

Information and Technology Information Security Risk Update

February 2017



Risk 3.1

If there is an outage and ICT systems are not restored quickly and effectively, then service delivery could be impacted upon.

Current Risk Score is 15

Residual Risk Score is 9



Consequences of risk 3.1

Service delivery

Disruption to day to day operations
Unable to deliver critical services
Loss of self-serve and other access channels for customers

People

Alternative business continuity arrangements
result in backlogs of work

Reputation

Negative stories in the press
Key partners impacted may influence contract renewals

Financial

Potential penalties
Additional costs related to internal and external recovery

- Critical system list completed and built into service desk and DR recovery processes
- Service Business Continuity plans developed for all critical services
- Disaster Recovery testing completed on all critical systems
- Romulus Court data centre can recover services within agreed timescales
- Host server automatically re-allocates services to another service within minutes
- Property able to provide power resiliency following recent updates to testing generators
- Updated frequency of 'snapshots' enabling data to be restored to a more recent time ➔
- Server virtualisation programme complete
- New County Hall data centre completed. The move to new data centre also constituted a full DR test. This was achieved with minimal impact.
- Workshop on cyber security produced 17 recommendations. These have been actioned and where necessary become part of business as usual.
- The Council is currently insured against certain risks relating to cyber attacks by way of a Cyber Breach Insurance Policy which commenced on the 28.10.2016. The policy is complemented by a strong post loss support service which is where the majority of claims costs arise.

Risk 3.2

If there is a failure to protect the integrity, confidentiality and access to data and information then there could be a breach of information security.

Current Risk Score is 16

Residual Risk Score is 12



Service delivery

Diminished public trust in the ability of the Council to provide services

Disconnected from PSN services as failure to comply with Code of connection standards would impact on service delivery

People

Loss of confidential information compromising service user safety

Severe negative impact on people's lives

Reputation

Loss of reputation with service users and key partners

Financial

Significant fines from regulators, currently up to £500,000 (may increase)

- Information Security and Acceptable Use Policy in place
- PSN compliance achieved
- Regular penetration and enhanced IT health checks conducted every 6 months
- Improved guidance about data transfer tools in place on CIS
- Programme of communications in place to re-inforce security practices. This has included increased communication and guidance on cyber security issues
- Mobile device management process in place
- Security governance arrangements in place
- Overarching E-learning for all staff in place
- Induction process includes requirements around information security.
- New refresher course on Information Security is online on the new LMS
- Improved monitoring of e-learning completion through new LMS which was implemented on 6th June 2016.
- New firewall in place providing two layers of security protection in line with PSN best practice
- Intrusion Detection Policy and software in use. Trailing new threat analytics tool.

Further actions for risk 3.2

There are plans in place to reduce the risk even further:

Continuing work on perimeter security

A perimeter security roadmap has been produced and being worked on.

Increase take up of corporate e-learning

The Council needs to improve the take up of its training. New training has been produced and will be launched early in 2017. All staff with access to the learning system will be enrolled. Face to face training is also being created.

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The aim is that this will reduce the risk score to 8

Any Questions?

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