy for acceptance testing and live implementation has been agreed with the Suspected Adverse Reaction Surveillance Scheme (SARSS) team and the system will be implemented live early this financial year, but parallel running with the existing system for contingency.

The VMD Inspections Management System (IMS) has been extended to support the inspection types carried out by the Animal Medicines Inspectorate (AMI) team and this will be delivered in June 2011 to allow a period of parallel running with their current system, Concept. Using one system for all inspection work will reduce costs, as we

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

will no longer need to pay the annual licence fee for the previous system and it will provide greater flexibility and improved integration with other VMD IT systems.

The Statutory Residues system has been reengineered using the new Modular Systems template to bring it in line with .Net technology. At the same time, new requirements and functionality have been incorporated. Work to complete the Statutory Residues system will be carried out later in 2011-12.

The Correspondence Management System (CMS) is being user tested in the Chief Executive's office and the system will be implemented live in July 2011.

The programme to reengineer all of the Modular Systems in the .Net template continues and a proposal to redevelop the Supporting Paper (SP) Management system were discussed at the ITSC meeting on 26 March 2010 and it was agreed to carry out the development as a low priority during 2010-11. However, conflicting priorities meant that it was not possible to do the work last year, so the system was amended to include support for Grouped Variations and eSubmission. It was agreed at the ITSC meeting in April 2011 that the SP Management system redevelopment was no longer required due to the success of the eSubmission and eFiling projects. The redevelopment of the Registered File Management system will remain a low priority.

A business case to develop an IT system to manage the VMD Quality Management System (QMS) was approved at the ITSC meeting in November 2010 and we propose to carry out this work during 2011-12.

Modular Systems development proposals are as follows:

- Update LMS to support National Grouped Variations (High);
- Live implementation of the new Tigris.Net system (High);
- Incorporate AMI inspection types in the VMD Inspection Management System in .Net (High);
- Complete the redevelopment of the Statutory Residues IT system in .Net (Medium);
- Develop a system to support VMD Correspondence (High);
- Reengineer File Management (Low);
- Develop a system to manage the VMD Quality Management System (QMS) (Medium).

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

*The IT staff resource required for the ongoing development of the Modular Systems will be as follows:*

System	Name	NP	MS	JS	PH	BH	LW	SE	NW	Total No of days
Complete National Grouped Variations support in LMS		10	2	0	0	0	0	0	5	17
Live implementation of the new Tigress system		10	2	0	0	0	15	0	10	37
Complete work to include AMI inspection types in the IMS		15	5	2	0	0	10	0	5	37
Complete the redevelopment of the Statutory Residues System		15	2	0	0	0	10	0	5	32
Complete the system to support VMD Correspondence		25	5	0	0	0	10	0	2	42
Redevelop File Management		25	5	0	0	0	0	0	2	32
Develop new Quality Management system		35	7	5	0	0	0	0	5	52
<b>Total</b>		<b>135</b>	<b>28</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>45</b>	<b>0</b>	<b>34</b>	<b>249</b>

**It is proposed to carry out the Modular System developments listed above in the priority order agreed by the VMD ITSC at the April 2011 meeting.**

In addition, there are business proposals for the following developments that need to be agreed and prioritised:

- Creation of a logo and database for Internet Retailers;
- Extending LMS to manage borderline medicinal products.

There are other possible developments that will be discussed at the ITSC meeting in April 2011 for which business cases have not yet been provided, but if the work is approved, then they will also be prioritised and included in the appropriate section of the IS Strategy paper:

- Development of "PID" like system to support publication on our web list of premises etc from IMS data;
- Requirement for 2011 VMRs -Tracking of applications to decide if an MA is needed.

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

It was agreed at the ITSC meeting in April 2011 that the Non Statutory Residues Surveillance and Parliamentary Correspondence systems may not be required in the long term, so they have been removed from the list of systems requiring redevelopment (below). The Drug Master File system that supports Active Substance Master Files will be redeveloped as a high priority to incorporate the electronic data handling. The following Modular Systems need to be redeveloped in the .Net template:

- Access to Information (ATI);
- Batch Release Request Management (BRM);
- Drug Master File (DMF);
- Export Certificate Management (ECM);
- Environmental Incidents Management (ENV);
- Immunological Ingredient Management (IMM);
- Licensing Business Issues (LBI);
- Pharmaceutical Ingredient Management (PHARM);
- TSE Application Management (TSE);
- Unauthorised Products Management (ULM).

The IT team propose to carry out this work over the next three years, 2011-2012 to 2013-2014. We will again approach system owners to establish whether their systems are still required and if so, invite them to submit a business case for the redevelopment, including any additional requirements that will provide a business benefit. In some cases, it may be more suitable to integrate small systems with other similar systems and this will be investigated. These proposals will then be brought to the ITSC for consideration and prioritisation.

## ***Network Projects***

Last year we evaluated Microsoft Exchange 2010 and found that there are a number of benefits in upgrading from our current version 2003. This year we plan to extensively test and migrate to version 2010 ensure our email system technology is robust and up to date and allow us to implement improvements in email archiving and message management.

This year we plan to upgrade the bandwidth of our leased lines to the Disaster Recovery (DR) site and for our secure (Virtual Private Network (VPN)). This will streamline the transfer of electronic information between the VMD and the DR site and provide improved access to our systems for the increasing number of remote users.

Network development project proposals are as follows:

- Evaluate, test and migrate to Microsoft Exchange 2010 (Medium);
- Upgrade the bandwidth for our leased lines to the DR site and for the VPN (Medium).

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

*The IT staff resources required for the network development projects are as follows:*

<b>System</b>	<b>Name</b>								
	NP	MS	JS	PH	BH	LW	SE	NW	Total No of days
Test and migrate to Exchange 2010	0	2	2	15	10	0	0	0	29
Upgrade the bandwidth for our leased lines to the DR site and for VPN	0	0	0	10	0	0	0	0	10
<b>Total</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>25</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>39</b>

### ***European Initiatives***

#### VEDDRA

There are other projects that are not under the VMD's control, but which will require the IT team's involvement. The VEDDRA objective however is a deliverable and the system is updated each year. Both VMD and Committee for Veterinary Products for Veterinary use (CVMP) versions of VEDDRA will be updated during 2011-12.

#### European IT Projects:

The VMD have a commitment to play an active role in the development and ongoing maintenance of European IT projects such as the EudraNet Telematics Implementation Group (TIG), the Communications and Tracking System (CTS), EudraPharm and EudraVigilance. The IT team provide technical advice and support to VMD users and ensure that the VMD's interests are represented on a technical level in the European arena.

The VMD play an active role in the development and ongoing maintenance of European IT systems and projects such as the EudraNet Telematics Implementation Group (TIG), the Communications and Tracking System (CTS), EudraPharm and EudraVigilance. The IT team provide technical advice and support to VMD users, ensuring that the VMD's interests are represented on a technical level in the European arena.

We actively participate in the TIG meetings for the EudraNet, EudraVigilance and EudraPharm systems. We also provide high level representation at the HMA Telematics Support Group (TSG) and contribute to the HMA Management Group when technical

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

matters are discussed. We are fully involved in the VMD European Steering Committee and its activities.

We will continue to provide support for the live EudraVigilance and EudraPharm data exchanges.

## Electronic Submission:

The IT team will continue to play a leading role in the Veterinary Sub-Working Group to promote the electronic submission of licensing applications within the EU. We will continue to keep a watching brief at the TIG for Electronic Submission (TIGes) that is implementing a human eSubmission system based on the electronic Common Technical Document (eCTD).

We will also provide full support for the VMD's eSubmission project and any further developments that are required to enhance the eSubmission Management system and eNTA Scanning program.

## EudraNet TIG Sub-working Group for Virtual Meetings:

The IT team are part of the European Medicines Agency's (EMA's) pilot team testing web conferencing and web streaming software, including Vitero and Adobe Connect and full videoconferencing solutions using Tandberg equipment. We will continue to attend the monthly meetings held electronically, testing different web conferencing solutions and reporting our findings to the EudraNet TIG.

## Closer collaboration in Europe

We will follow up our successful meeting with representatives the European Medicines Agency (EMA) and the French regulatory agency, Anses and hold further meetings with other Member State organisations to discuss common issues and share our IT develop experiences.

The objectives for European initiatives for the coming year in addition to those mentioned under eBusiness will be:

- Update VEDDRA in Tigress (High);
- Provide ongoing support for European IT projects as follows;
  - EudraNet TIG (Medium);
  - EudraPharm TIG (Medium);
  - EudraVigilance TIG (Medium);
  - EudraPharm data exchange (Medium);
  - EudraVigilance data exchange (Medium);
  - EudraLink (Medium);

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

- Videoconferencing (Medium).

- Provide ongoing support for EU eSubmission projects and electronic forms (High);
- Provide support for the HMA Telematics Support Group (TSG) (Medium);
- Provide full support for the VMD eSubmission project (High).

**The IT staff resource required to provide support for EU initiatives will be as follows:**

<b>System</b>	<b>Name</b>									
	NP	MS	JS	PH	BH	LW	SE	NW	Total No of days	
Update CVMP & Tigress Veddra	5	0	0	0	0	0	0	1	6	
European Projects	4	16	8	4	0	20	0	5	57	
Electronic Submission / Forms	10	7	3	0	0	10	0	5	35	
HMA Telematics Support Group (TSG)	6	6	0	0	0	0	0	0	12	
VMD eSubmission Project	50	10	6	2	2	6	0	3	79	
<b>Total</b>	<b>75</b>	<b>39</b>	<b>17</b>	<b>6</b>	<b>2</b>	<b>36</b>	<b>0</b>	<b>14</b>	<b>189</b>	

### **Finance Systems**

Finance and IT teams will continue to work together to address any outstanding actions following the extension of the VMD Information Security Management System to include Finance IT systems and to reduce the amount of external consultancy support required by bringing some of this work in-house.

- Provide increased support for Finance IT systems (Medium).

**The IT staff resource required to provide support for Finance Systems will be as follows:**

<b>System</b>	<b>Name</b>									
	NP	MS	JS	PH	BH	LW	SE	NW	Total No of days	
Increase support for	0	5	5	10	0	0	0	0	20	

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

Finance IT systems									
<b>Total</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>

### ***Office Systems***

#### Microsoft Windows 7:

Last year we evaluated Windows 7 and began a pilot of the operating system in the IT team. We have found that the software has some advantages and provides improved memory management as well as a number of features that will give users additional functionality. This year we propose to extend the pilot to volunteers from each business area so that they can test the software and acquire expertise in order to help their colleagues when the migration takes place later in the year.

- Extend the pilot team and migrate to Windows 7 (Medium).

***The IT staff resource required to provide support for Office Systems will be as follows:***

<b>System</b>	<b>Name</b>									
	NP	MS	JS	PH	BH	LW	SE	NW	DF	Total No of days
Extend the pilot team and migrate to Windows 7	5	5	10	10	30	5	5	5	30	35
<b>Total</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>10</b>	<b>30</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>30</b>	<b>95</b>

### ***Sustainable Development***

The VMD's IT team is working in conjunction with Defra's Green ICT programme to improve the energy efficiency of ICT equipment and service delivery. Our plans are part of the VMD's overall Sustainable Development programme. We will continue to implement improvements to reduce our print landscape and power consumption during the coming year.

Our policy is to embed sustainable development principles into our business processes, particularly in areas such as procurement, where energy saving has become a high priority when selecting equipment. Our increasing use of electronic communications such as teleconferencing, web conferencing and streaming, our involvement in the EMA's Virtual Meetings project and VMD projects such as the electronic submission of company

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

dossiers and the eFiling are all helping us to reduce our impact on the environment. Additional benefits include reduced costs of travel, time, storage and resources such as paper and printing.

This year we plan to extend the IT Service Desk to manage the arrival, departure and transfer of VMD staff, processes that are currently carried out manually using paper. This will reduce the amount of time spent on filing on Registered Files and tracking forms that are circulated amongst the team for action and is in line with the VMD-wide eFiling project. The automated email reminders will help us to improve our efficiency.

We will also continue to communicate energy saving methods to VMD staff and evaluate automated devices for saving energy.

- Continue to reduce our print landscape (Medium);
- Extend the IT Service Desk to incorporate support for staff movements (Medium);
- Promote energy saving practices and evaluate automated energy saving devices (Medium).

***The IT staff resource required to provide support for Sustainable Development will be as follows:***

<b>System</b>	<b>Name</b>									
	NP	MS	JS	PH	BH	LW	SE	NW	DF	Total No of days
Continue to reduce our print landscape	0	2	5	0	2	0	0	0	2	11
Extend IT Service Desk for staff movements	0	2	5	0	0	0	5	2	15	27
Energy saving practices & automated devices	0	2	5	0	2	0	0	0	0	9
<b>Total</b>	<b>0</b>	<b>6</b>	<b>15</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>17</b>	<b>27</b>

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

A summary of the IT Staff resource required to support the strategy proposals for 2010-2011 is set out below. A priority level of **High**, **Medium** or **Low** has been assigned to each development project and will be reviewed and adjusted as required after each ITSC meeting. The priority is shown in the left hand column:

	System	Name										Total No of Days
		SC	NP	MS	JS	PH	BH	LW	SE	N W	DF	
	**											
<b>H</b>	VMD Internet Project - Phase 2	0	0	3	3	0	0	0	40	0	0	46
<b>H</b>	Redevelop the VPC web pages	0	0	0	0	0	0	0	6	0	0	6
<b>H</b>	Redevelop the VRC web pages	0	0	0	0	0	0	0	6	0	0	6
<b>H</b>	Fully updating the SIS	0	0	0	0	0	0	25	0	0	0	25
<b>H</b>	eRegistration form for online Special Imports	0	0	0	0	0	0	10	0	0	0	10
<b>L</b>	Longer term PID developments	0	0	0	0	0	0	75	0	0	0	75
<b>M</b>	Develop a system to support Export Certificates	0	0	0	0	0	0	40	0	0	0	40
<b>M</b>	Redevelop the VMD Intranet website	0	0	5	5	0	0	0	90	0	0	100
<b>M</b>	File Management Solution (SharePoint) for eSubmission & eFiling	0	10	2	0	5	5	0	0	0	0	22
<b>M</b>	Continue support for the eFiling project	0	10	2	5	0	0	0	0	0	0	17
<b>M</b>	Evaluate eDocs and other DM technologies	0	10	5	5	10	10	0	0	0	0	40
<b>H</b>	Internal review audits and risk assessment	18	0	20	10	5	0	0	0	0	0	43
<b>H</b>	External renewal audit	2	0	15	10	5	5	1	1	0	0	39
<b>H</b>	External review audit	1	0	10	5	1	1	1	1	0	0	20
<b>H</b>	Maintain GSi Accreditation	0	0	10	5	10	5	0	0	0	0	30
<b>H</b>	Test the DR site	0	2	5	5	20	10	2	2	2	0	48
<b>H</b>	Implement virtual contingency solution	0	0	1	1	10	20	0	0	0	5	37
<b>H</b>	National Grouped Variations in LMS	0	10	2	0	0	0	0	0	5	10	17

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

H	Live implementation of new Tigress	0	10	2	0	0	0	15	0	10	10	37
H	Complete work to include AMI inspection types in the IMS	0	15	5	2	0	0	10	0	5	0	37
M	Complete the redevelopment of the Statutory Residues System	0	15	2	0	0	0	10	0	5	0	32
H	Complete the system to support VMD Correspondence	0	25	5	0	0	0	10	0	2	0	42
L	Redevelop Registered File Management	0	25	5	0	0	0	0	0	2	0	32
M	Develop new Quality Management system	0	35	7	5	0	0	0	0	5	0	52
M	Test and migrate to Exchange 2010	0	0	2	2	15	10	0	0	0	0	29
M	Improved bandwidth for our leased lines	0	0	0	0	10	0	0	0	0	0	10
H	Update CVMP & Tigress Veddra	0	5	0	0	0	0	0	0	1	0	6
M	European Projects	0	4	16	8	4	0	20	0	5	0	57
H	Electronic Submission / Forms	0	10	7	3	0	0	10	0	5	0	35
M	HMA Telematics Support Group (TSG)	0	6	6	0	0	0	0	0	0	0	12
H	VMD eSubmission Project	0	50	10	6	2	2	6	0	3	0	79
M	Increase support for Finance IT systems	0	0	5	5	10	0	0	0	0	0	20
M	Extend the pilot & migrate to Windows 7	0	5	5	10	10	30	5	5	5	30	35
M	Continue to reduce our print landscape	0	0	2	5	0	2	0	0	0	2	11
M	Extend IT Service Desk for staff movements	0	0	2	5	0	0	0	5	2	15	27
M	Energy saving communications & automated devices	0	0	2	5	0	2	0	0	0	0	9
	<b>Total</b>	<b>21</b>	<b>247</b>	<b>163</b>	<b>110</b>	<b>117</b>	<b>102</b>	<b>240</b>	<b>156</b>	<b>57</b>	<b>72</b>	<b>1183</b>

\* SC = Security Contractor for ISO 27001 work.

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

The figures continue to reflect that much of the IT Group's work is project based, although it is often a VMD-wide project where the IT development is carried out as an element of the overall project. This promotes full involvement in the business of the VMD, improved planning and resource allocation and enables the team to operate more efficiently. There are also increased demands from the European arena which indicates that the VMD's work is becoming increasingly Eurocentric.

### Summary of IT Resources Required for Business Proposals:

System	Name											Total No of Days
	SC	NP	MS	JS	PH	BH	LW	SE	NW	DF		
** Creation of a logo and database for Internet Retailers	0	0	0	0	0	0	0	0	0	0	0	TBA
Extending LMS to manage borderline medicinal products	0	0	0	0	0	0	0	0	0	0	0	TBA
Development of "PID" like system to support publication on our web list of premises etc from IMS data	0	0	0	0	0	0	0	0	0	0	0	TBA
Requirement for 2011 VMRs -Tracking of applications to decide if an MA is needed	0	0	0	0	0	0	0	0	0	0	0	TBA
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

# VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

## ***IT Staff***

The IT Group staff members are:

NP – Neil Paterson (G7)  
MS – Maggie Steel (G7)  
JS – Jakki Steer (HEO)  
PH – Philip Howe (EO)  
BH – Bruce Hunter (EO)  
LW – Luke Wakefield (EO)  
SE – Steven Eldridge (EO)  
DF – Daniel Finn (AO)  
NW – Neil Whitehead (AO)

In 2011-12 a new HEO post will be added to the System Development team and will be included in the staff resource tables when project work is allocated to this role.

Contractors included in the Staff Resource tables are:

SC – Security Contractor for ISO 27001 work.

**VETERINARY MEDICINES DIRECTORATE  
INFORMATION SERVICES STRATEGY  
2011/2012**

*The training required to support the proposals for 2011/12 is listed below:*

<b>Name</b>	<b>Training Course</b>	<b>Cost (£)</b>	<b>Status</b>
Neil Paterson	eDocs	TBA	To be done
Maggie Steel	eDocs	TBA	To be done
Jakki Steer	eDocs	TBA	To be done
Phil Howe	Exchange 2010	TBA	To be done
	Microsoft Windows 7	TBA	To be done
	VMWare	TBA	To be done
Bruce Hunter	Exchange 2010	TBA	To be done
	Microsoft Windows 7	TBA	To be done
	VMWare	TBA	To be done
Luke Wakefield	MCSE	TBA	To be done
Steve Eldridge	eDocs	TBA	To be done
Dan Finn	Microsoft Windows 7	TBA	To be done
Neil Whitehead	Microsoft Windows 7	TBA	To be done
<b>Total</b>		<b>TBA</b>	

## VETERINARY MEDICINES DIRECTORATE INFORMATION SERVICES STRATEGY 2011/2012

Over the next 3 years the IT strategy will support the aims and objectives as laid out in the VMD Business Plan.

### ***Future proposals include***

**Configuration Management:** to keep the VMD IT services and systems in line with prevailing technology.

**Modular Systems:** to implement the progressive programme to migrate all the existing Modular Systems to the new technological platform. To migrate Supporting Paper and Registered File management systems during 2011-2012 and the remaining Modular Systems during 2012-2013 and 2013-2014.

**Electronic Document and Records Management:** to investigate a migration or replacement path for the VMD Document Management System. To continue to develop VMD IT systems in support of the Public Records Office target for Electronic Records Management in conjunction with Defra's chosen programme.

**European IT Systems:** to ensure that the VMD's IT systems are fully aligned with those in Europe so that our European licensing work is wholly supported and our position in the forefront of the market place is maintained. To monitor regulatory changes in Europe so that the VMD's Modular systems can be amended to support new requirements as they occur.

**Electronic Submission:** to continue our project to facilitate the electronic submission of licensing applications and to continue to participate in European Electronic Submission initiatives, maintaining an active role in the Telematics Implementation Group and Veterinary Sub-working Group during 2012-2013.

**ISO 27001 Certification:** to maintain our current ISO 27001 certification for information security through a programme of continual improvement against the standard and to continue to participate in the project to comply with Cabinet Office targets. In addition, we will again consider extending the scope of our Information Security Management System during 2012-2013.

**GSi Accreditation:** to maintain the security of our network in line with Government Secure Intranet requirements and to submit any changes to the Departmental Security Officer in November each year to ensure we retain our accreditation.

**Sustainability:** to continue to support Defra's Green ICT programme, implementing our action plan following the copy/print audit and introducing further measures to reduce our carbon footprint during 2012-2013 and 2013-2014.

**VETERINARY MEDICINES DIRECTORATE  
INFORMATION SERVICES STRATEGY  
2011/2012**

**Accessibility:** to continue to embed accessibility standards in all our ICT projects, working towards WA1 AA standards and meeting Central Office of Information requirements for our web developments over the next three years.

**VETERINARY MEDICINES DIRECTORATE  
INFORMATION SERVICES STRATEGY  
2011/2012**

**Appendix A**

VMD Business Plan:

<http://www.vmd.defra.gov.uk/business/about.aspx>

**Appendix B**

VMD Annual Reports & Accounts 2010/2011:

[http://www.vmd.defra.gov.uk/business/about\\_ar.aspx](http://www.vmd.defra.gov.uk/business/about_ar.aspx)

---