

ICT Full Risk Review Report with dates

Entity: ICT and Digital (including children), Risk Assessment open, Current Risk version, Exclude confidential risks, Risk is open

Risk	Risk Description	Risk Owner	Inherent Risk Score	Existing Control Measure	Residual Risk Score	Risk Response Category	Target Risk Level	Action Plan	Action Plan Owners	Action Due Date
ICT and Digital										
<i>Items in Group: 12</i>										
A cyber attack results in the loss of council systems and the potential loss of data and may significantly impact upon the councils finances, operations, reputation, and regulatory compliance status.	A cyber attack results in the loss of council systems and the potential loss of data and may significantly impact upon the councils finances, operations, reputation, and regulatory compliance status.	Lee Brophy (ICT Service Delivery Lead) Marianne Hesketh (Corporate Director Communities) Clare James (Corporate Director Resources)	9	A reserve exists to meet the cyclical and one-off costs related to ICT and with nearly £1m in this reserve as at 31 March 2021 it is at a robust level to meet additional cyber security costs. The reserve will continue to be monitored and increased as and when balances permit and the need arises.	9	Treat	3	The compilation of a draft CSRP using the Local Resilience Forum template is in the process of being completed by the Deputy Emergency Planning Officer and agreed with the Corporate Director of Resources.	Peter Mason (Head of Contact Centre)	01/06/2022
				All aspects of a cyber risk e.g. incident response and recovery, business continuity, determining priorities, minimising impacts, communication, support are standing items on the IT Steering Group.				Options for a fully managed DR service are being discussed with an external provider.	Lee Brophy (ICT Service Delivery Lead) Clare James (Corporate Director Resources)	28/05/2022
				Tenable Software Solution (first line of defence) has been procured.				National Cyber Security Centre (NCSC) good practice questionnaire is in the process of being completed and is to be reviewed at the next ICT meeting.	Lee Brophy (ICT Service Delivery Lead) Clare James (Corporate Director Resources) Peter Mason (Head of Contact Centre)	28/05/2022
								Cyber security training packages on Learning Pool have been reviewed and tested. There are a couple of issues that need to be rectified prior to this training being rolled out across the council (Learning Pool does not currently recognise / register when someone has completed the training, can the system notify when refresher training is due (after 12 months).	Lee Brophy (ICT Service Delivery Lead) Clare James (Corporate Director Resources) Peter Mason (Head of Contact Centre)	28/05/2022
								Technical DR plan to be compiled to include a service charge.	Lee Brophy (ICT Service Delivery Lead) Jordan Cartmell (ICT Service Desk Lead)	30/09/2022
An IT Strategy is not in place resulting in no clear direction for the IT service.	An IT strategy outlining the objectives for the delivery of the IT service, it's resources and operations has not been documented and agreed by Senior Managers to ensure the IT service is effective.	Lee Brophy (ICT Service Delivery Lead) Clare James (Corporate Director Resources)	4		4	Treat	1	A Digital Transformation Strategy (DTS) has been compiled and is to be presented to CMT on 25th May 2022. A draft IT strategy linking to the (DTS) is in the process of being compiled and is to be reviewed by Pete Mason, Lee Brophy and Clare James and then be discussed with CMT.	Lee Brophy (ICT Service Delivery Lead) Clare James (Corporate Director Resources) Peter Mason (Head of Contact Centre)	25/05/2022
								The roles and lines of responsibility between IT and service units in relation to the operation and management of systems is being compiled as part of a service catalogue.	Lee Brophy (ICT Service Delivery Lead) Clare James (Corporate Director Resources) Peter Mason (Head of Contact Centre)	30/09/2022

Risk	Risk Description	Risk Owner	Inherent Risk Score	Existing Control Measure	Residual Risk Score	Risk Response Category	Target Risk Level	Action Plan	Action Plan Owners	Action Due Date
Business Continuity and Disaster Recovery plans are inadequate affecting service delivery following a major incident.	The current Business Continuity and Disaster Recovery plans have not been reviewed or tested to ensure council systems meet business needs in the event of major incident occurring.	Lee Brophy (ICT Service Delivery Lead) Clare James (Corporate Director Resources) Stephanie Wright (Insurance Officer)	4	Backups are in place and copies are held on site and off site in the cloud.	4	Treat	2	A Disaster Recovery Plan still requires developing for those systems which are not cloud based. The biggest risk is the potential loss of storage / hosts which if this occurs could result in the loss of systems for an extended period of time. Options to mitigate this risk to be discussed with CMT with a view to a PH report to request funding.	Lee Brophy (ICT Service Delivery Lead) Peter Mason (Head of Contact Centre)	30/09/2022
ICT actions identified by external audit are not implemented leaving the council exposed to risk of unauthorised access / changes to systems and data and inability to recover systems following an unexpected event.	During the reviews undertaken by the councils external auditor Deloitte as part of the 2021 annual accounting process, a number of ICT observations were made relating to access rights, classification of data, Disaster Recovery etc. requiring action to mitigate any risk to the council.		4	The majority of ICT actions identified by external audit have been reviewed and addressed as appropriate. ICT are in the process of digitalising all forms in conjunction with HR. Going forward all new starters will have system profiles that are specific to their needs (no profile copying will take place).	2	Treat	1	A copy of the data leakage risk assessment is going to be sought from Deloitte.		11/06/2022
Lack of resource, knowledge of specific systems and skills within the service.	The loss of experienced staff within the IT department in recent years has resulted in a lack of resource, experience and knowledge of key systems .	Lee Brophy (ICT Service Delivery Lead)	6	Wider ICT structural review has been completed to ensure service is fully resourced and to identify any skills gaps.	4	Treat	2	ICT is now nearly fully resourced, they just need an apprentice which they are aiming to fill with a college/school leaver.	Clare James (Corporate Director Resources) Peter Mason (Head of Contact Centre)	05/09/2022
Loss of the council telephone system preventing the delivery of council services to residents	The Mitel telephone system is the councils main telephone system. However, the reliability of this system continues to reduce due to the age of this and the capability of the hardware / memory capacity increasing the risk of system downtime.	Lee Brophy (ICT Service Delivery Lead)	3		3	Treat	1	A replacement for the Mitel system or migration to a hosted service is being considered. Demos have been seen and a scoping document setting the system requirements is to be produced.	Lee Brophy (ICT Service Delivery Lead)	31/05/2022
Public Sector Network (PSN) certification	Public Sector Network (PSN): external accreditation of council systems is required annually to ensure that the councils security arrangements, policies and controls are sufficient to allow the council to interact with the PSN and those organisations connected to it. Annual accreditation due in April /May and now overdue. Should the councils systems fall below the required standards, access to the network will be withdrawn affecting service provision.		3	Tenable Software Solution (first line of defence) should help to reduce the number of issues requiring action going forward.	2	Treat	1	Action plan highlighting findings from the penetration testing and actions needed to improve controls received. Now 60% complete.	Lee Brophy (ICT Service Delivery Lead)	01/07/2022
Security updates are no longer received for Windows 7 and Server 2008 after these platforms reach their end of life, leaving these susceptible to malicious attacks.	A number of servers and desktops are reaching their end of life. The process to migrate all the systems currently held on these, particularly Server 2008 is lengthy, leaving these systems susceptible to attack after the support expires.		2	A licence for server 2008 has been extended until January 2023.	2	Treat	1	Windows 7 is close to being retired. The last remaining users to be identified and seek to transfer over if possible. Replacement of the storage area network (SAN) required. Costs for replacement to be obtained and then PH approval obtained.	Lee Brophy (ICT Service Delivery Lead) Jordan Cartmell (ICT Service Desk Lead)	31/05/2022
Single points of failure exist in key systems resulting in service delivery being affected during staff absence.	The systems administration and operation of a number of key council systems and associated processes is completed by one member of staff and during their absence this role cannot be completed affecting service delivery.		6	The Lagan system which was one of the systems considered to have a single point of failure is no longer in use and the new CSX system has more users so is no longer a concern.	2	Treat	1	All systems that are classed as having single points of failure (e.g. IDOX) will be identified during the compilation of the service catalogue and addressed. Current concerns relate to IDOX and Civica Financials.	Lee Brophy (ICT Service Delivery Lead) Jordan Cartmell (ICT Service Desk Lead) Peter Mason (Head of Contact Centre)	01/09/2022

Risk	Risk Description	Risk Owner	Inherent Risk Score	Existing Control Measure	Residual Risk Score	Risk Response Category	Target Risk Level	Action Plan	Action Plan Owners	Action Due Date
Support for the comino scanning system ceases following the end of the civica contract on the 31/3/22.	The comino scanning system, which is owned by Civica is being replaced and the data held on this system is to be migrated to a new system with Northgate. However, the civica contract is ending on the 31/3/22 and support for the comino system may cease due to the end of the contract or additional fees may be required to resolve any system issues.	Peter Mason (Head of Contact Centre)	6		6	Treat	2	Northgate contract in place for the new scanning system. Project plan awaited showing specific times / dates for migration of documents. Legal to review their files to ensure all docs an be scanned. Temporary member of staff to be recruited to complete the scanning of legal files.	Lee Brophy (ICT Service Delivery Lead) Peter Mason (Head of Contact Centre)	30/09/2022
The council is unable to progress hybrid working due to lack of appropriate equipment, tools and training.	Following the Covid 19 pandemic, the council are implementing hybrid working, enabling staff to work their contracted hours whilst based in the office or at home. However it is not known what equipment, tools and training is needed across the council in order to facilitate this effectively.		6	Hybrid working group established.	2	Treat	1	Re-introduce corporate roll outs of all new systems and software e.g. Teams, Office 365	Lee Brophy (ICT Service Delivery Lead)	30/06/2022
The PARIS system which contains a lot of financial data is no longer supported therefore keeping this system on the server poses new risks.	The PARIS system which contains a lot of financial data is vulnerable to attack as it is no longer supported and patched therefore keeping this system on the server poses new risks.		4	The Civica system is now located on an external server therefore a major incident e.g. flood / fire would no longer impact on the infrastructure of this system.	4	Treat	2	The PARIS system needs retiring however it holds financial payment data up to June 2021 and is still needed. Options for external support to hold this data is to be explored.	Lee Brophy (ICT Service Delivery Lead)	30/06/2022
								Explore a third party provider re Power BI for PARIS system.	Lee Brophy (ICT Service Delivery Lead)	30/09/2022