

Calgary



AC2018-0133 Information Technology Risk Management Annual Update

2018 Feb 13

IT's Direction

“As a leader in municipal information technology, we will evolve our business *relationships* and *services*, strengthen our *infrastructure* and improve our *agility*.”





IT Solutions and Support

Workforce Productivity



Infrastructure and Platforms

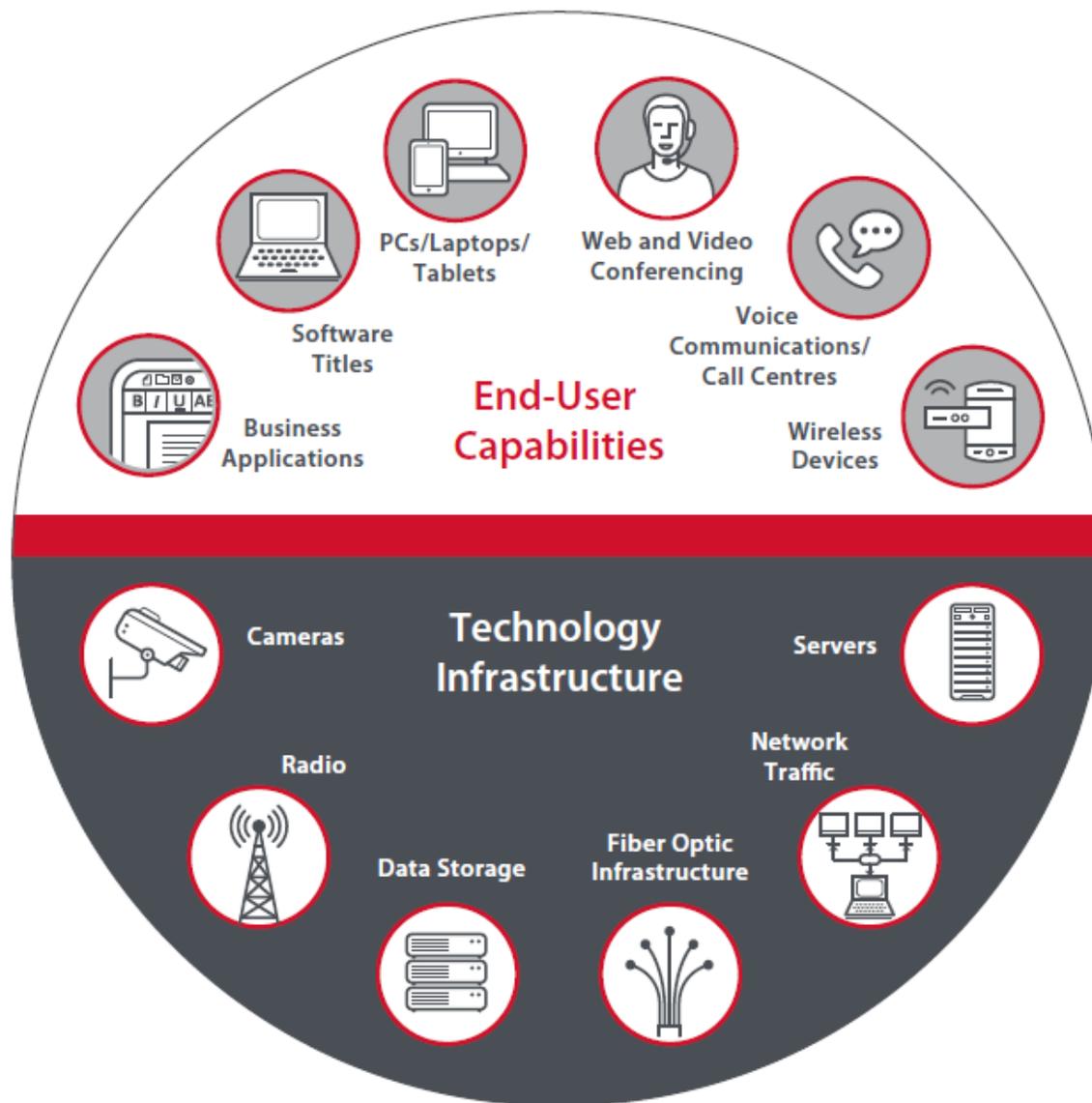


Business Systems and Consultation





Technology Landscape Overview



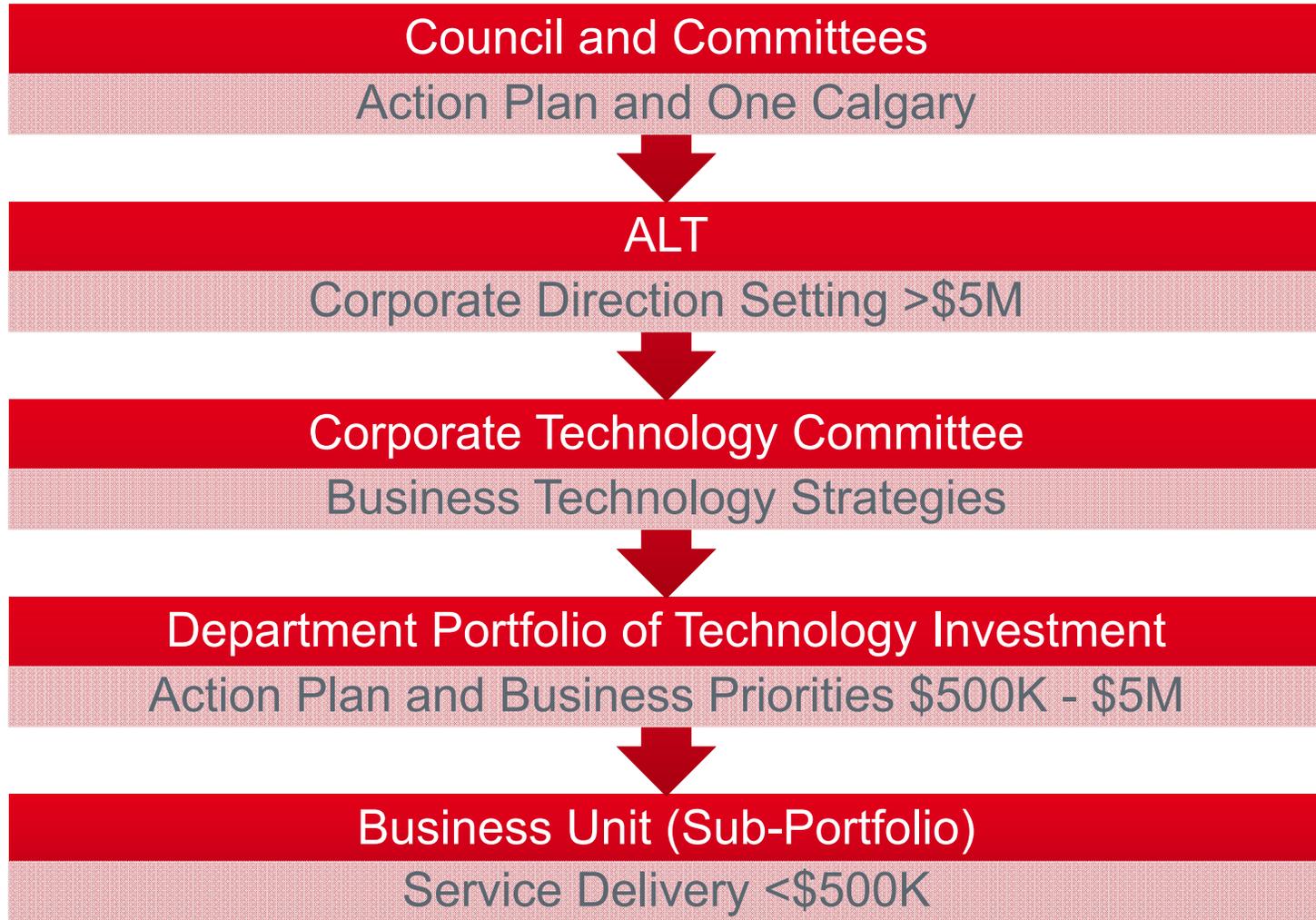


Multiple Layers of Risk Management





Technology Governance Model





IT Risk Trending

Risk	2017		2018	
	Risk Rating	Trend	Risk Rating	Trend
Technology Security	■	↑	■	↔
Loss of Data	■	↔	■	↔
Funding	■	↓	■	↑
System Failure	■	↓	■	↔
Information Management	■	↔	■	↔
Capacity	■	↔	■	↔
Business Continuity	■	↑	■	↔
Service Interruption	■	↓	■	↓
Third-Party Services	■	↔	■	↔
Contract Compliance	■	↔	■	↔

Detailed risk descriptions can be found in Attachment 1 - IT Risk Register



Questions?

