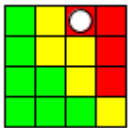
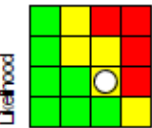



CHB Corporate and departmental risks - detailed report EXCLUDING COMPLETED ACTIONS

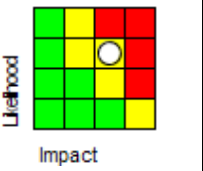
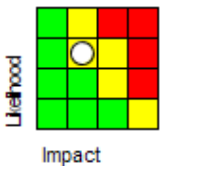

Report Author: Leah Woodlock

Generated on: 10 April 2024

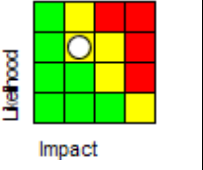
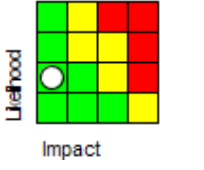



Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
<p>CR40 PSTN Switch Off 2025 (formerly CHB DITS 045)</p> <p>26-Feb-2024 Zakki Ghauri</p>	<p>Cause: BT will retire their PSTN (Copper) Network at the end of 2025. Rendering all current connections redundant.</p> <p>Event: All current PSTN (Copper) connections will become unusable by the end of 2025. Forcing an upgrade to digital fibre or mobile services.</p> <p>Effect: All of 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>Uplift</p>  <p>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 be developed throughout this review and will detail mitigations for those connections onto digital fibre or mobile enabled services ahead of the 2025 sunset date.</p> <p>10 Apr 2024</p>	<p>Uplift</p>  <p>Impact</p>	<p>8</p>	<p>01-Jun-2026</p>	<p></p> <p>Constant</p>

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
CBH 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	10-Apr-2024	01-Oct-2024
CBH DITS 045h	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	10-Apr-2024	01-Dec-2024
CBH DITS 045i	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	10-Apr-2024	01-Oct-2025
CBH DITS 045j	Testing	DITS PMO will co-ordinate the post implementation testing for all new services and or hardware.	Sam Collins	10-Apr-2024	15-Nov-2025
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	10-Apr-2024	01-Jun-2024
CHB DITS 045c	Undertake a 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	10-Apr-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	10-Apr-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	10-Apr-2024	01-Jun-2024
CHB DITS 045f	Remediation Plan	The Facilities Management (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 will outline the necessary steps to migrate or upgrade the affected connections to alternative and sustainable communication solutions.	Richard Gentry; Luca Pagliaroli; Dorian Price; Chris Rawding; Paul Roberts; Trevor Ulla	10-Apr-2024	06-Sep-2024
CHB DITS 045k	Continuous Monitoring	DITS 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	10-Apr-2024	31-Dec-2025

							indicator
CR29 Information Management 08-Apr-2019 Caroline Al-Beyerty	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: a) Not being able to use relevant information to draw insights and intelligence and support good decision-making. b) Vulnerability to personal data and other information rights breaches and non-compliance with possible significant ICO fines or other legal action. c) Waste of resources storing information beyond usefulness.		12 DITS have completed the Data Maturity Assessment facilitated by Microsoft / Hitachi Solutions. This has served to establish priority areas of focus and will be used to inform a refresh of the current IT Strategy. Transformation Funding has been secured to progress with the short term recommendations of the assessment with initial actions due for completion by end of March 2024. 10 Apr 2024		6	31-Mar-2024	
						Reduce	Constant

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
CR29j	Draft Data Strategy	Data is a core component of the future DDaT Strategy. The workshops now complete and the draft document has been circulated more widely for comment	Sam Collins	10-Apr-2024	31-Mar-2024
CR29l	Remediate Data Maturity Assessment	A temporary PowerBI Architect and Data Governance Officer were recruited and are implementing the recommendations from the Data Maturity Assessment completed last year. A Head of Data role has been recruited as a 12 month secondment	Sam Collins	10-Apr-2024	31-Mar-2024

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 DITS 044 Business Intelligence (PowerBI) - Technical Support 26-Feb-2024 Sam Collins	Cause: There is a lack of capability and capacity within DITS technical support for the Corporate Business Intelligence Tool (Microsoft PowerBI). This was raised as a concern but was not addressed through the TOM in 2022. Event: There is an increasing reliance upon PowerBI for Corporate Reporting across COL and COLP and already it is being used for tracking Climate Action (COL), Key Corporate Information (COL) and NICHE (COLP). Effect: DITS are unable to resolve technical support issues and ensure that COL / COLP are adhering to best practice in terms of the use of PowerBI Gateways, automation of		Following the outcome of the Data Maturity Assessment with Hitachi alternative roles for a Head of Data and Data Engineer have been redrafted and approved at the Job Evaluation Board. The Head of Data role will be out to recruitment again in January 2024. 10 Apr 2024		31-Aug-2024	
						Constant

	reporting, cleansing, and sharing of datasets. PowerBI would become a 'Digital Veneer' masking a significant amount of poor practice in terms of disparate datasets and manual practices							
--	--	--	--	--	--	--	--	--

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date