

Project Risk Report

Generated for Rocco Labellarte at 06:20 11/09/2021

CB74 - BT OnePhone Replacement - Oxford City Council

Risk Source	Probability			Impact			Result	Impact Areas			Response Plan	Status
	Low	Medium	High	Low	Medium	High		Cost	Schedule	Performance		
1 Long term contracts need to be able to leverage future technologies Rocco L 281		6			6		36	×			The Council will have to live with the selection of supplier and solution for several years. It's important to select the right partner for the journey, and it's really a two-part decision. Part 1 is the selection of the actual system/solution. Part 2 is the selection of the VAR/Integrator to install and support the system. The company we choose to support the system must be a capable partner who is experienced with the selected solution.	Open
2 Ensuring the underlying infrastructure is suitable Rocco L	3					7	21	×	×		Almost every new telephony solution has a significant VoIP component, and this means that the data switches supporting the IP or SIP phones must support VLANs and QoS. Furthermore, these capabilities must be configured and working on the Council network. If we want phones to work during a power outage, the switches must also support Power Over Ethernet (POE) AND we must have sufficient UPS resources in the data closets to support the phones. Cabling must be at least Cat5e and phones must be located within 328 cable feet of the supporting switch.	Open
3 Over-simplifying the solution with a single supplier Rocco L		4			5		20	×		×	Most telephony solutions support a wide array of endpoints (big phones, small phones, softphones, wireless phones) and capabilities (Presence, Mobility, Collaboration). The variety can be overwhelming, so the	Open

											options often get narrowed for manageability. However, most organizations have some percentage of power users who will benefit from higher-level "tools". The most successful implementations recognize these users and provide the tools to make them more effective.		
4	Analog requirements are missed Rocco L	3				6		18	×		×	While their numbers are dwindling, analog devices are not yet extinct. For example, faxes still have issues on an IP network. Most enterprises significantly underestimate the number of analog devices they are supporting. In some cases (such as alarms, equipment monitoring, etc.) the devices require a TDM analog signal and simply will not work if converted to IP. While such devices can be supported by analog lines outside of the enterprise phone system, this solution is not practical when there are many devices. Identifying these requirements up front may lead to selection of a hybrid TDM/IP system instead of a pure IP solution.	Open
5	User training is insufficient Rocco L		4			4		16			×	New telephony solutions bring many new capabilities that users may have never been exposed to previously, such as the ability to manage calls and features using a computer instead of the hard phone; mobility applications; collaboration tools; presence; and more. In order to get full use of the new capabilities, users must be trained on them.	Open
6	Newer capabilities aren't identified. Rocco L	3				5		15			×	With newer capabilities (especially Presence and Mobility) there are significant variations among products in terms of how much information is available and how it is presented to a user. Ensure there are demonstrations of key features, and even better to involve business users who can provide	Open

												feedback on which options work best for them.	
7	A needs assessment isn't carried out Rocco L	3				4		12	×		×	<p>Telephony has changed considerably in the last 5 years, and new systems offer opportunities to improve communications and productivity in the organization. A thorough needs assessment, which covers both business and technical requirements, has multiple benefits:</p> <p>a. Discovering productivity enhancements offered by mobility and collaboration capabilities not available in the current system.</p> <p>b. Revealing communications issues. Often we find that many of the user complaints can be resolved through changes in business processes.</p> <p>c. Improved system acceptance. When business users have had input into the process, they are less likely to resist adoption of the new system.</p>	Open
8	Business users aren't involved in the selection Rocco L	3				4		12	×		×	<p>When a system is selected only by the IT team, the solution is often more technical and may not be as user-friendly. We have seen decisions that were based on what would be best for enhancing the IT team's resumes. Involving business users in the decision process results in a better decision in the end, although a larger group can slow the process. Business users often help to clarify what is truly needed and what is nice to have.</p>	Open
9	Funding for the contract is insufficient Rocco L	1					9	9	×	×		<p>Ensure the request for funding covers the existing value of the contract. Savings have been identified as potential and should be considered as such until tender bids from suppliers are presented.</p>	Open

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