Committee(s)	Dated:
Digital Services Sub Committee – For Information	16th November 2020
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.

Summary of the Corporate Risks

CR 16 – Information Security -

- Regular security updates have been provided to relevant stakeholders throughout COVID.

- A Gateway paper is currently being drafted for further IT Security Investment.

- Reviewing the National Cyber Security Training with the view to provide training to all staff.

- PSN Accreditation has been approved for a further 12 months.

- Am IT health check has been carried out for the City of London Police.

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 been completed.

- Work has begun to review relevant staff roles that should have an information management competency added

- An investment Gateway paper has been drafted

- A new Local Information Manager (LIM) Role is currently being launched into the organisation. Training has been completed for the initial group of LIM's.

- The Technical Pilot for protective marking was completed prior to COVID. This will be rolled out in stages, and has commenced in October

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.
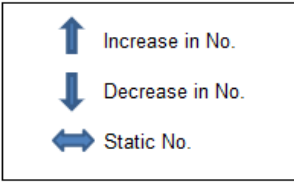
Current status

3. Since the last report, the IT Risk Register has been closely monitored and actions have been completed to continue the work to mitigate the risks, however, there has been no movement of scores in this period.

The current headline figures for the identified risks in the Division are:
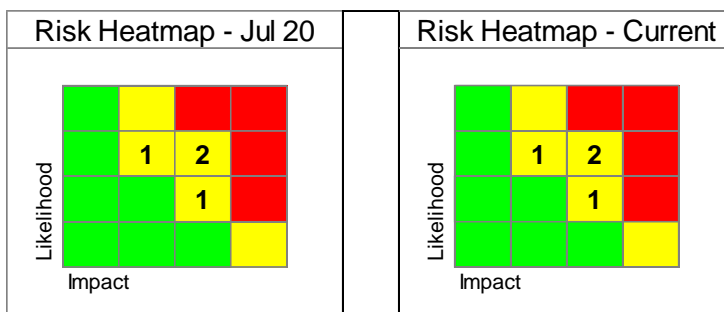
8. Further breakdown of current Division risks:

Major Impact: **Trend**

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

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

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	⬌

9. 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.

- The work detailed above ensures that the Risk register remains a live system, rather than a periodically updated record.
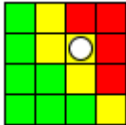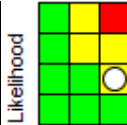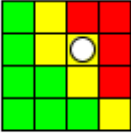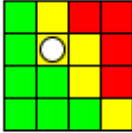
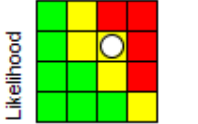**Samantha Kay**
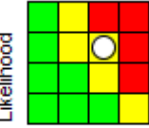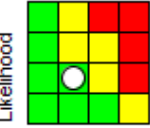IT Business Manager
E: samantha.kay@cityoflondon.gov.uk
T: 07817 411176
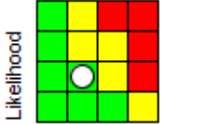
APPENDIX A - CHB IT All CORPORATE & DEPARTMENTAL risks

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
CR16 Information Security (formerly CHB IT 030) 10-May-2019 Peter Kane	**Cause**: Breach of IT Systems resulting in unauthorised access to data by internal or external sources. Officer/ Member mishandling of information. **Event**: The City Corporation does not adequately prepare, maintain robust (and where appropriate improve) effective IT security systems and procedures. **Effect**: 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.		12	Regular security updates have been provided to relevant people throughout COVID. A Gateway paper is currently being drafted. Reviewing the National Cyber Security Training with the view to provide training to all staff. **28 Oct 2020**		8	30-Apr-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
CR29 Information Management 08-Apr-2019 John Barradell	**Cause:** Lack of officer commitment and investment of the right resources into organisational information management systems and culture. **Event:** The City Corporation's IM Strategy (2018-2023) is not fully and effectively implemented **Effect:** • Not being able to use relevant information to draw insights and intelligence and support good decision-making • Vulnerability to personal data and other information rights breaches and non-compliance with possible ICO fines or other legal action • Waste of resources storing information beyond usefulness		12	New business intelligence dashboards continue to be developed for improved decision making by the Corporate Strategy and Performance team • A new Information Management Awareness campaign has been delivered during October • Work has begun to review relevant staff roles that should have an information management competency added • Gateway paper has been drafted • Local Information Manager Role has been launched into the organisation. Individuals have been identified and training has occurred • The Technical Pilot for protective marking was completed prior to COVID. Rollout has begun and will be rolled out in stages. **28 Oct 2020**		6	31-Jan-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 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	Likelihood / Impact grid	12	The migration of COL servers and data from Agilisys' datacentres into Microsoft Azure has completed, The work to move the critical Spatial application suite from the Guildhall datacentre into Azure has also now been successfully migrated These two workstreams will significantly reduce the risk of unavailability of applications and services. As such, a reduced capital bid has been submitted to fund the provision of replacement UPS protection in the Guildhall. **26 Oct 2020**	Likelihood / Impact grid	4	28-Feb-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 030 2020 - Managed Service Contract 11-Oct-2019 Sean Green	**Cause:** New IT Services contract being implemented to replace the current contract we have with Agilisys **Event:** The transition and implementation are delayed beyond the end of the contract on the 31st August 2020 **Effect:** Additional costs/dual running costs incurred and potential reputational impact of any failures or service disruption during the Transition and Implementation	Likelihood / Impact	12	Contract negotiations and transition of services are ongoing, contract signature expected by end of November 2020. There is a dispute across some of the delivery strands which are being worked through with the Supplier with Go Live on new Service Management and Service Delivery tools due by 30th November. Areas that are not migrating to the new Managed Service Contract have now been addressed. Scope of TUPE implications have been agreed with consultations with impacted staff having been carried out. **26 Oct 2020**	Likelihood / Impact	4	30-Nov-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 Management. 30-Mar-2017 Sean Green	**Cause:** A lack of robust infrastructure and restore procedures are not in place on aging infrastructure. **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 leading to significant business interruption and serious operational difficulties.		8	Most of COL's servers and applications have been migrated away from local datacentres and into Microsoft's public cloud, Azure. The migration of the Spatial suite of applications has also been migrated to Azure from the Guildhall datacentre. Following this work, the Azure server and services will be reviewed and where suitable, optimised for efficiency and criticality. **26 Oct 2020**		4	31-Mar-2021	Constant