Committee(s)	Dated:
Digital Services Sub Committee – For Information	4th February 2019
Subject: IT Division Risk Update	**Public**
Report of: The Chamberlain	**For Information**
Report author: Samantha Kay – IT Business Manager	

Summary

All IT Risks are now in the Risk Management System, with actions included, for the ongoing improvement and continuing assessment to the Management of Risk within the IT Division. The IT Division currently holds 7 risks, a decrease of two from the previous period. There are currently no RED risks. There are no extreme impact risks, there are 3 major impact, 4 serious impact and no Minor impact risks.

IT currently holds 1 risk on the Corporate Risk Register, whilst feeding in to the GDPR Corporate risk which is owned by Comptrollers.

Summary of the Corporate Risks

CR 16 – Information Security - This risk is recommended to move to Amber as key security projects have been completed, and the 10 Steps maturity model has reached a maturity level of 4.

CR-25 – General Data Protection Regulation –

Progress on high risk areas identified in the Mazars audit:

- 1.Significant progress has been made toward facilitating departmental compliance with GDPR requirements

- 2.Significant progress has been made toward ensuring contractor compliance with GDPR requirements

- 3.An overarching CoL retention schedule is in place and 75% of departments have responded with detailed retention schedules.

- 4.The management of unstructured data constitutes a significant GDPR compliance risk. Four potential suppliers have been identified. Now developing a business case to secure funds

Recommendation(s)

Members are asked to:
- Note the report.

Main Report

Background

1. Risk remains a key focus for the IT Division and we are continuing to ensure that it drives the priority for project works and Change Management decisions. Regular reviews will ensure the ongoing successful management of these risks across the division

Current Position

2. The IT Division Currently holds 1 Amber risk on the Corporate Risk Register and assists to mitigate one other Amber Corporate Risk. The IT Division currently holds 8 risks, none of which are scored as Red. All risks have owners, clear actions, with target dates to enable focussed management, tracking and regular and consistent reviews.

Current status

3. Since the last report the IT Risk Register has seen the following activity:

   - 2 Additional risks have been identified
   - 2 Risks have been reduced from Departmental to Divisional level.
   - 1 Risk has been deactivated

   The remainder are static and continue to be monitored alongside the relevant on-going projects.

Risks with Score Changes

4. **New Risks**

   - **CHB IT 020** Public Service Network Compliance – This risk previous featured on the Departmental Register, however when PSN compliance was gained the risk was marked as mitigated. In order to retain PSN compliance there are some areas of in need of remediation activities, therefore the risk has been added back to Departmental level for focus.
   - **CHB IT 004 – Business Continuity/Disaster Recovery –** This risk was being monitored at a service level, however in order to ensure focus from the business and IT, it was deemed appropriate to return this risk to a Departmental level risk.

5. **Deactivated Risks**
   - **CHB IT 024 – IT Service Provision** – Following the downgrading of the Corporate Risk for IT Service Provision this risk was established as a departmental risk, however following a more detailed review the mitigating actions were covered at a more detailed level across other departmental risks. Therefore, this risk will be deactivated.

6. Risks reduced from Departmental to Divisional Level

The following risks have been reduced to division level due to mitigating actions being completed, and processes implemented to maintain systems going forward.

- **CHB IT 002 – Connectivity – Local & Wide Area Network** – Due to completion of Network Transformation Programme – this will be monitored as a Service Level Risk
- **CHB IT 022 – Transformation – Benefits Realisation** – Due to reductions IAAS Costs & User Adoption – This will be monitored as a Service Level Risk

The current headline figures for the identified risks in the Division are:

Risk Heatmap - Nov	Risk Heatmap - Current
(heatmap grid) 2 3 / 3 1	(heatmap grid) 3 3 / 1 1
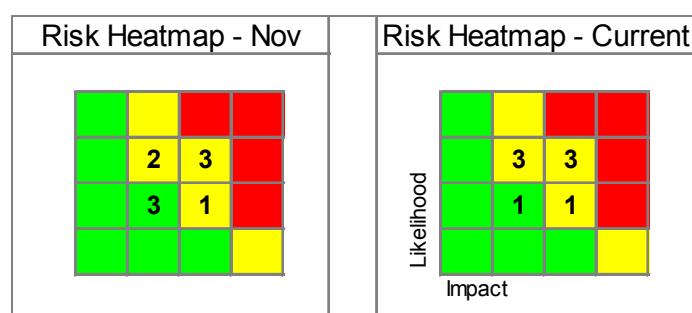
Likelihood / Impact

7. Further breakdown of current Division risks:

Major Impact:

Risks with "likely" likelihood and "major" impact:	0	↔
Risks with "possible" likelihood and "major" impact:	3	↓
Risks with "Unlikely" likelihood and "major" impact:	1	↔

↑	Increase in No.
↓	Decrease in No.
↔	Static No.
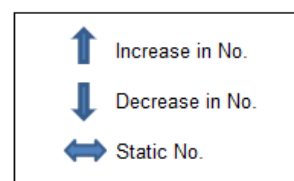
Serious Impact:

Risks with "likely" likelihood and "serious" impact:	0	↔
Risks with "possible" likelihood and "serious" impact:	3	↑
Risks with "unlikely" likelihood and "serious" impact:	1	↓

8. Next steps

- Ensuring that IT deal with Risks in a dynamic manner.

- Ensuring all actions are up to date and allocated to the correct responsible owners.

- Ensuring all members of the IT division including suppliers are aware of how Risk is managed within the Corporation and have a mechanism to highlight areas of concern across the estate.

- IT management processes, including Change Management, Problem Management, Continuous Improvement and Incident Management will all now reference or identify risk to ensure that Division risks are identified, updated and assessed on an ongoing basis, so the Risk register remains a live system, rather than a periodically updated record.

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