Managing IT Risks:

that come with the complexity of technology

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From a Department Chair

"Could we please talk about managing risks that come with the complexity of technology?"

- What do you mean by risk?
- How do we distinguish risky from non-risky? and risky from difficult or inconvenient?
- Do we all experience risk in the same way?
- Can this conversation help us all to better manage IT risk?

Levels of Risk "Management"
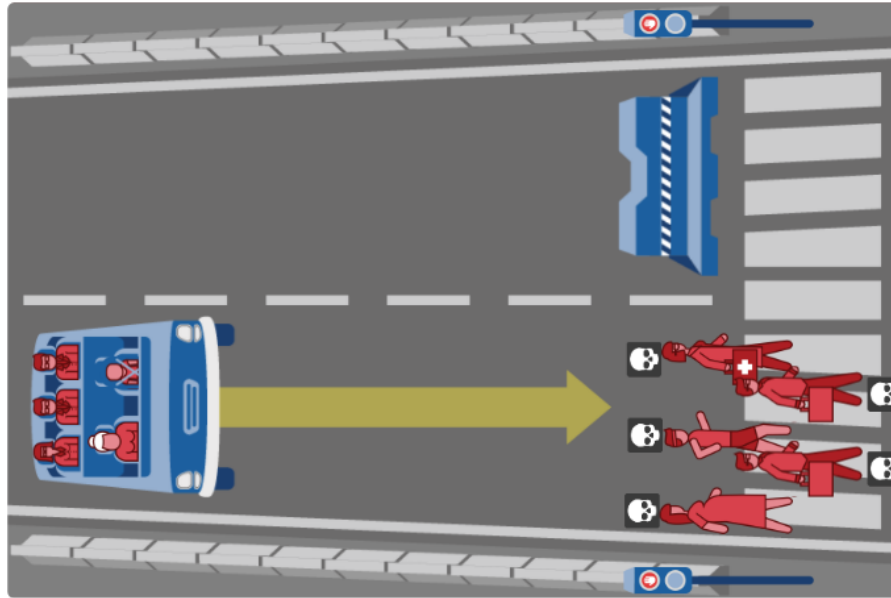
- NASA Level

Current Policy Documents

➤ **NPD 8730.2 NASA Parts Policy**
  - Control Risk and Enhance Reliability

Lots of regulation!
High cost. Slow.

Levels of Risk "Management"

- Self-driving car

Loss of life risk.
Lots of redundancy.

Levels of Risk "Management"

- Consumer-grade technology

Windows 2000 Has 65,000+ Bugs

Microsoft 596

Posted by HeUnique on Friday February 11, 2000 @09:36PM from the surprised? dept.

According to a story on ZDNET, Sm@rt Reseller got an internal MS memo that says Windows 2000 has 63,000 "defects" (if you read the article the number goes up to 65,000+ bugs), and that's the same Windows that will be out on Feb. 17! Is this what MS suggests putting on people's workstations and installing on production servers? What do you think?

Risk of competitor innovation.

A Joke about **Value vs Risk** of innovation

- Bill Gates: "If GM had kept up with the technology like the computer industry has, we would all be driving $25.00 cars that got 1,000 miles to the gallon."

- GM: "If GM had developed technology like Microsoft: 1) every time they repainted the lines on the road, you would have to buy a new car, 2)when your car died on the freeway for no reason, you would just accept this, restart and drive on.

Carleton Technology Risk Tradeoff

- Example of "dual-boot" computers
- Value:
  - Clients can choose their preference (Mac vs PC) without the cost of two computers
  - More consistent experience room to room

- Risks & Costs:
  - More complicated which increases risk of an outage
  - And more expensive use of staff time to develop
  - Can't remotely update software on both platforms
  - Eliminated most lecture capture options

EXERCISE

- Either individually or with your group, brainstorm some ways in which "the risks that come with the complexity of technology" affect you.

- And add comments about how you define risk or other suggestions for how we (individually, ITS or Carleton) could manage, evaluate or support technology risk.

More technology: e.g. technology-enabled spaces
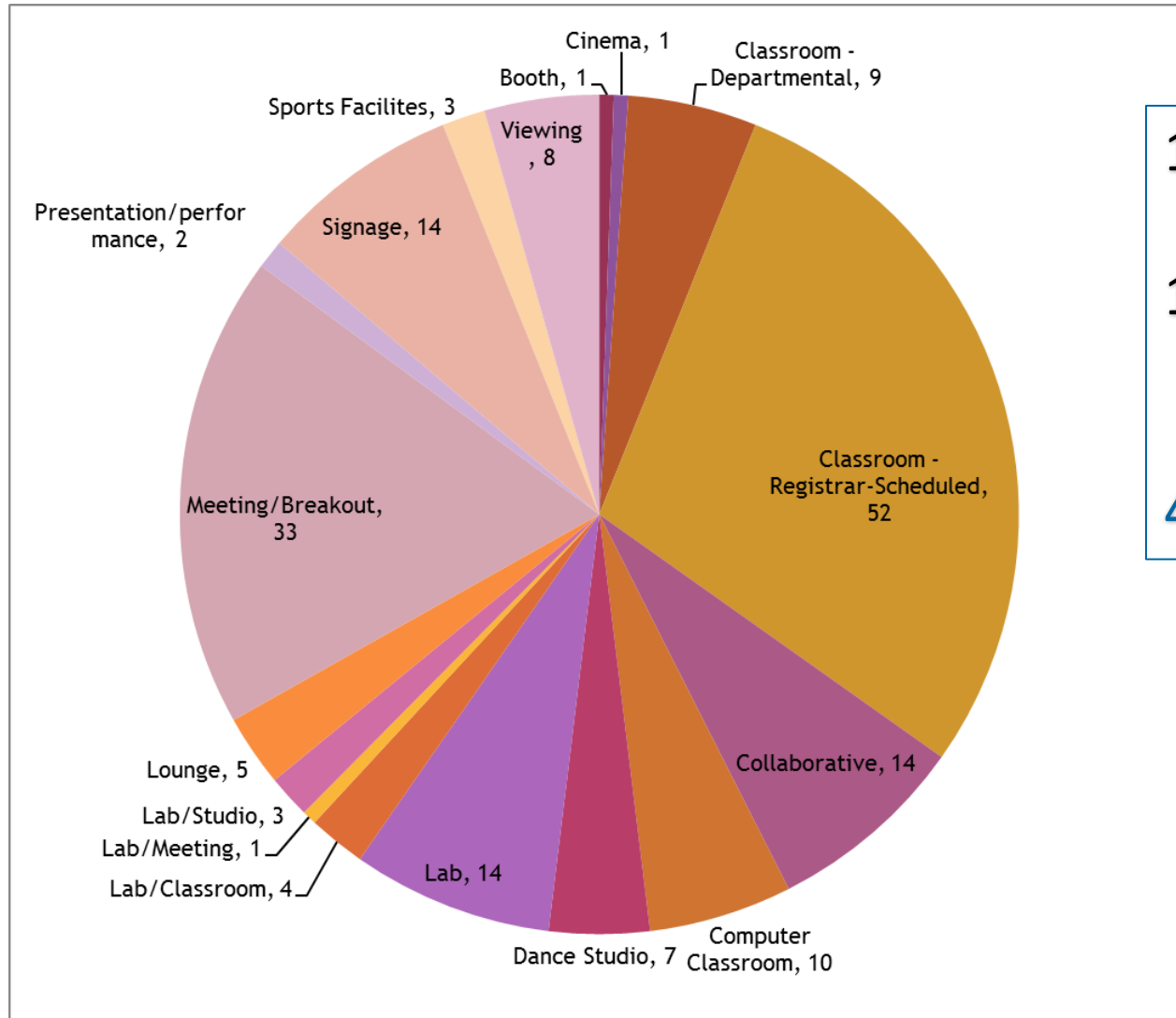
181 spaces in 2017.

124 spaces in 2008.

46% growth.

Institutional Technology Risk

- Loss of critical information, through a breach
  - Reputational risk
  - Fines, lawyers, recovery efforts, etc

- Mitigations
  - Bitlocker
  - Security officer