

Appendix 4

Risk Register for Digital Strategy

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
Strategy	The Strategy is not approved	Threat	Insufficient support from members to adopt	Reputation suffers from not adopting Local Government Digital Service Standard.	September 2016	Neil Lawrence	2	2	2	1	2	1	Retaining our current approach will not encourage innovation and better outcomes	Emphasize national evidence about success of approach	November 2016			
Finance	Actions within the Strategy cannot be afforded	Threat	Financial pressures on the Council require reductions in spending on ICT services	Individual actions and ambitions within the strategy cannot be delivered	September 2016	Neil Lawrence	2	3	2	3	2	1	GDS experience is that better designed services cost less to develop and maintain	A sound business case to accompany each request for funding to show the benefits and risks				
Inconsistency	Failure to adopt best practice approaches across all digital services	Threat	Lack of support from staff or time imperative to deliver services quickly	Delivery of online services that fail to meet customer need which then have poor take up	September 2016	Neil Lawrence	2	3	2	3	2	1	Change in approach requires culture change which is harder to achieve	Ensure all ICT workplan projects are assessed for compliance. Provide advice and support for staff in adopting the approach				
Equality	Failure to adopt better standards for accessibility	Threat	Lack of support from staff or time imperative to deliver services quickly	Failure to give all customers access to digital services. Possibility of challenge	September 2016	Neil Lawrence	4	3	3	3	2	1		Ensure assisted digital services are in place. Action plan to improve accessibility online. Set standards for external developers				
Collaboration	New digital services are built with other councils	Opportunity	Common needs shared with others result in project collaboration	Shared costs and risks. Better control over outcomes	September 2016	Neil Lawrence	2	3	3	3	3	4	Examples of this are already happening in London and Scotland	Build on current national sector involvement. Publicise new projects				

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