

# RISK LOG

<b>PROJECT NAME:</b>		<b>PROJECT ID</b>	
<b>PROJECT MANAGER:</b>		<b>DATE LAST AMENDED</b>	

**KEY:** **Category** - 'E/F' Economic/Financial'; 'E' Environmental; 'L' Legal/Regulatory; 'O/M' Organisational/management; 'P' Political; 'S/C' Strategic/Commercial; 'T/O' Technical/Operational  
**Likelihood** - 6 = Almost certain, 5 = Likely, 4 = Probable, 3 = Possible, 2 = Unlikely, 1 = Almost impossible **Impact:** 4 = Catastrophic, 3 = Critical, 2 = Significant, 1 = Marginal  
**Priority Score** - Purple (18-24: Catastrophic Risk); Red (10-16: Critical Risk); Amber (9-8: Significant Risk); Green (1-6: Marginal Risk)

ID	Type	Category	Description	Likelihood	Impact	Priority	Date identified	Countermeasure or response	Residual			Owner / Actioner	Notes	Date of last update	Status	Related RAID ID
									Likelihood	Impact	Priority					
1	Risk	T/O	Solution does not meet business needs	2	4	8	14/03/18	Produce precise business requirements and avoid bespoke or customised solutions			0	Laura Preston			Closed	
2	Risk	O/M	Other services will not use the new system due to poor reputation/useability of existing system	5	3	15	21/03/18	Consult with wider BCC services when capturing requirements and keep them engaged in the process			0	Garfield Horner	Engagement well received by wider teams.		Closed	
3	Risk	L	Ability to access data (40,000 cases) after Salesforce has been decommissioned (will need to archive cases and in some instances retain upto 75 yrs)	3	4	12	27/03/18	Raise with ICT and consider options for data retention and accessibility			0	Martyn Smith	Export tool in Salesforce will allow is to move data. Need to decide a)where to store it b)how to access data inc scanned docs		Open	
4	Risk	L	Ability to access data after Respond has been decommissioned (will need to archive cases and in some instances retain upto 75 yrs)	3	4	12	27/03/18	Raise with ICT and consider options for data retention and accessibility	3	4	12	Martyn Smith	Export tool in Salesforce will allow is to move data. Need to decide a)where to store it b)how to access data inc scanned docs		Open	
5	Risk	T/O	Business requirements are not documented in the appropriate format for tendering	2	3	6	14/03/18	Share format and take advice from CSRM	2	3	6	Garfield Horner	Sarah B for procurement has approved the current format for recording requirements	15/07/18	Closed	
5	Risk	T/O	No BA resource to QA the business requirement	3	3	9	26/03/18	Highlight to the PMO and secure resource	3	3	9	Charlotte Hopkins	BA resource provided	04/07/18	Closed	
6	Risk	S/C	We don't make the same mistakes as the last time e.g. testing - no test manager, rushed, improper scripts	3	4	12	28/03/18	Look at lesson learned report	2	4	8	Laura /Garfield	Dismissed bespoke or customised system	03/07/18	Closed	
7	Risk	S/C	Unable to extend Salesforce contract beyond April 2018 as original purchase was made on gcloud so system is now unsupported.			0	19/04/18	Escalated to Crown Commercial Services:Current options include: <b>1</b> Authorise the use of a non-GDPR compliant contract *SIRO* <b>2</b> Continue to pursue the contract terms in line with	4	4	16	Shazia	Procurement issue - negotiated 1 year extension to May 2109	21/05/18	Closed	
8	Risk	L	Risk of user error/breach of GDPR regulations as interim solution is to record this manually until new system in place (New GDPR being introduced 25/5/18 and requires SARs to be compliant with new GDPR regs.	2	4	8	19/04/18	We must accept this risk as we cannot speed up procurement of new system	3	2	6	Garfield Horner	ICT are aware that we are undergoing a procurement process that will eliminate this risk	10/07/18	Closed	
9	Risk	P	Unforeseen costs may push the cost of new contract over the £500k threshold which will then cause delays whilst cabinet approval is sought	3	4	12	03/07/18	Mitigate risk by seeking cabinet approval anyway	2	1	2	Laura Preston	Process started - Exec Summary report going to EDM 8th Aug	25/07/18	Closed	
10	Risk	O/M	Decision pathway process for cabinet approval holds up the project timescales	3	4	12	03/07/18	Ensure Exec report goes to EDM by mid-late July to start the process and go to cabinet 2 October to allow sufficient time for approval to award contract	2	3	6	Laura Preston	Decision pathway process has gone smoothly and now on track for Cabinet 2nd Oct	05/09/18	Open	
11	Risk	O/M	Changes in resources causes delay as project waits for new resource to be allocated then brought up to speed	5	3	15	03/07/18	Identify gap at earliest opportunity and engage new resource asap	3	3	9	Laura Preston	Now have dedicated CSRM and BA resources and project is progressing well	05/09/18	Closed	
12	Risk	O/M	Some services (traffic) use lack of resources as an excuse not to use the new system	4	3	12	05/09/18	Need directive from Exec Directors to ensure this does not happen	2	2	4	Garfield Horner		05/09/18	Open	
13	Risk	S/C	Unable to decommission Salesforce before contract end date 21/05/19	5	3	15	05/09/18	We would have to negotiate and a waiver for an extended contract date	4	3	12	Mike Barnes/ James Irwin	Salesforce will be difficult to negotiate with so aiming for a hard deadline	05/09/18	Open	
14	Risk	O/M	Unclear how to configure the new system if BCC undergoes structural changes - this will affect how cases are assigned and routed and reporting inaccurate	3	4	12	05/09/18	Escalate risk to ensure a stable BCC org structure	3	2	6	Laura Preston		05/09/18	Open	

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15	Risk	O/M	Awarding the contract is planned for Feb - this may not allow sufficient time to go with the proposal of a phased implementation	4	4	16	05/09/18	Tender pack to stress the need for delivery before May 2019	3	3	9	Laura Preston		05/09/18	Open	
16	Risk	S/C	Successful bidder unable to commence work immediately after contract awarded which will delay implementation	3	4	12	05/09/18	Ensure that the supplier can commence preparing to start asap once contract awarded	3	2	6	Su		05/09/18	Open	
17	Risk	O/M	Delivery of training is structured and aligned with implementation plan	3	3	9	05/09/18	Ensure robust training plan and agreed approach with the supplier	2	2	4	Laura / Garfield		05/09/18	Open	
18	Risk	O/M	Designated respondents not identified for go live	3	4	12	05/09/18	Services to nominate designated respondents to managed cases for their respective areas			0	Garfield Horner	Sent out requests Feb/Mar time and poss inc in 'newsletter/update' to services that we will be asking for this.	05/09/18	Open	
19	Risk	T/O	There may not be a solution that fully meets all of our mandatory requirements	4	3	12	05/09/18	Need to understand the impact and go with solution that best meets our requirements/poses the least risk			0	Garfield Horner	We are aiming for a 5-case type system of which there are not many so need to manage BCCs expectations	05/09/18	Open	
20	Risk	T/O	Using out our digital team to produce front end form may delay the project	3	3	9	05/09/18	Keep digital team informed of progress and requirements so that lead times are minimal	1	2	2	Laura Preston				