

Re-procurement of Microsoft Dynamics Contract 2024-2029

Ref	Risk Description	Key Causes	Key Consequence	Status Open / Closed	Risk Category	Risk Owner	Key Mitigations	Direction of travel	Current Risk Level			Monetary Impact of Risk £k	Risk Tolerance			
									Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating	Date
1	Transitioning to a new CRM system may cause disruptions in service due to technical issues or data migration challenges.	Inadequate testing and preparation, data migration errors, unforeseen technical glitches.	Service interruptions, delayed responses to citizen inquiries, reduced operational efficiency.	Open	Service Provision	Head of Citizen Services (BCC)	Thorough testing, parallel systems during transition, comprehensive data backup, phased implementation. Unlikely to happen as Microsoft Dynamics is already used in Citizen Services	∞	1	3	3		1	3	3	Aug 2023
2	The chosen contract may not align well with the Council's actual requirements	Miscommunication between the Council and the supplier, lack of clarity in the RFP.	Wasted resources, compromised functionality, delay in realising expected benefits	Open	Service Provision	Head of Citizen Services (BCC)	Clearly defined and detailed RFP, regular communication with suppliers, comprehensive evaluation process Unlikely to happen as Microsoft Dynamics is already used in Citizen Services	∞	1	3	3		1	3	3	Aug 2023
3	Unforeseen challenges during implementation may lead to project delays.	Technical complexities, resource shortages, unexpected obstacles.	Postponed service enhancements, disrupted workflow, potential budget overruns.	Open	Service Provision	Head of Citizen Services (BCC)	Realistic project timeline, proactive issue resolution, contingency plans. Early engagement with Decision Pathway.	∞	1	6	6		1	3	3	Aug 2023
4	Unexpected costs during implementation, customisation, or support could lead to budget overruns.	Underestimation of costs, unanticipated expenses.	Strain on financial resources, compromised funding for other initiatives.	Open	Financial	Head of Citizen Services (BCC)	Detailed cost estimation, well-defined contract terms, contingency funds.	∞	1	6	6		1	3	3	Aug 2023
5	The supplier might fail to provide the promised services and support.	Supplier's financial instability, poor communication, inadequate resources.	Lack of necessary support, potential system instability, delayed issue resolution.	Open	Service Provision	Head of Citizen Services (BCC)	Thorough supplier evaluation, contract clauses for service level agreements (SLAs).	∞	1	3	3		1	3	3	Aug 2023