STARS Monthly CIO Dashboard

Executive Summary

Metric Category	Oct-15	Sep-15	Executive Summary
Overall Monthly Rating	G	Y	Continued improvement in Availability, IT Project Delivery & Change Management, Cyber Security and Regulatory & Audit has resulted in an overall return to Green rating for the month.
Availability	G	Y	Availability metrics improved as a result of Load Balancing changes that improved Internal/External uptime and increased focus on DR Planning and Testing.
IT Financials	G	G	Continued cost consciousness and financial monitored has contributed to continued favorable financial metrics and majority of IT cost centres remaining under budget.
IT Project Delivery & Change Management	G	Y	Reduction in the number of emergency changes and completion of the Office 365 migration (delayed in September) resulted in an improvement to Green this month.
IT Security & Internal Compliance	Y	R	Cyber Security rating improved due to the following: - Continue USB lockdown and DLP strategy to reduce data leakage events. - Internal server vulnerabilities and database non-compliance has improved due to ongoing patching and currency initiatives. - Phishing training and simulations has resulted in a significant decrease in phishing incidents.
Regulatory & Audit	G	R	Successful completion of year end external audit and remediation of High Risk IT findings have returned Regulatory & Audit metrics to Green.

STARS Monthly CIO Dashboard

Detailed Metrics

Availability	Oct-15	Nov-15	Thresholds
Overall	**G**	**Y**	
Uptime - External Customer Sites	99.98%	99.43%	G - 99.8% - 100%; Y - 99.4% - 99.79; R - 99.4%
Uptime - Internal Network	99.97%	99.10%	G - 99.8% - 100%; Y - 99.3% - 99.79; R - 99.3%
Priority Production Incidents (Total # of P1/P2 incidents)	1	1	G - <3; Y - 3 - 5; R - > 5
Disaster Recovery Plans (% of applications with a DR Plan)	92%	87%	G - 90% - 100%; Y -70% - 89.9%; R - < 70%
Disaster Recovery Tests (% of applications with an outstanding Annual DR Test)	80%	75%	G - 90% - 100%; Y -70% - 89.9%; R - < 70%
Power consumption in Production data centers (% of Total Capacity)	75.00%	75.00%	G - <85%; Y -85% - 89.9%; R - > 90%

IT Financials	Oct-15	Nov-15	Thresholds
Overall	**G**	**G**	
Actual IT Spend vs. Forecast - Current Month forecast variance (in thousands) - (Favorable)/Unfavorable	($165)	($50)	G - (Favorable) variance; Y - Unfavorable variance less than $500K; R - Unfavorable variance >=$500K
Actual IT Spend vs. Forecast - Year to Date forecast variance (in millions) - (Favorable)/Unfavorable	($1.3)	($1.5)	G - (Favorable) variance; Y - Unfavorable variance less than $1M; R - unfavorable variance >=$1M
% of IT Cost Centres under budget	99%	94%	G - 95% - 100%; Y -85% - 94%; R - < 85%
Purchase Requisitions Pending CIO approval (total number outstanding)	1	2	G - 1 - 2; Y -3 - 5; R - > 5

STARS Monthly CIO Dashboard

Detailed Metrics

IT Project Delivery and Change Management	Oct-15	Nov-15	Thresholds
Overall	**G**	**Y**	
% of Projects Experiencing Delays	1	2	G - <2; Y - 2 - 4; R - > 4
% of Successful Changes Implemented as Planned	98%	99%	G - 95% - 100%; Y -85% - 94%; R - < 85%
% of Changes Implemented as Emergency	5%	15%	G - < 10%; Y -10% - 20%; R - > 20%
Number of Incidents that were a result of a System Change	1	0	G - 1 - 2; Y -3 - 5; R - > 5
% of Projects with dedicated IT Project Managers	95%	86%	G - 95% - 100%; Y -85% - 94%; R - < 85%

IT Security and Internal Compliance	Oct-15	Nov-15	Thresholds
Overall	**Y**	**R**	
Number of Data Leakage Events	2	1	G - 0; Y - 1 - 2; R - > 2
Malware Signature Policy Compliance (% of devices with current malware signatures)	98%	99%	G - 95% - 100%; Y -85% - 94%; R - < 85%
Database Non-Compliance (% of non-compliant database servers)	99%	93%	G - 95% - 100%; Y -85% - 94%; R - < 85%
External Server Vulnerabilities (% of servers with High Risk Vulnerabilities or out of warranty)	2%	5%	G - 0%; Y 1 -3% - 2%; R - > 3%
Internal Server Non-Compliance (% of servers with High Risk Vulnerabilities or out of warranty)	5%	15%	G - < 10%; Y -10% - 20%; R - < 20%
Phishing Instances (# of Phishing instances this month)	2	15	G - 0 - 3; Y - 2 - 8; R - > 8
Security event monitoring alerts (Number of High Priority security incidents)	5	5	G - 0 - 3; Y - 2 - 8; R - > 8

Regulatory and Audit	Oct-15	Nov-15	Thresholds
Overall	**G**	**R**	
Number of Total Open High Risk IT Findings	2	10	G - 0 - 3; Y - 3 - 5; R - > 5
Number of Total High Risk IT Findings Passed Remediation Date	1	6	G - 0 - 1; Y - 2 - 3; R - > 3
Number of Open External Audit High Risk IT Findings	0	4	G - 0 - 1; Y - 2 - 3; R - > 3
Number of Open Regulatory Findings	1	3	G - 0 - 1; Y - 2 - 3; R - > 3
Number of Open and Past Due Audit Requests for Evidence	0	9	G - 0 - 5; Y - 5 - 10 - 15; R - > 15