Service Risk Register - Organisational Development



Generated on: 15 July 2009

Organisational Development Risk Plan						
Risk Code	R	isk Title	Description		Status	
OD		onal Development Risk Plan				
Consequences Desktops not wordowntime.			ing. Staff unable to perform duties. Incre	ased cost. I	ncreased system	
	ent Risk atrix	Previous Rating	Previous Rating Description SI		AT Lead	
2		I		Loui	se Sandall	
2	0	Current Rating	Current Rating Description	Loui	3c Januan	
1 2) <mark>②</mark>			Last R	Review Date	
5 O		Target Rating	Target Rating Description			
mpact				23,	/03/2009	
Likelihoo	d					

OD 01	OD 01 Regular vacancies in the section							
Risk Code	R	isk Title	Description				Status	
OD 01	Regular vacancies in the section							
Consequences Failure to meet targets Quality of service declines Increased complaints by public Los image /bad PR Loss of expertise Less capacity to deal with increased complaints Low staff morale Increased workloads, absence & training costs & cost of agency staff						mplaints Low		
	Current Risk Matrix Previous Ratir		Previous Rating Description			SMT Lead		
		6	C2 Significant		Louise Sandall			
		Current Rating	Current Rating Description					
÷.		6	C2 Significant		Last Review Date			
mbact		Target Rating	Target Rating Description		23/03/2009			
-	ihood	3	C1 Noticeable					
Risk Ac	tions							
Status	Code	Title	Progress Bar Lead Latest Note		lote			
>	Risk OD 01	Multi skilled workforce	Louise Sandall Skills and Qualification analysed. Corporate completed and issued		Corporate Tra			

1

OD 02	OD 02 Ageing workforce								
Risk Code	R	isk Title	Description				Status		
OD 02	Ageir	ng workforce					<u> </u>		
Conseq	uences	Staff can retire at	any time (workforc	e plan). Incr	eased vac	ancies			
	ent Risk atrix	Previous Rating	Previous Rat	ing Descrip	otion	s	MT Lead		
	9		C3 Si	gnificant		Lou	iise Sandall		
Current Rating		Current Rating	Current Rati	ing Descrip		iise sanaan			
T. O		9	C3 Significant			Last	Review Date		
og L	Target Rating		Target Rating Description						
	ihood					24/03/2009			
Risk Ac	tions				'				
Status	Code	Title	Progress Bar	Lead	Latest N	ote			
	Risk OD 02	Develop a workforce plan	20%	Louise Sandall	been com	pleted, analys . A draft Work	n assessment has is of the data is force plan has been		
>	Risk OD 03	Increased demostration of Managers Planning	25%	Louise Sandall	Managers will be provided with management information on their staff. HR email managers to prompt them to hold a discussion with a member of staff 7 months before they approach 65.		ff. HR email em to hold a er of staff 7 months		
>	Risk OD 04	Explore Apprenticeship Scheme	0%	Louise Sandall	Meeting with NYCC set up to discuss possible joint working.				
>	Risk OD 05	Knowledge Banks and protocols and processes written down	0%	Louise Sandall	Units need to be proactive about capturing information/Knowledge from staff. HR has conducted end to end process mapping for process, democratic services is 50% completed.		from staff. HR has rocess mapping for all		

OD 03 Failure to manage servers								
Risk Code	ı	Risk Title	Description				Status	
OD 03	Failure to	o manage servers					•	
Consequences Server failure. Lack of space. Documents not being backed up								
	ent Risk atrix	Previous Rating	Previous Rat	ing Descrip	otion	SMT Lead		
		12	D3 Critical		Louise Sandall			
	0	Current Rating	Current Rating Description			Loc	iise Sandan	
**		12	D3 Critical			Last Review Date		
mbact		Target Rating	Target Ratio	ng Descript	tion			
	ihood	2	B1 Noticeable		24/03/2010			
Risk Ac	tions	'	'					
Status	Code	Title	Progress Bar Lead Latest N		ote			
	Risk OD 06	Monitoring servers and network for available resources	- %a		gating virtualisation of servers as part orate ICT Programme Plan			

OD 04	Lack of w	eb/internet resi	lience and cons	equent fai	ilure of t	the infrast	ructure
Risk Code	R	isk Title	Description				Status
OD 04	resilience	f web/internet and consequent the infrastructure					•
Conseq	uences	Loss of email. Limitacing services.	ted ICT services be	ing available	e. Loss of	systems. Dis	ruptions to public
Current Risk Matrix		Previous Rating	Previous Rating Description		SMT Lead		
		10	E2 Significant		Loui	Louise Sandall	
	1111	Current Rating	Current Rating Description		Louise Sandan		
		10	E2 Significant		Last Review Date		
mpact		Target Rating	Target Rating Description			24/03/2010	
	ihood	4	D1 Noticeable		24,		
Risk Ac	tions						
Status	Code	Title	Progress Bar Lead Latest Note		lote		
>	Risk OD 07	Consider dual ISP/Internet feed	5%	Louise To be considered as part on investigation in the same of ICT Programme Plan			

OD 05 ICT has no comprehensive second site							
Risk Code	R	isk Title	Description				Status
OD 05		o comprehensive cond site					
Consequences Business continuity							
Current Risk Matrix Previous Rating			Previous Rat	ing Descrip	otion	SMT Lead	
		10	E2 Significant		Louise Sandall		
		Current Rating	Current Rating Description				
		10	E2 Significant			Last Review Date	
mpact		Target Rating	Target Ratio	ng Descript	ion		
	ihood	4	D1 Noticeable		24/03/2010		
Risk Ac	tions						
Status	Code	Title	Progress Bar Lead Latest N		ote		
	Risk OD 08	Alternative site			gate alternative site as part of te DR/BCP		

OD 06 Failure to maintain IT software and hardware						
Risk Code	R	isk Title	Description		Status	
OD 06 Failure to maintain IT software and hardware						
Conseq	uences					
	ent Risk atrix	Previous Rating	Previous Rating Description	SI	MT Lead	
		8	D2 Significant	Louise Sandall		
		Current Rating	Current Rating Description	Loui	ise Sundan	
		8	D2 Significant	Last Review Date		
in pact		Target Rating	Target Rating Description			
	ihood	3			/03/2010	

OD 07 A successful attack against RDC infrastructure, system and premises								
Risk Code	R	isk Title	Description				Status	
OD 07	A successful attack against RDC infrastructure, system and premises				<u> </u>			
Conseq	uences	Business disruption	n. Unplanned costs.	. Loss of info	ormation. I	oss of reput	tation	
	urrent Risk Matrix Previous Rating Previous Rating Description		ption	SI	MT Lead			
Curre		9	C3 Si	gnificant		Lou	ise Sandall	
		Current Rating	Current Rating Description			Eduloc Sandan		
	O	9	C3 Significant			Last F	Review Date	
mpact		Target Rating	Target Rating Description					
	lihood	2	A2 Noticeable			24/03/2009		
Risk Ac	tions	1	1					
Status	Code	Title	Progress Bar	Lead	Latest N	lote		
•	Risk OD 10	Upgrade internal and perimeter security to satisfy Government Connect requirements	48%	Louise Sandall	Perimeter defence strengthened as part of Government Connect		ngthened as part of	
	Risk OD 11	Expand centralised backup with capacity for all systems	5%	Louise Sandall				

OD 08 Breakdown in Trade Union relations							
Risk Code	R	isk Title	Description				Status
OD 08	2.00	n in Trade Union elations					Ø
Consequences Strike(s). Lack of cooperation in moving the organisation forward.							
Current Risk Matrix Previous Rating		Previous Rating Description			SMT Lead		
		4	B2 Noticeable			Louise Sandall	
		Current Rating	Current Rating Description				
17		4	B2 Noticeable			Last Review Date	
m maget		Target Rating	Target Rating Description			24/03/2009	
_	lihood	1	A1 Noticeable				
Risk Ac	tions					'	
Status	Code	Title	Progress Bar	Lead	Latest N	lote	
Risk OD 12		Working with Trade Unions	0%	Louise Sandall	discussed monthly o	. HR and Bran r more if requ	meetings are being ch Secretary meet ired. Health and d jointly every

OD 09 Failure to manage partnership agreements							
Risk Code	R	isk Title	Description		Status		
OD 09		nanage partnership reements			Ø		
Consequences Constitution not adhered to. Poor customer service. SLA no				managed.			
	ent Risk atrix	Previous Rating	Previous Rating Description		SMT Lead		
		3	C1 Noticeable	Louise Sandall			
		Current Rating	Current Rating Description				
, O		3	C1 Noticeable	Last R	eview Date		
mpact		Target Rating	Target Rating Description				
<u>E</u> Likelihood		2			/03/2009		

OD 10	Data Qual	ity (prev HR6)					
Risk Code	R	isk Title	Description				Status
OD 10	Data Qua	ality (prev HR6)					_
Consequences Inaccurate information supplied to CMT, payroll, suppliers, councillors, members of public. Loss of reputation. Loss of member and officer time. Loss of public confident inability to progress projects effectively.							
	ent Risk atrix	Previous Rating	Previous Rating Description			SMT Lead	
		9	C3 Significant				
-		6	C2 Significant			Louise Sandall	
		Current Rating	Current Rating Description				
mpact		6	C2 Si	gnificant		Last R	Review Date
		Target Rating	Target Ratio	ng Descript	ion		
Likel	ihood						
Risk Ac	tions	1	1				
Status	Code	Title	Progress Bar Lead Latest N			lote	
	Risk OD 14	Managing Data			are subject to currently unde	o a sign off. System erway.	