Committee(s)	Dated:
Digital Services Sub Committee – For Information	26th Sept 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 4 risks. There are currently no RED risks. There are no extreme impact risks, there are 3 major impact, 1 serious impact and no Minor impact risks.

IT currently holds 2 risks 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 - Following review with the Audit and Risk committee and the Digital Services Sub Committee (DSSC) it was agreed that further steps were required to achieve maturity level that could bring the score to its target. There is a deep dive discussion at the Audit and Risk committee in September 2019.

CR 25 – GDPR Regulation Compliance – No change – this will be covered as an agenda item during the September DSSC meeting

CR 29 – Information Management – The Information Management strategy has been agreed subject to a more detailed action plan and metrics to track performance. Progress is being made in developing a draft retention and disposal policy. A draft information Metrics model has been developed and will be discussed with Summit in September 19.

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 2 Amber risks on the Corporate Risk Register and assists to mitigate one other Amber Corporate Risk. The IT Division currently holds 4 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:

   - 1 Risk has reduced in score due to mitigating actions being completed

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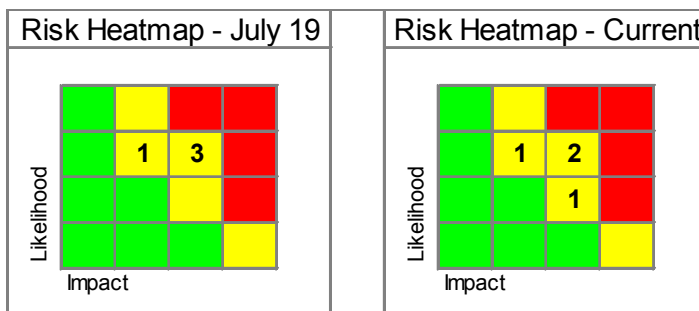
Movement of Risks

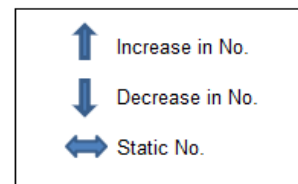4. **Risks reduced from in Score**

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

   - **CHB IT 028 –Air Conditioning in Datacentres –** All datacentres have been audited and auto alerts for monitoring are in place with additional resilience

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

5. Further breakdown of current Division risks:

⬆	Increase in No.
⬇	Decrease in No.
⬌	Static No.

Major Impact:

Risks with "likely" likelihood and "major" impact:	0	⬌
Risks with "possible" likelihood and "major" impact:	2	⬇
Risks with "Unlikely" likelihood and "major" impact:	1	⬆

Serious Impact:

Risks with "likely" likelihood and "serious" impact:	0	⬌
Risks with "possible" likelihood and "serious" impact:	1	⬌
Risks with "unlikely" likelihood and "serious" impact:	0	⬌

6. 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.
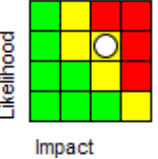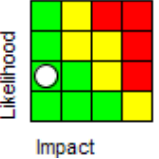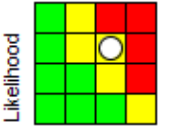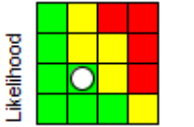
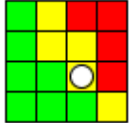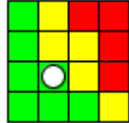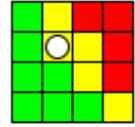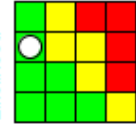**Samantha Kay**
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APPENDIX A - CHB IT All DEPARTMENTAL risks

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		Target Date	Current Risk score change indicator
CHB IT 001 Resilience - Power and infrastructure. 30-Mar-2017 Sean Green	**Cause:** There is a lack of resilient or reliable Power services or Uninterruptable Power Supply (UPS) provision in multiple Comms rooms and datacentres in COL and COLP buildings. **Event:** There will be intermittent power outages of varying durations affecting these areas/buildings. **Effect:** • Essential/critical Systems or information services are unavailable for an unacceptable amount of time • Recovery of failed services takes longer than planned • Adverse user/member comments/feedback • Adverse impact on the reputation of the IT division/Chamberlain's Department		12	Recent failures with UPS equipment have led to this risk being escalated to departmental level. Audit has been completed for Guildhall. The data and results are now being analysed. **27 Aug 2019**		2	31-May-2020	 Constant

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		Target Date	Current Risk score change indicator
CHB IT 004 Business Continuity / Disaster Recovery - planning and management. 30-Mar-2017 Sean Green	**Cause:** A lack of clear understanding of Business need for Services and Applications. No procedure in place for regular reviews with business. **Event:** The IT Division cannot provide assurance of availability or timely restoration of core business services in the event of a DR incident or system failure. **Effect:** The disaster recovery response of the IT Division is unlikely to meet the needs of COL and COLP leading to significant business interruption and serious operational difficulties.		12	DR test complete - planning underway to understand remediation actions **27 Aug 2019**		4	31-Dec-2019	Constant

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		Target Date	Current Risk score change indicator
CHB IT 028 Air Conditioning Failure in Datacentres 10-Jun-2019	**Cause:** The air conditioning units are failing in a number of the Guildhall Communication Equipment Rooms (CER's) / Datacentres. The existing air conditioning units are circa 12 years old and are being reset on a daily basis by the facilities team to keep them functional **Event:** There will be intermitted / prolonged service disruptions across the IT service provision. **Effect:** • Essential/critical Systems or information services are unavailable for an unacceptable amount of time • Recovery of failed services takes longer than planned • Adverse user/member comments/feedback • Adverse impact on the reputation of the IT division/Chamberlain's Department		8	Auto alerts in place for monitoring for Guildhall in Comms Rooms with additional resilience in place. Quotes being sort for further improvements by the facilities **27 Aug 2019**		4	31-Mar-2020	Decreasing

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		Target Date	Current Risk score change indicator
CHB IT 029 iTrent Contract 18-Jun-2019	**Cause:** Extension of contract passed the envisaged term of 10 years with no permissible grounds. No projects started to procure a replacement. **Event:** City of London receive a challenge around the contract for iTrent with MHR Ltd around the extension of contract. **Effect:** Legal challenge/court proceedings from a competitor to iTrent. CoL could be forced to issues 18 months termination notice before we are ready to implement a replacement product.		6	Project planning continues. New HR Resources starts with IT PMO in September will help to drive this forward. **27 Aug 2019**		3	31-Mar-2020	Constant