

Appendix 4 - Joint ICT Service Area RISK REGISTER as at: 30th June 2023

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 |

Appendix 4 - Joint ICT Service Area RISK REGISTER as at: 30th June 2023

| | | | | | | |
|----|---|--|------------|---|------------|---------------------------|
| 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 post Covid with new ways of working more heavily reliant on ICT impacting service delivery / SLA | Increasing number of calls logged and outstanding calls. Greater reliance and demand on ICT than pre-covid. More staff roles requiring access to ICT. | 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

Appendix 4 - Joint ICT Service Area RISK REGISTER as at: 30th June 2023

| Risk UID | Risk | Consequences | Gross Risk (Probability x Severity) | Mitigating Actions | Net Risk (Probability x Severity) Taking into Account Current Controls | Risk Owner |
|-----------------|--|--|--|--|---|--------------------------|
| 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 |