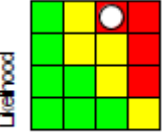
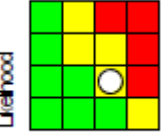



APPENDIX 2 - DITS 045 PSTN Switch Off 2025 Risk

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
<p><b>CHB DITS 045 PSTN Switch Off 2025</b></p> <p>18-Aug-2023 Zakki Ghauri</p>	<p><b>Cause:</b> BT will retire their PSTN (Copper) Network at the end of 2025. Rendering all current connections redundant.</p> <p><b>Event:</b> All current PSTN (Copper) connections will become unusable by the end of 2025. Forcing an upgrade to digital fibre or mobile services.</p> <p><b>Effect:</b> All our PSTN connections will cease at the end of 2025. This is in the range of 8,500 connections, which are linked to Lift/BMS/Fire Alarms and Door entry systems. Should these systems fail to be upgraded by the end of 2025, this could lead to essential services being inactive, without anyone being aware. This work will have significant financial impact to complete and failure to complete will have significant reputational impact</p>	 <p>16</p>		<p>We are proposing that this be tracked as a corporate risk, and we are going through the required processes for this to be done.</p> <p>To mitigate the risk, a review of the connections, locations and services supplied will be required to fully identify the total number of connections supplying critical services. A Solutions Architect has been assigned to this. We are in regular communication with our various vendors and key stakeholders throughout the business to identify the services provided by these connections. We currently estimate this work to take 6 months.</p> <p>A programme of work will follow to migrate those connections onto digital fibre or mobile enabled services ahead of the 2025 sunset date.</p> <p><b>31 Jan 2024</b></p>	 <p>8</p>		01-Jun-2026	 <p>Constant</p>

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
CHB DITS 045h	CRMF Risk Management Forum Review	We will present this risk at the CRMF Risk Management Forum for review. The next CRMF is on 19 March. This will provide a 'deep-dive' into the PSTN risk, the cross-cutting nature of this and how the risk and actions have been drawn together. Making sure we have used best practice and all mitigations have been captured.	Chris Rawding	02-Feb-2024	31-Mar-2024
CHB DITS 045a	Investigations into the 8,500 connections identified as part of PSTN sunset in December 2025.	Our ongoing investigation, initiated and scheduled to conclude in June 2024, aims to identify the scope and dependency of the 8,500 connections on the PSTN infrastructure. The purpose is to gain insights into the services that are live, understand their criticality, and assess the potential impact of the sunset on each connection.	Chris Rawding	01-Feb-2024	01-Jun-2024
CHB DITS 045c	Service Assessment	Upon completion of the investigation, a comprehensive assessment of live services will be conducted. This will include identifying alternative communication services and understanding the upgrade paths/timings available for each connection.	Chris Rawding	01-Feb-2024	01-Jun-2024
CHB DITS 045d	Identify potential business owners	Engaging with FM (CoL/CoLP), H&S, ED&I and Security Operations. initially to highlight the PSTN risk across all departments and find potential business owners as services and impacts are highlighted	Chris Rawding	01-Feb-2024	01-Jun-2024
CHB DITS 045e	Business owner notification	By June 2024, a detailed report outlining the findings of the investigation will be compiled. This report will then be distributed to FM (CoL/CoLP), H&S, ED&I and Security Operations. The notification will include information about the potential risks associated with the PSTN sunset, details on the current services in use, and recommended upgrade paths.	Chris Rawding	01-Feb-2024	01-Jun-2024
CHB DITS 045f	Remediation Plan	FM (CoL/CoLP), H&S, ED&I and Security Operations will be responsible for developing and implementing a remediation plan for their respective services. This plan should outline the necessary steps to migrate or upgrade the affected connections to alternative and sustainable communication solutions.	Richard Gentry; Luca Pagliaroli; Paul Roberts; Dorian Price; Trevor Ulla	08-Feb-2024	06-Sept-2024
CHB DITS 045g	Review Plan	DITS PMO will review the remediation plans with FM (CoL/CoLP), H&S, ED&I and Security Operations. Making sure they are fit for purpose and capture all the relevant details.	Sam Collins	08-Feb-2024	01-Oct-2024
CHB DITS 045	Order New Lines and Hardware	DITS PMO will place the orders for the new connections along with any hardware requirements identified within the remediation plans.	Sam Collins	08-Feb-2024	01-Dec-2024

CHB DITS 045	New Services	DITS PMO will assist in the co-ordination of the implementation of new services, along with any installation of new hardware required.	Sam Collins	08-Feb-2024	01-Oct-2025
CHB DITS 045	Testing	DITS PMO will co-ordinate the post implementation testing for all new services and or hardware.	Sam Collins	08-Feb-2024	15-Nov-2025
CHB DITS 045	Continuous Monitoring	DITS PMO will provide continuous monitoring of progress, tracking the remediation efforts to help identify and address any issues promptly. This includes regular communication with business owners, providing support, and making adjustments to the plan as necessary.	Sam Collins	01-Feb-2024	31-Dec-2025