

Appendix 4 - Joint ICT Service Area RISK REGISTER as at: 31st December 2022

Current Risks

Risk UID	Risk	Consequences	Gross Risk (Probability x Severity)	Mitigating Actions	Net Risk (Probability x Severity) Taking into Account Current Controls	Risk Owner
01	Cyber security attack which severely impacts ICT systems and data. E.g. Ransomware attack rendering access to ICT unavailable for some time.	<ul style="list-style-type: none"> Reduced service whilst resources are diverted to impacted authority 	4x4= 16	<p>The Council works in partnership with a range of partners on its Emergency Planning arrangements to ensure that we operate in line with best practice.</p> <p>All authorities have Business Continuity plans in place which identify key risks and mitigation.</p>	4x3= 12	Joint Management Team / AD-ICT
02	Increase in cost of the service	Pressure on partner budgets.	3 x 4 = 12	Savings realised by partners, strong governance in place. Sterling impact on licensing, hardware, and services a concern.	2 x 4 = 8	Joint Management Team
03	A member of the partnership withdraws	Potential short term costs and increase in service costs	1 x 4 = 4	Exit Strategy drafted, strong governance in place. Benchmarking undertaken and value for money demonstrated.	1 x 4 = 4	Joint Management Team
04	Conflicting requirements for cost reductions	Reduction of SLA targets and withdrawal of aspects of the service	3 x 4 = 12	Annual budget review process in place	2 x 4 = 8	Joint Management Team
05	Uneven demands for resource	Partners gaining inequitable share of available resources	3 x 3 = 9	Project resource management and monitoring introduced.	2 x 3 = 6	Assistant Director - ICT

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06	Staff retention	High turnover of staff in a service can lead to drops in productivity and service levels	2 x 4 = 8	Current team has high morale and relatively low sickness rates. Low staff turnover rates.	2 x 4 = 8	Join ICT Delivery Manager
10	Insufficient capacity within service to meet business demands	Unable to deliver key projects for partners	5 x 3 = 15	Effective prioritisation by corporate management. Funding considered on a project by project basis.	3 x 3 = 9	Joint Management Team
11	Impact of long term sickness absences on service	Backlog of service requests and failure to meet KPI's. Conflict in resource demand for projects and changes	5 x 3 = 15	Monitor workloads, raise awareness with user groups, joint management team and senior management as appropriate, reprioritise workloads, and re allocate workload across teams. Manage expectations	5 x 2 = 10	Joint Management Team
13	Impact on revenue budgets of currency fluctuations	A weakening of sterling results in increased revenue costs for our software license subscriptions and some hardware related costs as the vendors are US Dollar based organisations	5 x 3 = 15	Where possible some procurements can be brought forward to avoid upcoming increases. Consideration for multiyear agreements to 'lock in' pricing may help in short term.	5 x 3 = 15	Assistant Director - ICT
14	Additional resource requirements since Covid and new ways of working, impacting service delivery / SLA	Increasing number of calls logged and outstanding calls. Greater reliance and demand on ICT than pre-covid.	5 x 3 = 15	Monitor workloads, raise awareness with user groups, joint management team and senior management as appropriate, reprioritise workloads, and re allocate workload across teams. Manage expectations. Investigate consultancy opportunities and temporary additional resource.	5 x 2 = 10	Joint Management Team

Closed or Mitigated Risks

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15	Anticipated cost savings not realised	Key benefit to partners not achieved.	3 x 5 = 15	Savings delivered additional actions to be documented and monitored in a Cost Savings Plan	1 x 5 = 5	Assistant Director - ICT
16	Loss of Pioneer House facility	ICT and DR services could not operate from this site	2 x 5 = 10	Staff can work remotely and at partner sites. DR service loss for duration.	1 x 4 = 4	Assistant Director - ICT
17	Comprehensive Spending Review/Grant Settlement	Unexpected reduction in funding would damage ability to deliver service at current levels	3 x 5 = 15	Joint monitoring of performance, budget and risk	2 x 5 = 10	Joint Management Team
18	Failure to achieve PSN compliance	Loss of access to key systems for Benefits, electoral registration and contact centres teams	2 x 5 = 10	Maintain priority within service and maintain resource levels	1 x 5 = 5	Joint Management Team