



# ICT Operations Assurance

Top 5 ICT Risks – March 2014

# Summary

- The review considered 33 survey returns representing 38 agencies \*
- 216 risks were reported – 10 extreme (red), 18 high (amber), 117 medium (yellow), 1 low (green)
- The top 5 risk categories identified in the survey were:
  1. Information Security Management (26%)
  2. Service Continuity Management (18%)
  3. Service Portfolio Management (16%)
  4. Capacity Management (15%)
  5. Supplier Management (8%)
- Information Security Management is the number one issue that agencies were focussing on
- Ageing ICT systems were identified as a common theme across service continuity management, service portfolio management and capacity management
- Business demands / priorities (i.e. the pace and volume of change) was a common theme across capacity management and supplier management

# ICT Risk Survey Results



# Information Security Management

Theme	Risk Count	%
Identity & Access Management	11	20%
Cyber Attack	10	18%
Security Policy & Training	10	18%
Privacy Breach	9	16%
Security Breach	7	13%
BYOD & Mobility	3	5%
Physical Security	3	5%
Miscellaneous	3	5%
<b>Totals</b>	<b>56*</b>	<b>100%</b>

\*1 risk was not classified

- Identified lack of security basics:
  - Policy and Awareness
  - Identity and Access management
- Vulnerabilities due to ageing systems

# Service Continuity Management

Theme	Risk Count	%
Limited DR Capability	15	39%
Loss of Critical Systems	12	32%
Lack of Integration with BCP	7	18%
Ageing ICT Systems	2	5%
Miscellaneous	2	5%
<b>Totals</b>	<b>38*</b>	<b>100%</b>

\*1 risk was not classified

- Limited DR capability (no recent testing of capability)
- Lack of DR integration with BCP (including testing)
- Natural disaster (co-location of primary and alternate data centres)
- Need for a current BIA to validate critical systems

# Service Portfolio Management

Theme	Risk Count	%
Ageing ICT Systems	28	80%
Miscellaneous	5	14%
Lack of Project Governance	2	6%
<b>Totals</b>	<b>35</b>	<b>100%</b>

- Key risk relates to ageing ICT systems:
  - Lack of strategy, prioritisation and funding needed to replace ageing systems
  - Shortage of skill set to support ageing systems

# Supplier Management

Theme	Risk Count	%
Poor Vendor Management Practices	4	25%
Miscellaneous	4	25%
Business Demands / Priorities	3	19%
Service Continuity - 3rd Party Reliance	3	19%
3rd Party Access	2	13%
<b>Totals</b>	<b>16</b>	<b>100%</b>

\*2 risks were not classified

- Increased reliance on third parties requires robust monitoring and assurance of providers

# Capacity Management

Theme	Risk Count	%
Loss of Key Personnel	11	34%
ICT Personnel Capacity Constraints	7	22%
Business Demands / Priorities	7	22%
Recruitment & Retention	4	13%
Technical Capability	3	9%
<b>Totals</b>	<b>32</b>	<b>100%</b>

- Significant resource risk due to limited labour pool
- Migration to IaaS, DaaS, etc., will help mitigate this risk in certain areas