

<b>Committee(s)</b>	<b>Dated:</b>
IT Sub-Committee – For Information	9 <sup>th</sup> February 2018
<b>Subject:</b> IT Division Risk Update	<b>Public</b>
<b>Report of:</b> The Chamberlain	<b>For Information</b>
<b>Report author:</b> 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.

- All the IT risks are now being tracked in the corporate risk management system.

The IT Division currently holds 15 risks, there are currently no RED risks. The total number has reduced due to actions being completed which has led to a reduction from a Departmental level to a programme level. All risks continue to be monitored and reviewed.

- There are no extreme impact risks, there are 9 major impact and 6 serious impact risks.
- Two Red risks have been reduced to Amber:
  - Resilience – Power & Infrastructure risk reduced due to work completed by Transformation Programme increasing knowledge of each site.
  - End to End Monitoring & Reporting has been downgraded due to the introduction of new software to complete this service, which is currently being embedded into BAU

### Summary of Corporate Risks

- CR 16 – Information Security - Breach of IT Systems resulting in unauthorised access to data by internal or external sources. **Red** moving to Amber in April 18 and Green in July 18.
- CR 19 – IT Service Provision - For the Corporation, poor performance of IT Service and for the Police critical failure of the Police IT Service. Amber moving to Green in July 18.

Periodic review meetings are being held with the relevant IT staff to ensure all risks are managed and reviewed in a timely manner.

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### **Recommendation(s)**

Members are asked to:

- Note the report.

### **Main Report**

#### **Background**

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**

The IT Division Currently holds 2 risks on the Corporate Risk Register.

The IT Division currently holds 15 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**

This period there has been movement on 12 of the risks. The remainder are static and continue to be monitored alongside the relevant on-going projects.

#### **Descoped Risks**

Two risks were deactivated due to being covered in other risks:

- CHB IT 010 – Different Business Models -This is now included in Managed Service Risk
- CHB IT 016 – File Replication – File Replication has been switched off, however the issue of data retentions still exists and is now included in the Information Management Risk

CHB IT 009 – PMO Processes - reduced to project level risk due to publicised processes now being in place, this will be monitored at a project level whilst they are embedded.

### **Additional Risk**

CHB IT 020 PSN Compliance – Originally added as a Red risk, this was recently downgraded to amber following sign off of submission by the Town Clerk and Action Plan for remediation actions followed through.

### **Score Changes**

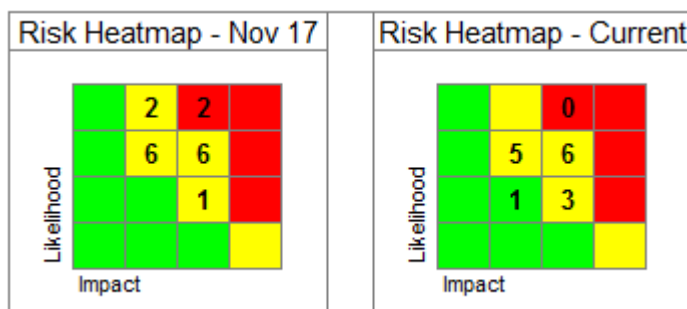
#### **Score Increases:**

- CHB IT 012 Information Management –Following a review from Mazars on the GDPR programme, December 2017, the score on this risk was increased, the report highlighted actions, which are currently planned, however at this point in time remain outstanding.

#### **Score Decreases:**

- CHB IT 001 – Resilience – Power & Infrastructure – Reduced due to work completed by Transformation Programme and increased knowledge of all sites.
- CHB IT 003 End-to-end System monitoring and alerting – Reduced due to inflight project to embed deliverables to ensure environment is monitored and reported on.
- CHB IT 005 IT Architecture – Reduced due to increased knowledge of the architectural estate and IT Roadmaps produced.
- CHB IT 006 IT Service - Scope of Managed Service – reduced due to new service model being agreed on and implemented.
- CHB IT 008 Hardware Lifecycle Management – reduced due to new contractual deliverables being embedded and processes in place to ensure compliance.
- CHB IT 014 Software lifecycle Management – reduced due to new contractual deliverables being embedded and processes in place to ensure compliance.
- CHB IT 015 Change Control – reduced due to implementation of new and refined policies and procedure.

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



**Further breakdown of current Division risks:**

### 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:	0	↓
Risks with "possible" likelihood and "major" impact:	6	↓
Risks with "Unlikely" likelihood and "major" impact:	3	↑

### Serious Impact:

Risks with "likely" likelihood and "serious" impact:	0	↓
Risks with "possible" likelihood and "serious" impact:	5	↓
Risks with "unlikely" likelihood and "serious" impact:	1	↑

### Next steps

1. 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.
2. 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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