

<b>Committee(s)</b>	<b>Dated:</b>
Digital Services Sub Committee – For Information	20th March 2020
<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. 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.

### Summary of the Corporate Risks

**CR 16 – Information Security** - Capital Bid has been approved for further IT Security Investment to maintain the level of maturity determined by Members that the organization requires.

This is a dynamic risk area and whilst the maturity of 4 is the target, the control scores will go down as well as up as threats, risks and vulnerabilities change.

### CR 29 – Information Management –

- New business intelligence dashboards continue to be developed for improved decision making by the Corporate Strategy and Performance team
- An Information Management Awareness campaign has now been completed
- Work is underway to review relevant staff roles that should have an information management competency added
- Protective Marking should be implemented at the end of April 2020

### 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. 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

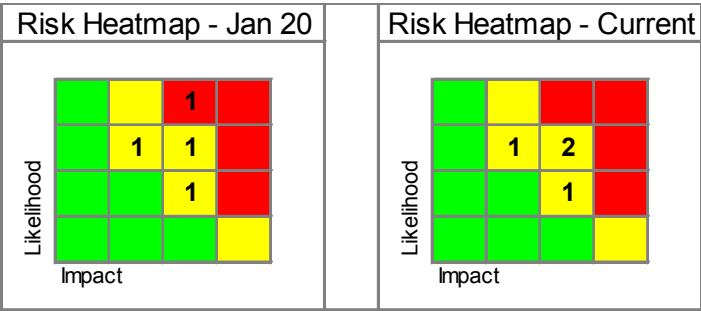
- 3. Since the last report the IT Risk Register has seen the following activity:
  - 1 Risk has decreased in score

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

Movement of Risks

- 4. Decrease in Score
  - CHB IT 001 – Power and Resilience – The following actions have been completed reducing the likelihood of the risk:
    - Monitoring on the air-conditioning units has been added to the Tier 1 comms rooms.
    - UPSs are being installed in the main 2 Guildhall Comms rooms; a capital bid has been approved based on the audit to install UPS across the estate where appropriate.
    - Improved processes and clarification of responsibilities between IT, Facilities Management and Skanska.

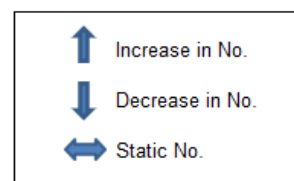
The current headline figures for the identified risks in the Division are:



## 5. Further breakdown of current Division risks:

### Major Impact:

Risks with "likely" likelihood and "major" impact:	1	0	↓
Risks with "possible" likelihood and "major" impact:	1	2	↑
Risks with "Unlikely" likelihood and "major" impact:	1	1	↔



### Serious Impact:

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

## 6. Next steps

- Ensuring that IT continue to manager 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

IT Business Manager

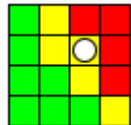
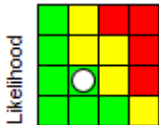

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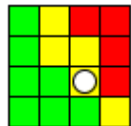


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## APPENDIX A - CHB IT All DEPARTMENTAL risks




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
<b>CHB IT 001 Resilience - Power and infrastructure.</b>  30-Mar-2017 Sean Green	<b>Cause:</b> 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. <b>Event:</b> There will be intermittent power outages of varying durations affecting these areas/buildings. <b>Effect:</b> <ul style="list-style-type: none"> <li>• Essential/critical Systems or information services are unavailable for an unacceptable amount of time</li> <li>• Recovery of failed services takes longer than planned</li> <li>• Adverse user/member comments/feedback</li> <li>• Adverse impact on the reputation of the IT division/Chamberlain's Department</li> </ul>	Likelihood  Impact	12	<ul style="list-style-type: none"> <li>• Monitoring on the air-conditioning units has been added to the Tier 1 comms rooms leading to a reduction in the likelihood.</li> <li>• UPSs are being installed in the main 2 Guildhall Comms rooms; a capital bid has been approved based on the audit to install UPS across the estate where appropriate.</li> </ul> <b>06 Feb 2020</b>	Likelihood  Impact	2	30-Jun-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
<b>CHB IT 030 2020 - Managed Service Contract</b>          11-Oct-2019 Sean Green	<b>Cause:</b> New IT Services contract being implemented to replace the current contract we have with Agilisys <b>Event:</b> The transition and implementation have delays beyond the end of the contract on the 31st August 2020 <b>Effect:</b> Additional costs/dual running costs incurred and potential reputational impact of any failures or service disruption during the Transition and Implementation	 Likelihood Impact	12	<ul style="list-style-type: none"> <li>The contract award has now been approved by Court of Common Council.</li> <li>Phase 2 work streams have been formed and following the award can now start working with the supplier to plan transition activities.</li> <li>A transition manager is now in place and working to develop a Transition plan</li> </ul> 04 Feb 2020	 Likelihood Impact	4	31-Aug-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
<b>CHB IT 004 Business Continuity / Disaster Recovery - planning and management.</b>          30-Mar-2017 Sean Green	<b>Cause:</b> A lack of clear understanding of Business need for Services and Applications. No procedure in place for regular reviews with business. <b>Event:</b> 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. <b>Effect:</b> 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.	 Likelihood Impact	8	<ul style="list-style-type: none"> <li>The likelihood has reduced to unlikely following the installation of the resilient circuit into the Guildhall, the completion of a Disaster Recovery Test has confirmed that the circuit is in place and working as required.</li> <li>A rolling programme of DR tests has been developed and implemented. Risk will be continually reviewed alongside the DR test results.</li> </ul> 04 Feb 2020	 Likelihood Impact	4	31-Mar-2021	          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 029 iTrent Contract	<p><b>Cause:</b> Extension of contract passed the envisaged term of 10 years with no permissible grounds. No projects started to procure a replacement.</p> <p><b>Event:</b> City of London receive a challenge around the contract for iTrent with MHR Ltd around the extension of contract.</p> <p><b>Effect:</b> Legal challenge/court proceedings from a competitor to iTrent. CoL could be forced to issues 18 months termination notice before they are ready to implement a replacement product.</p>	<div> <div>Likelihood</div> <div>Impact</div> </div> <div>6</div>	<p>• Tender working group met on the 29th January 2020.</p> <p>• Request for quote to be published w/c 03.02.20 in order to get an external consultant in to help with the options appraisal.</p> <p>• This is expected to be presented by May 2020, when the tender working group is expected to meet again.</p> <p>• The consultancy is funded Funding by IT.</p> <p><b>04 Feb 2020</b></p>	<div> <div>Likelihood</div> <div>Impact</div> </div> <div>3</div>	30-Jun-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

<b>CR16 Information Security (formerly CHB IT 030)</b>  10-May-2019 Peter Kane	<b>Cause:</b> Breach of IT Systems resulting in unauthorised access to data by internal or external sources. <b>Officer/ Member</b> mishandling of information. <b>Event:</b> The City Corporation does not adequately prepare, maintain robust (and where appropriate improve) effective IT security systems and procedures. <b>Effect:</b> Failure of all or part of the IT Infrastructure, with associated business systems failures. Harm to individuals, a breach of legislation such as the Data Protection Act 2018. Incur a monetary penalty of up to €20M. Compliance enforcement action. Corruption of data. Reputational damage to Corporation as effective body.	 Likelihood Impact	12	<ul style="list-style-type: none"> <li>A capital bid has been approved to fund new security protection.</li> <li>The Digital Services Sub-Committee Chairman and Deputy Chairman reviewed the roadmap and the capital bid prior to submission.</li> </ul>	 Likelihood Impact	8	31-Dec-2020	  Constant
				04 Feb 2020				

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
<b>CR29</b> <b>Information Management</b>  08-Apr-2019 John Barradell	<p><b>Cause:</b> Lack of officer commitment and investment of the right resources into organisational information management systems and culture.</p> <p><b>Event:</b> The City Corporation's IM Strategy (2018-2023) is not fully and effectively implemented</p> <p><b>Effect:</b></p> <ul style="list-style-type: none"> <li>• Not being able to use relevant information to draw insights and intelligence and support good decision-making</li> <li>• Vulnerability to personal data and other information rights breaches and non-compliance with possible ICO fines or other legal action</li> <li>• Waste of resources storing information beyond usefulness</li> </ul>	<p>Likelihood</p> <p>Impact</p>	12	<ul style="list-style-type: none"> <li>• New business intelligence dashboards continue to be developed for improved decision making by the Corporate Strategy and Performance team</li> <li>• An Information Management Awareness campaign starts from 19 February to 12 March.</li> <li>• Work has begun to review relevant staff roles that should have an information management competency added</li> <li>• A paper covering the benefits and proposed implementation of Protective was agreed by Summit in their December meeting</li> <li>• Capital bids submitted for information management investment to support the mitigation of this risk</li> </ul> <p>17 Feb 2020</p>	<p>Likelihood</p> <p>Impact</p>	6	30-Jun-2020	<p>Constant</p>