

# APPENDIX 2 - ICT STRATEGY RISK ASSESSMENT FOR CITY EXECUTIVE BOARD - THURSDAY 11 JUNE 2015

10. **ICT Strategy 2015 - 2018** (Pages 3 - 4)

This is Appendix 2: Risk Register to the ICT Strategy report (pages 71 – 84) on the main agenda.

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Title	Risk description	Opp/ threat	Cause	Consequence	Date Raised	Owner	Gross		Current		Residual		Comments	Controls				
							I	P	I	P	I	P		Control description	Due date	Status	Progress %	Action Owner
Skills	Insufficent breadth and depth of skills to respond to operational issues or support ICT work plan	threat	limited skills in some ICT technical areas or single points of resource for key applications	unable to resolve operational issues for live services; slow progress on development projects	ongoing	ChiefTechnology and Information Manager	3	4	3	3	2	2	skills matrix in place for Service Desk team	create matrix of current skills and actively manage gaps through staff development and appraisals	10/2015	in progress	50%	ChiefTechnology and Information Manager
Budget	Unable to deliver ICT services within agreed budget (including committed savings)	threat	Lack of budget planning or unforeseen costs mean budget is exceeded	Service levels reduced and projects delayed	ongoing	ChiefTechnology and Information Manager	2	3	2	2	2	1	2014/15 budget savings delivered; on target for projected savings in 2015/16	regular review of current contracts; reduce reliance on contractor resource; forard planning of project expenditure	06/2015	in progress	80%	ChiefTechnology and Information Manager
Capacity	Unable to deliver ICT work programme to allow business to deliver service plans	threat	Insufficient resource to meet demands and teimscales of business users / service plans	Business does not delvier their service plans; projects delayed; business areas lose confidence in ICT service	ongoing	ChiefTechnology and Information Manager	2	4	2	3	2	2	Verto implem,ented to document nad manage ICT projects	close co-operation between Transformation and ICT when planning projects; ITIL training for ICT staff	06/2015	in progress	90%	ChiefTechnology and Information Manager
Technology	Service does not keep pace with technology and industry developments	threat	Too much focus on operational service means strategic ICT issues and trends not considered in service design	New opportunities for service improvement and smarter way sof working are missed	02/2015	ChiefTechnology and Information Manager	2	2	1	1	1	1	preented at LG strategy forum June 2015	active participation in LG ICT events; regular attendance at industry briefings;	12/2015	in progress	75%	ChiefTechnology and Information Manager
Contract Management	Service deteriorates due to large number of suppliers used for ICT services	threat	Move away from County increases number of suppliers to be managed and possibilities of one supplier blaming another	Service deteriorates and ICT management unable to develop postive constructive relationships with suppliers	02/2015	ChiefTechnology and Information Manager	2	2	2	2	1	1	ICT already working with external advisors to ensure that supplier arrangements are fit for purpose	multi vendor working is included the the ICT partner ITT evaluation	07/2015	in progress	80%	ChiefTechnology and Information Manager

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