

Joint ICT Service Area RISK REGISTER as at: 30th September 2020

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 4 = 12	Savings realised by partners, strong governance in place. Sterling impact on licensing a concern.	2 x 4 = 8	Joint Management Team
03	A member of the partnership withdraws	Potential short term costs and increase in service costs	1 x 4 = 4	Exit Strategy drafted, strong governance in place. Benchmarking undertaken and value for money demonstrated.	1 x 4 = 4	Joint Management Team
04	Conflicting requirements for cost reductions	Reduction of SLA targets and withdrawal of aspects of the service	3 x 4 = 12	Annual budget review process in place	2 x 4 = 8	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.	2 x 3 = 6	Join ICT Delivery 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 relatively low sickness rates. Low staff turnover rates.	2 x 4 = 8	Join ICT Delivery Manager
10	Insufficient capacity within service to meet business demands	Unable to delivery key projects for partners	5 x 3 = 15	Effective prioritisation by corporate management. Funding considered on a project by project basis. Additional resource proposed as part of 2019 service restructure	3 x 3 = 9	Joint Management Team

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11	Impact of long term sickness absences on service	Backlog of service requests and failure to meet KPI's. Conflict in resource demand for projects and changes	5 x 3 = 15	Monitor workloads, raise awareness with user groups, joint management team and senior management as appropriate, reprioritise workloads, re allocate workload across teams. Manage expectations	5 x 2 = 10	Joint Management Team
13	Impact on revenue budgets of currency fluctuations	A weakening of sterling results in increased revenue costs for our software license subscriptions and some hardware related costs as the vendors are US Dollar based organisations	5 x 3 = 15	Where possible some procurements can be brought forward to avoid upcoming increases. Consideration for multiyear agreements to 'lock in' pricing may help in short term.	5 x 3 = 15	Join ICT Delivery Manager

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	Join ICT Delivery 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	Join ICT Delivery 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

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09	Failure to achieve PSN compliance	Loss of access to key systems for Benefits, electoral registration and contact centres teams	$2 \times 5 = 10$	Maintain priority within service and maintain resource levels	$1 \times 5 = 5$	Joint Management Team
12	Retention of apprenticeship schemes	If apprenticeships not maintained service KPI's will suffer and likely breach. On site staff coverage compromised	$5 \times 3 = 15$	Funding for full time roles for existing apprentices approved in 2019. Future apprenticeships will be offered when vacancies arise in Service Desk team.	$4 \times 2 = 8$	Join ICT Delivery Manager