

Title	Risk description	Opp/Threat	Cause	Consequence	Date Raised	Owner	Gross		Current		Residual		Comments	Control description	Due date	Status	Progress %	Controls	Action Owner
							I	P	I	P	I	P							
Contract performance	Supplier fails to meet quality standards and KPIs	T	Data centre and infrastructure development not working to and delivering to agreed standards	Lower service levels impacting on Council's ability to deliver services to residents	2nd July 2015	P Fleming	3	3	2	2	2	2	1 Contract has been developed to require industry standard KPIs and the supplier has confirmed that they can exceed these and evidenced achieving them over the past 2 years.	Contract includes financial penalties for small breaches of the service standards not being achieved and through to liquidated damages and termination including costs over the past 2 years.	01/09/2015	Open	75	P Fleming	
Contract price	Contract price is insufficient to deliver future requirements	T	base contract price is above available budget or contract charges increase during the life of the contract	Unable to deliver required service levels within agreed budget or service levels fall below required level	2nd July 2015	P Fleming	2	2	2	2	1	1 Contract pricing is based on no RPI increases for core services during first 5 years; the contract charges have been reviewed with Finance to ensure that they fall within	Fixed pricing for first 5 years of the contract; Agreed level of ad hoc service days built into annual charges	01/09/2015	Open	75	P Fleming		
Major incident	Major incident results in full failure of the service	T	Supplier has a major incident which prevents access for City users	Potential catastrophic service impact and full business continuity plans will need to be enabled	2nd July 2015	P Fleming	2	3	2	3	2	2 Proposed supplier is on the Government Approved list of priority fuel suppliers in the event of a national shortage	Disaster Recovery built into the core contract which allows systems to be recovered at a second site within 8 hours	01/09/2015	Open	75	P Fleming		
Financial failure of supplier	Supplier goes into administration or is bought out	T	Wider economic climate / market conditions	Supplier unable to deliver agreed service levels or approach to service quality changes	2nd July 2015	P Fleming	3	2	2	2	2	2		Include break clauses in contract for insolvency or change of ownership	01/09/2015	Open	50	P Fleming	
Service Transition	Delays or issues during service transition	T	Lack of knowledge / understanding of current ICT systems and processes cause delays in transition project	Individual services unavailable / degraded. Additional project costs due to extended running of existing County service	2nd July 2015	P Fleming	2	2	2	2	1	1 Network connection is the primary cause of delays in this type of project - this is not a factor given that we already have network connection to the proposed provider	Continue to work collaboratively County to ensure a smooth transition; Ensure that network connectivity is available early in the project; City ICT teams actively involved in migration planning and testing	01/12/2015	Open	10	P Fleming		

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