

## Risk Register – Business Continuity risks

### South Cambridgeshire Hall Business Continuity and High Level Risks January 2010



No. Title Description (The risk event, <i>leading to</i> consequence for service/Aim/Approach/Action, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Council Aims, Approaches, Actions	Owner	Timeline for Progress	Cross Reference to Service Plan Actions
<b>1. Power failure at Cambourne HQ,</b> <i>leading to</i> no ICT, phones, lighting, etc, <i>resulting in</i> disruption of services to the public, possible dissatisfaction/ disillusionment with building facilities, possible criticism over standby arrangements.	B5	→	A. iv, v	LG  SR	N/A	Business Continuity  Back up in place in server room
<b>2. Fire at Cambourne HQ,</b> <i>leading to</i> loss of (part of) building, <i>resulting in</i> possible death of, or injury to, staff or customers, disruption to internal processes and services to the public, alternative public access arrangements, notification and cost, possible public perception of fire detection or prevention systems to be inadequate, possible criticism over alternative arrangements.	A6	→	A. iv, v	LG  GM	N/A	Business Continuity, and regular fire drills  Fire detectors, regular alarm tests, annual service contracts
<b>3. Extreme gales,</b> <i>leading to</i> damage to ETFE roof or other building structure, causing loss of (part of) building, <i>resulting in</i> disruption to internal processes and services to the public, possible alternative public access arrangements, notification and cost, possible public perception of inadequate building design or construction, possible criticism over alternative arrangements.	B6	→	A. iv, v	LG	N/A	Business Continuity

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<b>4. Parcel bomb/Security,</b> <i>leading to</i> evacuation of building and possible injury to post opening staff, <i>resulting in</i> disruption of services to the public, staff possibly unable to access cars to go home, possible dissatisfaction with lack of available contingency arrangements, possible damage to building, possible criticism over post opening arrangements.	B6	→	A. iv, v	LG	N/A	Business Continuity
<b>5. Water supply failure,</b> <i>leading to</i> lack of fresh water, affecting drinking water supply and toilet flushing, <i>resulting in</i> staff discomfort, call out charges or repair costs, possible health or hygiene issues, possible dissatisfaction/ disillusionment with building facilities.	C5	→	A. iv, v	LG	N/A	Business Continuity
<b>6. Gas supply failure at Cambourne HQ,</b> <i>leading to</i> no heating/hot water, <i>resulting in</i> staff discomfort, possible dissatisfaction/ disillusionment with building facilities, possible criticism over standby arrangements.	C6	→	A. iv, v	LG	N/A	Business Continuity

Note

The dotted line shows the Council's risk tolerance line.

Impact

- A Extreme
- B High
- C Medium
- D Low

Likelihood

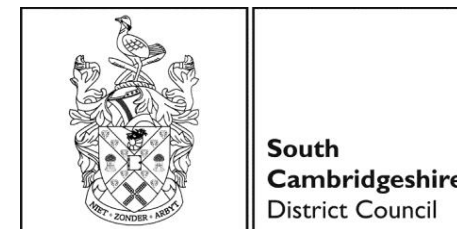
- 1 Almost certain
- 2 Likely
- 3 Possible
- 4 Unlikely
- 5 Seldom
- 6 Rare

Direction of Travel

- ↓ Priority reduced from last review (bracket indicates previous priority)
- Priority equal to last review
- ↑ Priority increased from last review (bracket indicates previous priority)

## Appendix Seven – Risk Register – Facilities Management risks

### South Cambridgeshire Hall Facilities Management Services Risks January 2010



No. Title Description (The risk event, leading to consequence for service/Aim/Approach/Action, resulting in possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Council Aims, Approaches, Actions	Owner	Timeline for Progress	Cross Reference to Service Plan Actions
<b>1. Failure of air conditioning to the IT server room,</b> adverse impact on server availability and software to service areas	B3	New	A. iv, v	GM	N/A	Annual Service/ Repair Contract
<b>2. Sewer blockage,</b> loss of the availability of toilet facilities – potential closure of building	B3	↑ (from C4)	A. iv, v	GM	N/A	N/A
<b>3. Extreme (large quantity) water leak – main office,</b> loss/disruption of access to offices/equipment	B4	New	A. iv, v	GM	N/A	Caretaker/ Cleaning Contract
<b>4. Access control system failure,</b> loss of controlled access to the building and need to use alternative access arrangement	C3	New	A. iv, v	GM	N/A	Annual Service/ Repair Contract
<b>5. Chiller failure – main building,</b> high internal building temperatures	C3	New	A. iv, v	GM	N/A	Annual Service/ Repair Contract
<b>6. Chiller failure – Council Chamber,</b> high internal building temperatures	C3	New	A. iv, v	GM	N/A	Annual Service/ Repair Contract
<b>7. Grey water system failure,</b> loss of recycling capacity	D2	New	A. iv, v	GM	N/A	Annual Service/ Repair Contract
<b>8. Complete cold water booster pump failure,</b> no water to service building users	A6	→	A. iv, v	GM	N/A	Annual Service/ Repair Contract
<b>9. Bacterial infection in water systems,</b>	A6	New	A. iv, v	GM	N/A	Annual Service/ Repair Contract
<b>10. Extreme (large quantity) water leak – front of house,</b> loss of access at front of building and need to set up alternative access arrangement	C4	New	A. iv, v	GM	N/A	Caretaker/ Cleaning Contract

<b>No. Title</b> Description (The risk event, <i>leading to</i> consequence for service/Aim/Approach/Action, <i>resulting in</i> possible outcome(s).)	<b>Impact/ Likelihood</b>	<b>Direction of Travel</b>	<b>Council Aims, Approaches, Actions</b>	<b>Owner</b>	<b>Timeline for Progress</b>	<b>Cross Reference to Service Plan Actions</b>
<b>11. Front door failure – powered door</b> , failure of disabled access at front of building and need to set up alternative access arrangement	D3	New	A. iv, v	GM	N/A	Annual Service/ Repair Contract
<b>12. Complete boiler/heating pump failure</b> , loss of heating	B6	New	A. iv, v	GM	N/A	Annual Service/ Repair Contract
<b>13. Front door failure – revolving</b> , restriction of access at front of building and need to set up alternative access arrangement	D6	New	A. iv, v	GM	N/A	Annual Service/ Repair Contract

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Impact

- A Extreme
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- C Medium
- D Low

Likelihood

- 1 Almost certain
- 2 Likely
- 3 Possible
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- 5 Seldom
- 6 Rare

Direction of Travel

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