

## **AC2019-0945 Attachment 2**

### **Annual Update – Information Technology Risk Management**

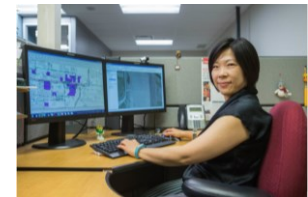


# IT Solutions and Support

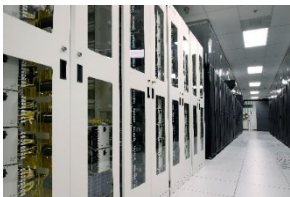
## Workforce Productivity



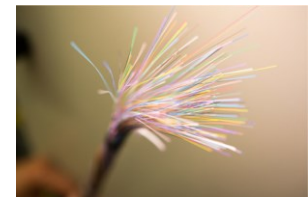
## Business Systems and Consultation



## Infrastructure and Platforms



## Technology Infrastructure for Future Economic Growth



# IT Service by the Numbers

281 citizen-facing transactions available by web or mobile app

375,000 myID citizen accounts  
7,000 myID business accounts

660 line-of-business and enterprise applications supported

100 cloud computing implementations (Q4 2018)

86 technology projects executed per year between 2015 and 2018 (average)

18,000 staff network accounts (including Active Directory and myHRconnect)

16,000 staff computing devices (desktops, laptops, and tablets)

13,000 telephones and VoIP lines

6,100 smartphones

30 call centres (including 9-1-1 and 3-1-1)



# IT Service by the Numbers



2,800 virtual servers  
450 physical servers



22M connections per year at over  
80 free public Wi-Fi locations



3,200 terabytes of storage



30,000 network endpoints



500 km of fibre optic providing high-  
speed networks to 600 City locations



333% increase in network traffic since 2014



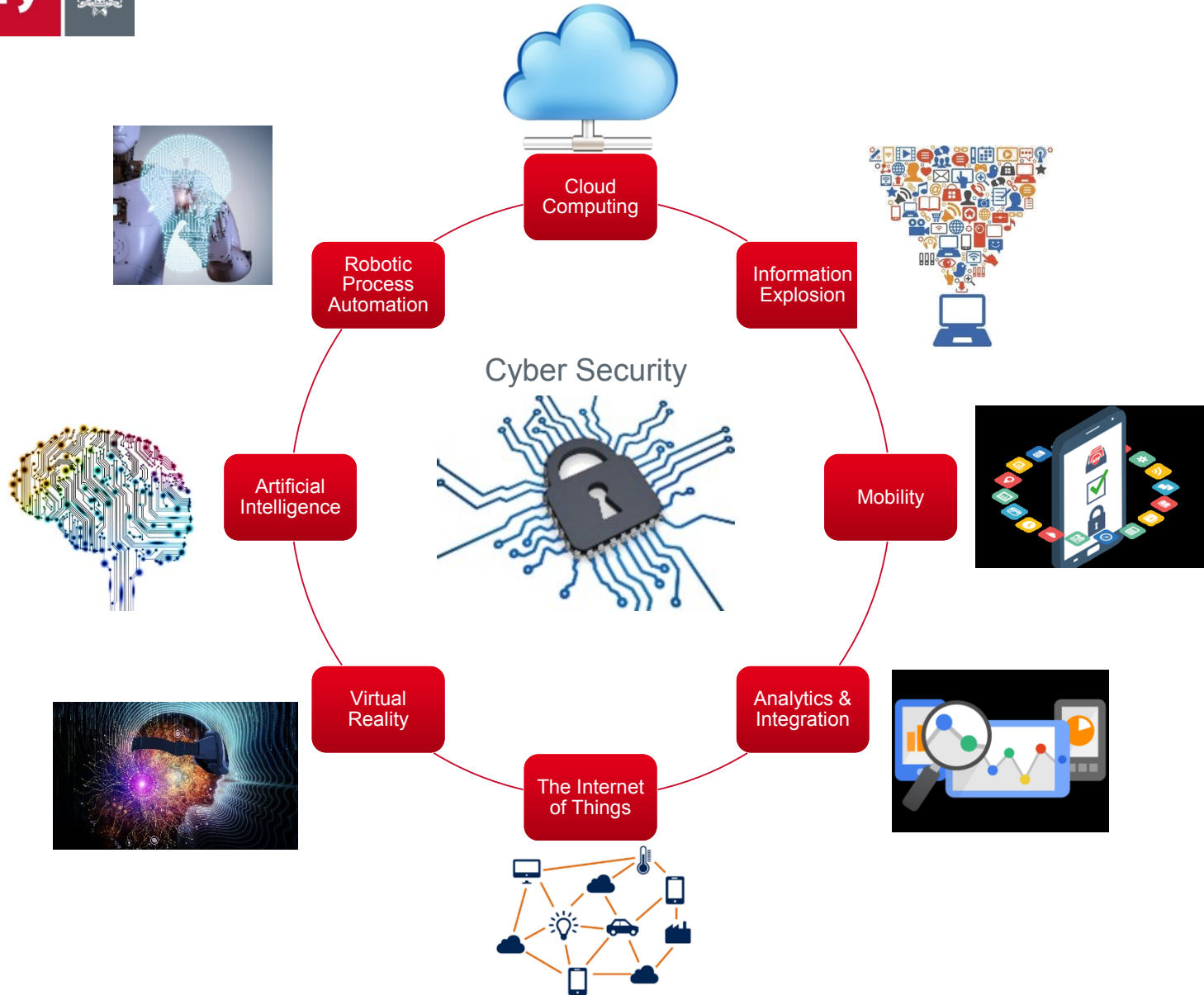
100% growth in storage since 2014



50% expansion in network endpoints since 2016



# Technology Trends





# IT Risks - Trends

	2018		2019	
Risk*	Risk Rating	Trend	Risk Rating**	Trend
Technology Security	■	↔	■	↑
Loss of Data	■	↔	■	↑
Capacity	■	↔	■	↓
Extended Lifecycles	■	↑	■	↑
System Failure	■	↔	■	↔
Information Management	■	↔	■	↔
Technology Procurement			■	↔
Service Interruption	■	↓	■	↔
Secure Infrastructure			■	↔
Business Continuity	■	↔	■	↔
Third-Party Services	■	↔		
Contract Compliance	■	↔		

\*Additional information on the identified risks can be found in Attachment 1.

\*\*Risk Rating modified from 3 x 3 matrix to 5 x 5 matrix in 2019, shifting risk rating and risks appearing in top ten.

# Questions?

