

BUSINESS IMPROVEMENT & EFFICIENCY PROGRAMME  
2014 /15



PROJECT RISK LOG		Date Issued	3 Dec 2015	Version Number	2
Project Name	Digital by Default				
Project Manager	Sonia Constant				
Project Sponsor	Susan Gardner-Craig				

Ref.	Title and Description of risk <i>The risk event, leading to consequence for service/ Aim(s)/ Action(s), resulting in possible outcome(s).</i>	Control measures in place	Risk score	Direction of travel	Risk owner / Review frequency	Additional control measures	Additional cost resources required	Adjusted risk score (where relevant)	Timeline to progress
01	Partner not delivering per contract, leading to the need to procure new partner, resulting in a delay in implementation of eforms.	Lessons Learned from Firmstep. Communication lines in place	Impact Likelihood Total	4 3 12	new	Project manager / monthly		Impact Likelihood Total	
02	Staff, service areas and residents not engaging with the project, leading to a block in channel shift, resulting in the failure of the project.	Creating an environment of successful change management through communication and involvement.	Impact Likelihood Total	4 3 12	→	Project manager / monthly		Impact Likelihood Total	
03	Project team not engaging with the project, leading to tasks not being carried out, resulting in project delays.	Creating an environment of successful change management through communication and involvement. Regular meetings with workstream leaders, project sponsors and line management.	Impact Likelihood Total	4 3 12	→	Project manager / monthly		Impact Likelihood Total	
04	Due to the scope of the project the timescales may be underestimated, leading to deadlines being missed, resulting in a delay of the project delivery.	Regular meetings with workstream leaders and ICT, and closely monitoring project timelines.	Impact Likelihood Total	3 3 9	→	Project manager / monthly		Impact Likelihood Total	
05	Project resources not available (staff and budget), leading to a deadlines being missed, resulting in a delay of the project delivery.	Regular meetings with workstream leaders, project sponsors and line management.	Impact Likelihood Total	3 3 9	→	Project manager / Monthly		Impact Likelihood Total	
06	Cessation of JDi contract, leading to the need to procure new partner, resulting in a delay of implantation of website redesign.	Regular one to one contact with JDi representative.	Impact Likelihood Total	4 2 8	→	Project manager / Monthly		Impact Likelihood Total	
08	Not procuring systems that fully integrate with the self-service model, leading to wasted money, resulting in delays and blocks to project delivery.	Liaising with the procurement officer so that any procurement process considers the self-service model. The culture of procuring software needs to adapt to consider digital.	Impact Likelihood Total	4 2 8	→	Project manager / monthly		Impact Likelihood Total	

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			Impact	Likelihood					Total	Impact	
09	Residents have no access to or unwilling to use the internet, leading to unused improvements, resulting in the benefits of the project not being realised.	Finding out what the project want from this project. Deliver what the residents want. Provide support to residents to assist getting online.	Impact Likelihood Total	4 2 8	→	Project manager / quarterly			Impact Likelihood Total		
10		<i>What that is now</i>	Impact Likelihood Total	4 2 8	new		Cost benefit analysis of enhancing disaster recovery process	<i>Tom's Cost</i>			

**Notes**

1. The "Ref." will be a unique risk reference, retained by the risk throughout the period of its inclusion in the risk register.
2. Criteria and guidelines for assessing Impact and Likelihood are available on In-Site under Corporate Information > Risk Management.
3. The "Total" risk score is obtained by multiplying the Impact score by the Likelihood score.
4. The "Adjusted risk score" would result from re-evaluation of the Impact and Likelihood, taking the additional control measures into account.
5. The dotted line (- - - - -) shows the Council's risk tolerance line.
6. The "Timeline to progress" is the date (usually Month Year) by which it is planned that the risk will be mitigated to below the line.

<u>Impact</u>	<u>x</u>	<u>Likelihood</u>	<u>Direction of Travel</u>
5 Extreme		5 Almost certain	↓ Priority reduced from last review (give the previous Total score in the brackets)
4 High		4 Likely	→ Priority equal to last review
3 Medium		3 Possible	↑ Priority increased from last review (give the previous Total score in the brackets)
2 Low		2 Unlikely	
1 Insignificant		1 Rare	new Risk included in the risk register for the first time