

Joint ICT Service Area RISK REGISTER as at: 15th October 2015

Current Risks

Risk UID	Risk	Consequences	Gross Risk (Probability x Severity)	Mitigating Actions	Net Risk (Probability x Severity) Taking into Account Current Controls	Risk Owner
02	Increase in cost of the service	Pressure on partner budgets.	3 x 5 = 15	Savings being realised by partners, strong governance in place	1 x 5 = 5	Joint Management Team
03	A member of the partnership withdraws	Potential short term costs and increase in service costs	1 x 5 = 5	Exit Strategy drafted, strong governance in place	1 x 4 = 4	Joint Management Team
04	Conflicting requirements for cost reductions	Reassessment of SLA's required.	3 x 5 = 15	Reduction of SLA targets and withdrawal of aspects of the service. Annual budget review process in place	2 x 5 = 10	Joint Management Team
05	Uneven demands for resource	Partners gaining inequitable share of available resources	3 x 3 = 9	Project resource management and monitoring introduced and refined in 2014. No major conflicts evident thus far	3 x 2 = 6	ICT Manager
06	Staff retention	High turnover of staff in a service can lead to drops in productivity and service levels	2 x 4 = 8	Current team has high morale and low sickness rates. Low turnover rates.	2 x 4 = 8	ICT Manager
07	Comprehensive Spending Review/Grant Settlement	Unexpected reduction in funding Would damage ability to deliver service at current levels	3 x 5 = 15	Joint monitoring of performance, budget and risk	2 x 5 = 10	Joint Management Team
09	Failure to achieve PSN compliance	Loss of access to secure email and key systems for Benefits teams	2 x 5 = 10	Maintain priority within service and maintain resource levels	1 x 5 = 5	Joint Management Team
10	Insufficient capacity	Unable to delivery key projects for	5 x 3 = 15	Effective prioritisation by	2 x 3 = 6	Joint

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11	<p>within service to meet business demands</p> <p>Impact of long term sickness absences on service</p>	<p>partners</p> <p>Backlog of service requests and failure to meet KPI's.</p> <p>Conflict in resource demand for projects and changes</p>	<p>5 x 3 = 15</p>	<p>corporate management. Funding considered on a project by project basis</p> <p>Monitor workloads, raise awareness with user groups, joint management team and senior management as appropriate, reprioritise workloads, reallocate workload across teams. Manage expectations</p>	<p>5 x 2 = 10</p>	<p>Management Team</p> <p>Joint Management Team</p>
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Closed or Mitigated Risks

Risk UID	Risk	Consequences	Gross Risk (Probability x Severity)	Mitigating Actions	Net Risk (Probability x Severity) Taking into Account Current Controls	Risk Owner
01	Anticipated cost savings not realised	Key benefit to partners not achieved.	3 x 5 = 15	Savings delivered additional actions to be documented and monitored in a Cost Savings Plan	1 x 5 = 5	ICT Manager
08	Loss of Pioneer House facility	ICT and DR services could not operate from this site	2 x 5 = 10	Staff can work remotely and at partner sites. DR service loss for duration.	1 x 4 = 4	ICT Manager