Committee(s)	Dated:
Digital Services Sub Committee – For Information	28th May 2021
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, and 1 Serious and no Minor impact risks.

IT currently holds 2 risks on the Corporate Risk Register and 2 risks on the departmental 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.

- All Staff Mandatory Security training was completed in April

- A special one-off IT Cyber check paid for by LGA has been completed with a report due shortly

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

- Information Management Asset register is being populated for the organisation.

- Plan being developed for moving unstructured data from Shared Drives to SharePoint

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Recommendation(s)

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Members are asked to:
- Note the report.

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Main Report

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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 of Departmental Risks

2. The IT Division currently holds 2 risks, which are not 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:
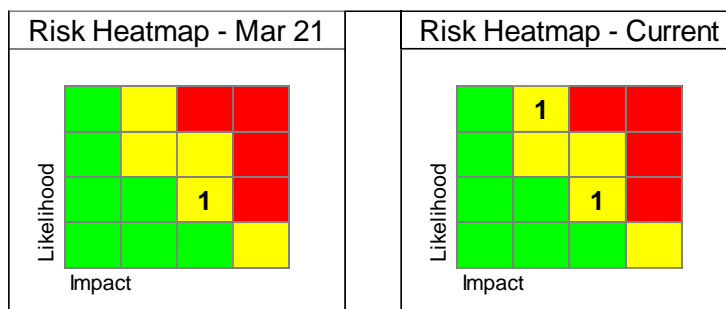
Movement of Risks

4. Since the last report one risks has been added to the IT Department risk register details of these are as follows **:**

   CHB IT 031 - IT Revenue Budget – Due to the unidentified savings which need to be met in the current financial year. A plan has been developed with a tracker, a governance structure and review meetings are in place.

5. 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:	0	0	⬌
Risks with "Unlikely" likelihood and "major" impact:	1	1	⬌
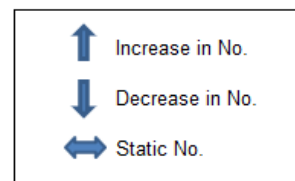
Serious Impact:

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

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

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.

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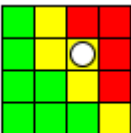
Samantha Kay
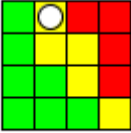IT Business Manager
E: samantha.kay@cityoflondon.gov.uk
T: 07817 411176
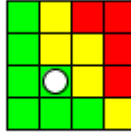
APPENDIX A - CHB IT All CORPORATE & DEPARTMENTAL risks

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/Risk Approach	Current Risk score change indicator
CR16 Information Security (formerly CHB IT 030) 10-May-2019 Caroline Al-Beyerty	**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	All Staff Mandatory Security training to be held in April. A special one off IT Cyber check paid for by LGA has been completed with a report due shortly **23 Apr 2021**		8	30-Jun-2021 Reduce	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/Risk Approach	Current Risk score change indicator
CR29 Information Management 08-Apr-2019	**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 • An updated Information Management Asset register is being populated for the organisation. Plan being developed for moving unstructured data from Shared Drives to Sharepoint **23 Apr 2021**		6	31-Jul-2021 Reduce	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/Risk Approach	Current Risk score change indicator
CHB IT 004 Business Continuity 30-Mar-2017 Sean Green	**Cause:** A lack of robust infrastructure and restore procedures are not in place on aging infrastructure. Secondly, 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:** 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. There will be intermittent power outages of varying durations affecting these areas/buildings. **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. • 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	All services now migrated into Azure. Agilisys BC/DR plan now provided and is being reviewed internally and will form the basis of the COL IT BCDR Plan. The UPS replacement project has been re-scoped to only include Guildhall Tier1 Comms rooms. The new scope has been documented, GW5 approved and once commercials are set up, the project will commence. 04 May 2021 **11 May 2021**		4	30-Jun-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/Risk Approach	Current Risk score change indicator
CHB IT 031 IT Revenue Budget 10-May-2021 Sean Green	**Cause:** The IT Service is subject to a budget reduction of £1.2m in 21/22 or 12% having had this agreed in early March 2021. **Event:** The planned action programme does not deliver the required level of savings within the timeframe set by the City Corporation/Finance Committees **Effect:.** The IT budget will be overspent in 2021/22 The services provided by IT to the organisation will need to be descoped to save costs and this may have a downstream impact for the organisation to deliver successful outcomes in front line services.		8	Plan with tracker developed – needs to be reviewed every 2 weeks. Governance process being set up to enable tracking and corrective action to be taken **10 May 2021**		4	31-Dec-2021	
								Constant