

Regulator Services and Flexiscribes

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| Regulator Services Impact on the org itself | Fully automated | Partly automated | Fully manual | |
|--|---|--|--|---|
| | | | Time intensive | Non time intensive |
| Continuous impact | Data security SW eg Darktrace | Call centre first line enquiries | | Front Office reception |
| Sporadic impact | File backups | Monthly Mgt Accounts Staff Performance appraisals | Validations process? Standard setting process (involving Stds partners) | Registration process? CPD compliance checking? Facilities maintenance |
| One-off impact | Register access by a member of the public | Staff Induction process | Annual budget process Year End reporting process FTP hearings FTP allegation investigations | Staff Exit process |

Key: CPD=Continuing Professional Development. FTP=Fitness to Practise. SW=Software. Flexiscribes are the things that code for business flexibility.

What are the things that code for FL in this service?

Suggested actions in blue type below

| Regulator Flexiscribes Impact on the org itself | Fully automated | Partly automated | Fully manual | |
|--|--|---|---|--|
| | | | Time intensive | Non time intensive |
| Continuous impact | Types of cyber-threat previously encountered & quarantined? <i>Simulate threats & stress test</i> | Training so have multi-skilled staff. <i>Response scripts.</i> <i>Problem diagnostics/flowcharts.</i> <i>Initiative & improv awards.</i> Call assignment to balance load. | | Training so have multi-skilled staff. Mutli-media comms channels. |
| Sporadic impact | Network & storage capacity. <i>Tune the network to be more efficient at handling traffic.</i> <i>Perhaps create local storage to speed up the process?</i> | Automated data feeds to a pre-set reporting pack. Automated consolidations. Automated exception reporting. <i>Dynamic remaining budget re-phasing</i> <i>Embedded business partnering?</i> Hybrid appraisal templates (contain both top-down and bottom-up goals). | Practice equivalence guidelines. Pre-validated training standards. <i>Ensure a large pool of suitably experienced Stds partners on hand.</i> | Registrant self-service applications. Audit-compatible CPD logs. Active planned maintenance. Pool of on-call maintenance suppliers, or comprehensive maintenance contracts. |
| One-off impact | Record updates/additions done instantly for real time accuracy. <i>Tune the network to be more efficient at handling traffic.</i> <i>Perhaps create local storage to speed up the process?</i> | Standardised input templates. Codified induction manual. <i>Ensure have staff at multiple levels able to do departmental inductions.</i> | Decentralised budget input. Standardised templates for automated budget consolidations. <i>Ensure Internal logic checks (prompts) linked to budget template inputs.</i> Expert legal firm available to handle a variable FTP caseload. | Standardised exit process. |

What else?

Try to move the services from the right hand side of the matrix to the left hand side as well. And from One-off impact to Continuous impact.