

Title	Risk description	Opp/ threat	Cause	Consequence	Date Raised	Owner	Gross		Current		Residual		Comments	Controls				
							I	P	I	P	I	P		Control description	Due date	Status	Progress %	Action Owner
Telephony solution	Supplier unable to deliver the solution as set out in the contract	T	Solution fails or is only partly delivered	Inability to implement the move to a single device	8th August 2014	Jane Lubbock	3	3	3	3	3	2	This solution has already been implemented by a number of other organisations	Contract terms and conditions will include penalties for any non delivery	November 2014	Open	0	Paul Fleming
Telephony solution	Supplier unable to deliver the solution as set out in the contract	T	Solution fails or is only partly delivered	Savings target not achieved	8th August 2014	Jane Lubbock	3	3	3	3	3	2	Savings will be at risk although it is likely that the new contract will still deliver the required savings	New contract will require fixed pricing to give certainty on budget requirements	November 2014	Open	0	Paul Fleming
Telephony solution	Supplier unable to deliver the solution as set out in the contract	T	Staff and users not engaged in the change and resist moving to a single device	Full solution not implemented and staff dissatisfaction	8th August 2014	Jane Lubbock	3	3	3	3	3	2	Key users from services are part of the project team and will be part of the tender evaluation and roll out	Regular communications, training for all staff. Managed implementation	April 2015	Open	0	Fiona Colcut
Telephony solution	Migration effort and disruption	T	Migration of users and devices takes longer than anticipated	Increased disruption for users, delay in recognising savings	8th August 2014	Jane Lubbock	2	2	2	2	2	1	solution will include resource from the provider and the City to manage the migration	References - to check actual migration effort for similar clients	Sept 2014	Open	0	Paul Fleming

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