

Committee(s)	Dated:
Digital Services Sub Committee – For Information	3rd September 2021
Subject: IT Division Risk Update	Public
Report of: The Chief Operating Officer	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 -

- All Staff Mandatory Security training has been completed between April to June 2021 - any non-compliance will be reported;
- A special one-off IT Cyber check paid for by LGA has been completed with a report due shortly;
- New PSN Health check commissioned to commence, work started on this 28th June, results will be shared and actions to ensure compliance will be followed through once the report is received.

A Gateway Paper is currently under review for further IT Security Investment 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 updated Information Management Asset register has been populated for the organisation;
- Plans are being developed for moving unstructured data from Shared Drives to SharePoint is being developed

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 of Departmental Risks

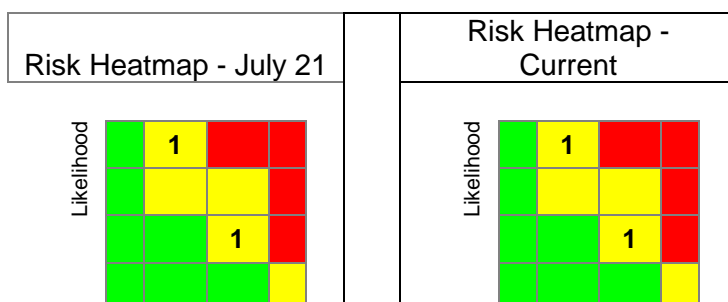
2. The IT Division currently holds 2 risks, which are not scored as Red. All risks have owners, clear actions, with target dates to enable focussed management, tracking and regular and consistent reviews.
3. These risks are as follows:
 - CHB IT 004 Business Continuity
 - CHB IT 031 IT Revenue Budget

Note: details can be reviewed in the appendix.

Current status

4. 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:



Impact		Impact
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Movement of Risks

There has been no movement in the IT risks since the last report

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:	1	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.

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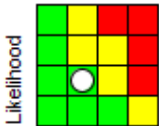

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APPENDIX A - CHB IT All CORPORATE & DEPARTMENTAL risks



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
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: <ul style="list-style-type: none"> • 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 	 Likelihood Impact	12	New business intelligence dashboards continue to be developed for improved decision making by the Corporate Strategy and Performance team • An updated An Information Management Asset register has been populated for the organisation. Plan being developed for moving unstructured data from Shared Drives to Sharepoint is being developed 12 Aug 2021	 Likelihood Impact	6	31-Dec-2021	Constant
							Reduce	

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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.	 Likelihood Impact	8	All services have now been migrated into Azure. Agilisys BC/DR plan has now been provided and is being reviewed internally and will form the basis of the COL IT BCDR Plan. The GW5 has been sent for approval, the project is poised to start immediately. 12 Aug 2021	 Likelihood Impact	4	31-Oct-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.	 Likelihood Impact	8	A plan has been developed and a governance process is in place enabling tracking and corrective action to be taken. A review of the plan is required to be actioned every 2 weeks. 12 Aug 2021	 Likelihood Impact	4	31-Dec-2021	 Constant

