

Committee(s)	Dated:
Finance Committee – For Information	10/04/2018
Subject: Chamberlain’s Department Risk Management – Quarterly Report	Public
Report of: Chamberlain	For Information
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Summary

This report has been produced to provide Finance Committee with an update on the management of risks faced by the Chamberlain’s department.

Risk is reviewed regularly by the departmental Senior Leadership Team as part of the ongoing management of the operations of the Chamberlain’s department.

The Chamberlain’s department currently has three corporate risks and three departmental risks on its risk register. The most significant risks are:

- **CR16 – Information Security (Current Status: RED)**
- **CR19 – IT Service Provision (Current Status: AMBER)**
- **CR23 Police Funding (Revised Current Status: RED)**

The Senior Leadership Team continues to monitor closely the progress being made to mitigate these risks. Delivery of the IT Transformation Programme continues, completion of each phase of the programme contributes to ensuring sustainable performance improvements across the organisation.

Recommendation(s)

Members are asked to note the report and the actions taken in the Chamberlain's department to monitor and manage risks arising from our operations, which have resulted in the movement in the IT Service Provision risk from Red to Amber.

Main Report

Background

1. The Risk Management Framework of the City of London Corporation requires each Chief Officer to report regularly to Committee the key risks faced in their department. Finance Committee has determined that it will receive the Chamberlain’s risk register on a quarterly basis with update reports on RED rated risks at the intervening Committee meetings.
2. Chamberlain’s risk management is reviewed in detail on a quarterly basis at Departmental Senior Leadership Team (SLT) meeting. SLT receives the risk register for review, together with a briefing note highlighting any changes since the previous review. Consideration is also given as to whether there are any emerging

risks for inclusion in the risk register within Divisional updates on key issues from each of the Directors, ensuring that adequate consideration is given to operational risk.

3. Between each SLT quarterly reviews, risk and control owners are consulted regarding the risks for which they are responsible, with updates captured accordingly. Significant changes to existing risks are escalated to SLT when identified.

Identification of new /emerging risks

4. New and emerging risks are identified directly by the Senior Leadership Team on an on-going basis, with particular attention given as part of the quarterly review process.

Summary of Risks

5. The Chamberlain's department currently has three corporate risks and three departmental risks on its risk register, attached as Appendix 1 to this report, assessed as 1 RED risk, 5 AMBER risks. These are:

CR16 – Information Security (Current Risk: Red – no change)

The IT team continues to develop training for Officers and Members. This will be delivered over the course of this year. Dates for training will be agreed between the Members Services team in Town Clerk's Department and the IT Security Director. As a result of this and the security patches that are being rolled out periodically, this risk is now predicted to turn Amber by April and Green by the end of July 2018.

CR19 – IT Service Provision (Current Risk: Amber – no change)

Remediation works of IT communications rooms are now completed and the Wide Area Network (WAN) replacement work is now at the halfway stage. The installation of the Local Area Network (LAN) is has also now started.

The work on the City of London Police's aging infrastructure is on track to be completed by the end of May. It is expected by the end of June 2018 this risk will be further mitigated to a Green rating.

CR23 – Police Funding (Current Risk: Amber – no change)

This risk is currently being revised as it was no longer an accurate description of the current position. A draft of this is attached.

CHB IT 022 Transformation Benefits Realisation (Current Risk: Amber – escalating risk)

This risk has been escalated to departmental level as the principles and new ways of working including the internal Target Operating Model, 3rd party Service Operating Model and new Policies, as defined by the Transformation Programme, are not yet embedded into BAU processes within the internal and outsourced operating models.

As a result, the City of London will not realise the benefits, including savings from contracts and storage and a more effective service to the business, until this is fully acted upon. Now that new technology has been deployed to 2600 users, effort will be focused on developing and implementing a benefits realisation plan, further information will be provided as part of the next update.

CHB FS001 – Value for Money (Current Risk: Amber – no change)

The Chief Officer Peer Review process continues and is expected to complete by 31 March 2018 with outputs included in the business plans for departments, which are expected to show better alignment between activity and outcomes. This link provides a robust methodology for monitoring VFM, as this is embedded it is anticipated that this risk will reduce, oversight of this is a top-level objective within the Chamberlain's departmental business plan for 2018/19.

CHB FS004 – Management Information Provision (Current Risk: Amber – no change)

Progress has been made with the phased roll-out of General Ledger (Revenue) forecasting now complete. Financial management information requirements have also been collected to ensure the scope of the project includes all the information managers need to make good quality decisions. These continue to be assessed and will be prioritised and resourced before being fed into delivery workplans. Research on current best practice and the art of the possible is currently on hold during the final accounts process. Financial information will be augmented by departmental specific metrics where desired.

Conclusion

6. Members are asked to note the actions taken to manage these departmental and corporate risks in relation to the operations of the Chamberlain's Department.

Appendices

- Appendix 1 Chamberlain's Department Detailed Risk Register

Background Papers

Monthly Reports to Finance Committee: Finance Committee Risk

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