AUDIT AND RISK MANAGEMENT COMMITTEE - Outstanding Actions

Update on Item 6: Corporate Risk 16: Information Security
At the last meeting, Members asked for three monthly updates on the training programme with effect from January 2015.

This update covers the two key e-learning courses which support CR16.

Responsible for Information
This course was introduced at the end of November 2014, as a replacement for "Protecting Information". Four different versions are available, for:
   a. General Users
   b. Managers of Information
   c. SIRO (Senior Information Risk Owner)
   d. Senior officers, Chief Officers and Members
All staff[1] are required to complete the version appropriate to their circumstances.

As at 12 February 2015:
584 staff have completed the course
349 staff are recorded as "incomplete" – this means that they have not fully completed the course, but in many cases it is only the final element – learning evaluation – that is outstanding. The reminder module on the e-learning system ("course incomplete notifications") has been activated, and reminders are being sent to all of these staff to remind them to check that they have completed ALL required activities in the course.

Data Protection Act
Completion of this course is a requirement of the employee DP Policy for all employees who use, or have access to, personal data at any stage of their work, which would cover most employees.

Since January 2014:
1,009 staff have completed the course
64 staff are recorded as "incomplete"

Promotion and Communication
The requirement to complete these courses has been communicated to staff in a variety of means:
- Emails from the Chamberlain to Chief Officers – some Chief Officers have also set deadline dates for their staff
- Emails to departmental representatives on the Access to Information Network (AIN)
- Information to line managers through TeamTalk (a regular briefing on key issues for managers to discuss with their staff)
- Messages to all staff – e-leader, screensavers, table-toppers in the Gild, posters; and main news item on the intranet home page

A further email is to be sent to Chief Officers to coincide with the upgrade of the e-learning system (to be re-launched as "City Learning") in early February. Chief Officers will be encouraged to set a deadline date for all of their staff to have completed the required training.

Dated: 13 February 2015
Ref: CR16/ND/CB

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[1] As at December 2014, the total number of employees was 3,326