ICT Full Risk Review Report With Last Review Comments

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

Risk	Risk Description	Inherent Risk Score	Existing Control Measure	Residual Risk Score	Risk Response Category	Target Risk Level	Action Plan	Action Plan Owners	Action Due Date	Last Review Comment
ICT and Digital							**Items in Group: 6**			
01) An emergency incident (such as 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.	An emergency incident (such as 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.	9	A reserve exists to meet the cyclical and one-off costs related to ICT and with nearly £1.5m in this reserve as at 31 March 2022 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.	6	Treat	3	A draft CSRP using the Local Resilience Forum template has been completed by the Deputy Emergency Planning Officer and final amendments have been agreed with the Corporate Director of Resources. The final suggested amendments will be made and the draft document presented to CMT ASAP.	Clare James (Corporate Director Resources) Stephanie Wright (Insurance Officer)	30/06/2023	Risks reviewed and update following quarterly risk workshop 02/05/23
			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 agenda.				A Portfolio Holder report (ICT Cyber Resilience and Disaster Recovery Measures) has been produced setting out options for the storage of back-ups. It has been agreed that a secondary site is to be established at Copse Road Depot. This secondary site would incorporate sufficient infrastructure to run our server estate at full capacity. The decision will be implemented over the coming months.	Lee Brophy (ICT Service Manager) Clare James (Corporate Director Resources)	30/06/2023	
			Tenable Software Solution (first line of defence) has been procured, installed and is working well.				Cyber security training is now available on Learning Pool and has been rolled out across the authority. To date over 200 employees have completed this training. A report to identify those that have not yet completed the training and to ascertain those that need still need to for their role has been sought and those officers contacted requesting completion. An annual refresher reminder needs to be set.	Lee Brophy (ICT Service Manager) Jane Collier (Human Resources Manager and Deputy Monitoring Officer) Clare James (Corporate Director Resources)	30/06/2023	
			A full server inventory has been produced in SharePoint							
			A Technical Disaster Recovery (DR) plan (wider council plan and a technical plan) has been compiled which includes a full service catalogue and skills matrix (setting the roles and lines of responsibility between IT and service units in relation to the operation and management of systems).							
			All new starters are required to sign the refreshed ICT Computer Use Policy. New starters are sent the policy as part of their new starter pack and have to sign and return it on their first day. This policy will be rolled out to all existing employees and Elected Members before the 1 March 2023.				A cyber package from Viper is being explored (demos currently being sought) and if considered suitable will be rolled out to strengthen the council's cyber package. This will need to be managed outside of the council's Learning Pool system.	Lee Brophy (ICT Service Manager)	30/06/2023	
			Completion of the Data Protection and Cyber Security training modules on Learning Pool is mandatory for all new starters.				Consider using the LGA 360 degree Cyber Security appraisal.	Clare James (Corporate Director Resources)	29/12/2023	
			Cyber security funding of £125k has been secured to strengthen disaster recovery arrangements.							
			Regular risk workshops take place.							
			The National Cyber Security Centre (NCSC) good practice questionnaire has been completed and reviewed by all required officers. This questionnaire provides a good baseline which will be periodically reviewed going forward.							
			National Cyber Security Centre (NCSC) good practice questionnaire has been completed and reviewed by all required officers. This questionnaire provides a good baseline which will need to be periodically reviewed.							

Risk	Risk Description	Inherent Risk Score	Existing Control Measure	Residual Risk Score	Risk Response Category	Target Risk Level	Action Plan	Action Plan Owners	Action Due Date	Last Review Comment
			A Technical DR plan (wider council plan and a technical plan) has been compiled which includes a full service catalogue and skills matrix (setting the roles and lines of responsibility between IT and service units in relation to the operation and management of systems). This document has been reviewed by the Corporate Director of Resources. This document will be regularly reviewed and updated accordingly going forward.							
02) 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, knowledge of key systems and may give rise to single points of failure in key systems resulting in service delivery being affected during staff absence.	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. Currently shortlisting for the 1st line Help Desk Officer post.	Lee Brophy (ICT Service Manager) Jordan Cartmell (ICT Service Desk Lead) Clare James (Corporate Director Resources)	30/06/2023	Risks reviewed and update following quarterly risk workshop 02/05/23
			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 CXM system has more users so is no longer a concern.							
			Apprentice in post.							
			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 be addressed. Current concerns relate to IDOX and Civica. Recruitment of an IDOX administrator being considered.							
			All systems classed as having single points of failure (e.g. IDOX) were identified during the compilation of the service catalogue. Concerns identified relating to IDOX have since been addressed, two Contact Centre staff are now picking up the IDOX role within their role, a number of procedures and processes have now been fully documented and additional support is now being provided through the IDOX contract.							
03) 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.	3		3	Treat	1	A replacement for the Mitel system has been agreed and a contract with 8X8 is expected imminently. Once signed off the system will be implemented and will run in parallel with the Mitel system until this contract expires in October 2023. Next steps include the procurement of all necessary equipment (hand sets etc) and compilation of FAQ's for staff.	Lee Brophy (ICT Service Manager)	30/06/2023	Risks reviewed and update following quarterly risk workshop 02/05/23
04) 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 ended 31/3/22 and support for the comino system ceased.	6	NDL have completed the bulk of the document extraction from the Comino system, meaning we have a form of backup of a significant amount of the data.

The NEC test system is in place and available, we will be adding data as soon as we have a break down of 1yrs worth of data from NDL. This should be provided very soon.

Training has also commenced, but some dates now pushed back due to NEC's lack of availability. | 6 | Treat | 2 | Test system built and testing underway, awaiting feedback of testing before moving into live. | Lee Brophy (ICT Service Manager) Peter Mason (Head of Contact Centre) | 30/06/2023 | Risks reviewed and update following quarterly risk workshop 02/05/23 |

Risk	Risk Description	Inherent Risk Score	Existing Control Measure	Residual Risk Score	Risk Response Category	Target Risk Level	Action Plan	Action Plan Owners	Action Due Date	Last Review Comment
05) 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 is no longer an active system. However, this contains a lot of financial data and 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 data is being migrated to a new server. ICT to liaise with Finance to understand the data / reports they require.	Lee Brophy (ICT Service Manager)	31/07/2023	Risks reviewed and update following quarterly risk workshop 02/05/23
							The PARIS system data is being migrated to Sequel for reporting needs.	Lee Brophy (ICT Service Manager)	31/07/2023	
06) TV Licence for all Council Buildings	The council may be at risk of prosecution/being fined if a staff member or a member of the public is found to be watching or recording TV on any channel via any TV service, (e.g. Sky, Virgin, Freeview, Freesat) watches live on streaming services (e.g. ITVX, All 4, YouTube, Amazon Prime Video, Now, Sky Go) or uses BBC iPlayer on any council premises that does not have a company group TV licence.	2		2	Tolerate	1	Information on licence requirements to be obtained.	Lee Brophy (ICT Service Manager) Katherine Pye (Engineering, Depot and Emergency Planning Manager)	30/06/2023	Risks reviewed and update following quarterly risk workshop 02/05/23. It look's like the council only has one TV licence which covers the Civic Centre on cost code 6412/46202 but does not cover other council buildings e.g. Fleetwood Market, Marine Hall, YMCA, Copse Road.