Risk Reconciliation Report

Significant changes to risks under the remit of the Digital Innovation and Efficiency Committee since they were last presented in October 2017.

RM010 - The risk of the loss of key ICT systems including:

- internet connection;

- telephony;

- communications with cloud-provided services; or

- the Windows and Solaris hosting platforms.

Progress has been made with the mitigations listed within the risk. Key progress includes;

- New client service security for Windows 10 has been successfully implemented and is being enforced as the new build rolls out.

- The Disaster Recovery site has now been modified to the specifications required, and building work is complete. The Disaster Recovery site is ready to host the server, network and storage DR equipment, which will be moved into the identified site providing full failover facilities in the event of loss of County Hall.

RM14223 - Payment Card Industry compliance of call monitoring system

- New pay.net system is currently scheduled to go live in September 2018, where the Customer Service Centre will transfer calls to a payment line, removing the need to take credit card details.