**ICT – Service Area Risk Register – February 2007**

(Note: **Bold** text indicates that the risk has been assessed as being above the Council's tolerance line on the prioritisation matrix and therefore needing further attention to manage the risk. Service managers need to prepare management action plans for these risks.)

| No | Rating | Vulnerability | Trigger | Possible Consequences (including Reputation) |
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| 1 | B4 | Systems failure caused by virus/Trojan infection | Virus/Trojan introduced to the authority via external means (email, web access etc) or most vulnerable, via internal systems such as laptop, floppy disk, USB key | • Systems shutdown<br>• Systems compromised<br>• Sensitive information given to 3rd parties<br>• Unable to carry out normal business, loss of service for citizen.<br>• Affects some or worst case, all staff with potential to impact on other partners |
| 2 | B4 | Data corruption affecting single system – unlikely to affect multiples at any one time | Systems and business applications non-functioning due to data corruption. | • Line of business application unavailable.<br>• Incorrect information/data gates through system giving rise to errors which could have impact on services especially in event of financial management<br>• Lack of service for public<br>• Possible issue with accounting services, payments etc<br>• Affects staff directly involved and customers if service unavailable |
| 3 | B4 | System upgrades | Degraded service | • System upgrade affects performance of other services.<br>• Service delivery become unviable.<br>• Direct affect on members of the public.<br>• Front line staff / Contact Centre unable to service requests. |
| 4 | C3 | Data backup failure | Inability to return a system or systems to operational state in event of failure (data or hardware) | • Critical business application unavailable.<br>• Delays in restoring services due to need to return data from other systems (inc. manual).<br>• Risk of incorrect data<br>• Lack of service for public<br>• Possible issue with accounting services, payments etc<br>• Affects staff directly involved and customers if service unavailable |

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| 5 | C3 | Staff / Resources unavailable | Staffing issues through illness or reduced numbers (redundancy, leaving etc) | • Unable to service demands which could lead to service degradation for departments.<br>• Project timetables slip having affect on ability to provide service.<br>• Loss of corporate cohesion as departments 'do their own thing' – also potential for non compatible systems and increased costs.<br>• Possible impact on PI's and possible non compliance with government agendas (eGov, Gershon etc)<br>• Potential loss of grant monies and other revenue support.<br>• Worst case – unable to service requirements of other identified risks. |
| 6 | C3 | 3rd party dependencies | Project slippage | • Service delivery affected by delay in achieving project timetables.<br>• Service areas unable to comply with legislative requirements.<br>• Ability to provide correct information from systems compromised.<br>• Other developments unable to progress. |
| 7 | B5 | Systems failure due to power outage or environmental failure | Power supplies fail and/or environmental systems fail causing shutdown or system damage | • No access to systems or service.<br>• Delays in getting service back<br>• Unable to carry out normal business<br>• Hardware non functional<br>• Affects some or worst case, all staff with potential to impact on other partners<br>• Possible long term issues due to unknown implications |
| 8 | C4 | System hardware failure | System or systems unavailable due to hardware failure | • Critical business application unavailable.<br>• Possible delays whilst DR options invoked<br>• Possible data corruption as direct result<br>• Lack of service for public<br>• Possible issue with services - accounting, payments etc<br>• Affects staff directly involved and customers if service unavailable |

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|---|---|---|---|---|
| 9 | C5 | Loss of connectivity to 'outside world' | Communications and data links fail / degrade | • Inability to conduct efficient business.<br>• Loss of connection to email and internet would affect Contact Centre and customer facing services.<br>• Loss of connection to Waterbeach would affect ability to deliver direct services to resident / citizens.<br>• Loss of connection to 3rd parties would affect ability to deliver services via systems i.e. BACS, Cash Receipting etc. |