

Committee(s)	Dated:
IT Sub Committee – For Information	18 th September 2017
Subject: IT Division Risk Update	Public
Report of: The Chamberlain	For Information
Report author: Samantha Kay – IT Business Manager	

Summary

Since the Housekeeping and Deep Dive exercise, all IT Risks are now in the Covalent Risk Management System, with actions included, for the ongoing improvement and continuing assessment to the Management of Risk within the IT Division.

- All the IT risks are now being tracked in the corporate risk management system Covalent.
- The IT Division currently holds 18 risks, of which 3 are RED. These risks are tracked in Covalent.
- There are no extreme impact risks, there are 9 major impact and 9 serious impact risks.
- The three Red risks are being addressed and reviewed as part of the Transformation Programme.
- Periodic review meetings are being held with the relevant IT staff to ensure all risks are managed and reviewed in a timely manner.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

1.0 Background

Risk remains a key focus for the IT Division and we are continuing to ensure that drives the priority for project works and Change Management decisions. A Deep Dive exercise, Risk Workshop and the appointment of the IT Business Manager have moved the

Corporation to a better position with regard to understanding of its risk landscape and regular reviews will ensure the ongoing successful management of these risks.

2.0 Current Position

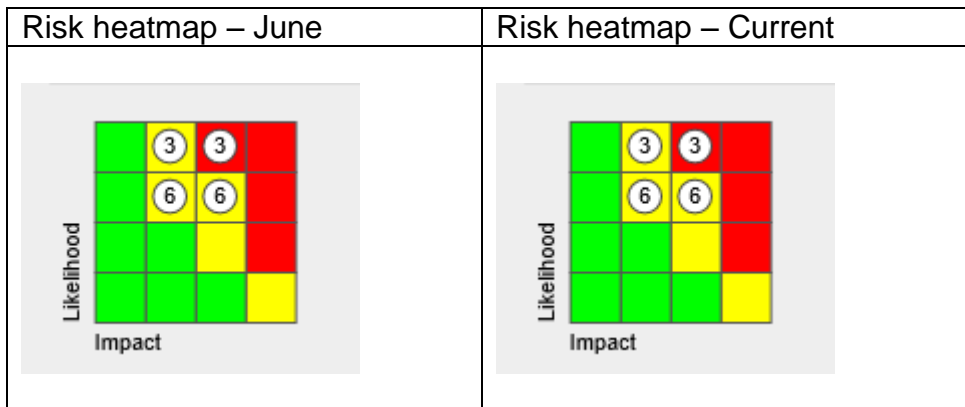
Following further assessment, the IT Division currently holds 18 risks, of which 3 are RED. One of which is both a Division Risk and a Department Risk. These risks are tracked in Covalent.

All risks have owners, clear actions, with target dates to enable focussed management, tracking and regular and consistent reviews.

3.0 Current status

The deep dive exercise that occurred earlier in the year has enhanced the knowledge and awareness of the risks associated with the IT division. Whilst there has been no movement since the previous report the more detailed knowledge and closer ongoing management of the divisions risks will ensure they are effectively monitored and maintained going forward.

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



Further breakdown of current Division risks:

	Vol	Trend
Extreme Impact:		
Risks with "likely" likelihood and "extreme" impact:	0	
Risks with "unlikely" likelihood and "extreme" impact:	0	
Risks with "rare" likelihood and "extreme" impact:	0	
Major Impact:		
Risks with "likely" likelihood and "major" impact:	3	
Risks with "possible" likelihood and "major" impact:	6	
Serious Impact:		
Risks with "likely" likelihood and "serious" impact:	3	
Risks with "possible" likelihood and "serious" impact:	6	

4.0 Analysis of the Division risk position

1. Division risks have remained at 18. Risk is now discussed as a matter of course ensuring any potential risks are highlighted and discussed and added to the register as necessary.
2. 3 risks remain as RED currently, with no RED risks scoring higher than 16. Mitigating actions, largely delivered as part of the Transformation work, are in place to reduce the likelihood and impact of these risks as transformation progresses. (See appendix 1)
3. These risks will be monitored and managed along side the Transformation programme to ensure that the activities will mitigate the risks as anticipated.
4. Improved Management of Risk processes and more involvement and knowledge from across IT will continue to produce further re-assessment as a consensus of the risks and actions are developed.

5.0 Next steps

5. The IT Business Manager will own the management of Division Risk, ensuring the Risk register is current and ongoing Management of Risk maintains focus on this key area with regular and structured reviews with relevant risk owners.
6. 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.

Appendices

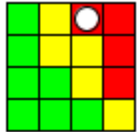
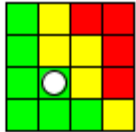
- Appendix 1 – High level summary of current RED risks.

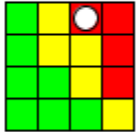
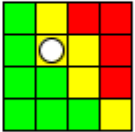
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Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score	
<p>CHB IT 002 Connectivity - Local and Wide Area Network</p> <p>30-Mar-2017 Sean Green</p>	<p>Cause: An undocumented, aged and complicated Local Area and Wide Area Network with multiple Single Points of Failure (SPoF). And with a Network (LAN and WAN) not designed with modern use and resilience in mind, with unsatisfactory configuration, traffic management or end-to-end monitoring. External connectivity does not provide the functions or bandwidth required.</p> <p>Event: The IT Division cannot effectively ensure satisfactory levels of connectivity, performance, capacity or availability.</p> <p>Effect: The reputation of the IT Team is adversely affected through; Delayed restoration of key business services after an outage, the unavailability of information resources, an increase in incidents of unplanned unavailability and end of life equipment cannot be consistently or reliably sourced.</p>	<p>Likelihood</p>  <p>Impact</p>	<p>16</p>	<p>The in-flight Network Transformation programme is to deliver a new, resilient Local Area Network, Wide Area Network (between COL sites), improved policies, documentation, management processes and support provision.</p> <p>The new network will allow for improve traffic management, traffic prioritisation and performance.</p> <p>The contract to supply the equipment for the new network has been let.</p> <p>The contract to Design, Build and Run the new network has been let, 2 bids have been received and are currently being reviewed with the view of a decision being made within 2 weeks</p> <p>Review of the target score led to a reduction to a green target score.</p> <p>Reviewed no change 10/08/17 11 Aug 2017</p>	<p>Likelihood</p>  <p>Impact</p>	<p>4</p>

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score	
<p>CHB IT 003 End-to-end System monitoring and alerting</p> <p>05-Jun-2017</p>	<p>Cause: End-to-end IT systems are not being monitored or alerted effectively.</p> <p>Event: The IT team are not able to provide assurance that key infrastructure, networks or services are monitored adequately, with correctly configured alerts in place.</p> <p>Effect: The IT team are not aware of issues with the infrastructure, services or connectivity until they become an outage leading to a decreased in confidence in the IT function. Longer incident analysis/diagnosis and resolution times resulting in unsatisfactory service outages. A decreased ability to recognise adverse behaviours such as broadcast storms or security breaches.</p>	<p>Likelihood</p>  <p>Impact</p>	<p>16</p>	<p>Transformation Programme will deliver a new infrastructure and improved Configuration Management processes, ensuring each new piece of equipment will be added to the monitoring tool, with appropriate alerting and the Configuration Management Database and removed when no longer in service.</p> <p>This will also enable improved monitoring of components during and after a change.</p> <p>Review of the target score led to a reduction to a green target score.</p> <p>Reviewed no change 10/08/17 11 Aug 2017</p>	<p>Likelihood</p>  <p>Impact</p>	<p>6</p>