Example ICT risk universe

What are the key externally driven risks arising from day-to-day operations?

- Natural hazard /catastrophe
- Physical & environmental security
- Software licence compliance
- Third party service providers
- Publicly accessible systems
- Privacy
- Public Records Act

Core Operations
- Information management
- ICT Financial management
- ICT process maturity
- Systems continuity
- Data centre capacity
- Recruitment & retention
- Data integrity
- Legacy systems
- Service portfolio
- Non-ICT managed systems
- ICT Procurement

Core External Risk
- Skills & competencies
- Loss of key personnel
- Business Goals & Objectives
- Business Change

Emerging Areas
- New technologies
- Climate change
- Future of work
- Demographic change
- Big data
- Mobile technology
- Cloud computing
- Restructuring/merging of agencies

Stable /Known
- Information security
- Privacy
- Information management
- ICT Financial management
- Systems continuity

New /Changing
- Service design
- Systems development life cycle
- Portfolio management
- Project management
- Definition of business needs
- Customisation
- Organisational culture/Agility

What are the key risks arising from the business changes required to implement the business strategy?

What are the emerging, strategic risks arising within the near horizon from the external environment?

Better information, better conversations, better decisions