

O&S Risk Log CSC Procurement

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|----------------|
| Overdue |
| Open |
| Closed |

| Risk Number | Probability | Impact | Risk Rating | Status | Date Raised | Issue Description |
|-------------|-------------|--------|-------------|--------|-------------|---|
| O&S050 | 3 | 3 | 9 | Open | 1/28/2004 | Staff lose direct contact with the public which affects their understanding of customer issues |
| O&S045 | 3 | 3 | 9 | Open | 1/28/2004 | Inability to bring into scope additional Council services because of legal impediments eg. Social Services because of Data Protection |
| O&S042 | 3 | 3 | 9 | Open | 1/28/2004 | Contractor failing financially or withdrawing from the contract |
| O&S041 | 3 | 3 | 9 | Open | 1/28/2004 | Medium term financial benefit to taxpayers not achieved |
| O&S034 | 3 | 3 | 9 | Open | 1/28/2004 | The Council tries to pass on too much responsibility to the Provider |
| O&S021 | 3 | 3 | 9 | Open | 1/28/2004 | Customers loose quality of service |
| O&S020 | 3 | 3 | 9 | Open | 1/28/2004 | Lack of variety in the job for the Provider's staff |
| O&S019 | 3 | 3 | 9 | Open | 1/28/2004 | Pension worries - benefits, loosing jobs, security, TUPE etc |
| O&S009 | 3 | 3 | 9 | Open | 1/28/2004 | The Provider does not adhere to Council standards |
| O&S008 | 3 | 3 | 9 | Open | 1/28/2004 | New national performance indicators are implemented, which are different from the CSC contract |
| O&S007 | 3 | 3 | 9 | Open | 1/28/2004 | The Council's reputation will suffer if the Provider blames the Council for everything |
| O&S006 | 3 | 3 | 9 | Open | 1/28/2004 | The whole thing falls over and it is a disaster |
| O&S005 | 3 | 3 | 9 | Open | 1/28/2004 | Hidden demand impacts budget |
| O&S004 | 3 | 3 | 9 | Open | 1/28/2004 | Provider is not financially viable |
| O&S003 | 3 | 3 | 9 | Open | 1/28/2004 | Customers feel service is impersonal - Council's reputation suffers |
| O&S002 | 3 | 3 | 9 | Open | 1/28/2004 | Contractor fails financially or withdraws |
| O&S001 | 3 | 3 | 9 | Open | 1/28/2004 | Contractor / Service Provider's Don't work together |
| O&S057 | 2 | 3 | 6 | Open | 1/28/2004 | The political climate changes and becomes less conducive to a partnership with the CSC Provider |
| O&S051 | 2 | 3 | 6 | Open | 1/28/2004 | CSC Provider does not understand the Council's processes |
| O&S049 | 2 | 3 | 6 | Open | 1/28/2004 | Csc Provider has an inadequate understanding of the changing needs in service delivery |
| O&S047 | 2 | 3 | 6 | Open | 1/28/2004 | CSC contract failure adversely impacts Council's good reputation |

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| O&S046 | 2 | 3 | 6 | Open | 1/28/2004 | CSC Provider fails to deliver ICT improvements for pan-Council use on time |
| O&S044 | 2 | 3 | 6 | Open | 1/28/2004 | Contractors do not work well together i.e CSC Provider and third party contractors |
| O&S043 | 2 | 3 | 6 | Open | 1/28/2004 | Customer being put through to a machine or non-operational person - lack of customer contact with "real" people |
| O&S035 | 3 | 3 | 4 | Open | 1/28/2004 | Cost overruns |
| O&S068 | 2 | 2 | 4 | Open | 1/28/2004 | There is a lack of consultation with stakeholders about service design |
| O&S060 | 2 | 2 | 4 | Open | 1/28/2004 | Failure to persuade community partners and other organisations to join with the CSC |
| O&S059 | 2 | 2 | 4 | Open | 1/28/2004 | Staff transferred to the CSC Provider lose job security |
| O&S058 | 2 | 2 | 4 | Open | 1/28/2004 | CSC Provider fails to meet service targets |
| O&S048 | 2 | 2 | 4 | Open | 1/28/2004 | CSC takes inadequate care in representing customer stakeholders' services and agenda to the Council |
| O&S039 | 2 | 2 | 4 | Open | 1/28/2004 | Unable to handle peaks and troughs in demand |
| O&S038 | 2 | 2 | 4 | Open | 1/28/2004 | lack of internal financial controls negatively impact on business (the Atkins scenario) |
| O&S037 | 2 | 2 | 4 | Open | 1/28/2004 | Council blames the Provider for everything |
| O&S036 | 2 | 2 | 4 | Open | 1/28/2004 | Efficiency and effectiveness due to financial implications |
| O&S030 | 2 | 2 | 4 | Open | 1/28/2004 | Customer's with hearing problems are not adequately catered for by the Provider |
| O&S029 | 2 | 2 | 4 | Open | 1/28/2004 | The Provider fails to provide the services on time |
| O&S028 | 2 | 2 | 4 | Open | 1/28/2004 | The Provider is unable to access decision makers on behalf of the Customer |
| O&S027 | 2 | 2 | 4 | Open | 1/28/2004 | Customer's are unable to access services via the CSC |
| O&S026 | 2 | 2 | 4 | Open | 1/28/2004 | The Provider issuing incorrect information to Customers, making the Council's jobs harder |
| O&S025 | 2 | 2 | 4 | Open | 1/28/2004 | Customer loses personal contact |
| O&S024 | 2 | 2 | 4 | Open | 1/28/2004 | Little customer contact for professional Council staff |
| O&S023 | 2 | 2 | 4 | Open | 1/28/2004 | Location of the Call Centre - Outsourcing to India |
| O&S022 | 2 | 2 | 4 | Open | 1/28/2004 | Data protection complications |
| O&S016 | 2 | 2 | 4 | Open | 1/28/2004 | The Council's reputation suffers from poor Provider performance |
| O&S015 | 2 | 2 | 4 | Open | 1/28/2004 | IT infrastructure cannot cope |
| O&S014 | 2 | 2 | 4 | Open | 1/28/2004 | The Council is unable to manage the contract - failure on the client side |
| O&S013 | 2 | 2 | 4 | Open | 1/28/2004 | Provider fails to provide quality service |
| O&S012 | 2 | 2 | 4 | Open | 1/28/2004 | Unable to get / or delays in services during transition |
| O&S011 | 2 | 2 | 4 | Open | 1/28/2004 | The Council suffers due to it's statutory obligation to provide service regardless of contractual performance |

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| O&S010 | 2 | 2 | 4 | Open | 1/28/2004 | Members cannot get enquiries properly answered |
| O&S077 | 1 | 3 | 3 | Open | 1/28/2004 | The CSC service suffers due to a lack of agreed procedures |
| O&S076 | 1 | 3 | 3 | Open | 1/28/2004 | The CSC service suffers due to poor communication between the Council and Provider |
| O&S070 | 1 | 3 | 3 | Open | 1/28/2004 | The Provider provides an inadequate service |
| O&S069 | 1 | 3 | 3 | Open | 1/28/2004 | There is a lack of "joined up" working |
| O&S064 | 1 | 3 | 3 | Open | 1/28/2004 | The Council fails to set in place adequate financial control of the contract with the CSC Provider |
| O&S063 | 1 | 3 | 3 | Open | 1/28/2004 | The Council fails to pay the Provider |
| O&S062 | 1 | 3 | 3 | Open | 1/28/2004 | CSC Provider fails to deliver the statutory duties delegated to them by the Council |
| O&S054 | 1 | 3 | 3 | Open | 1/28/2004 | The implementation of the CSC confuses reporting lines |
| O&S053 | 1 | 3 | 3 | Open | 1/28/2004 | CSC Provider fails to feed back management information to the Council |
| O&S052 | 1 | 3 | 3 | Open | 1/28/2004 | Access to Council services is not improved by the CSC |
| O&S067 | 3 | 1 | 3 | Open | 1/28/2004 | Because of a lack of specialisation CSC staff lack job satisfaction and therefore motivation |
| O&S066 | 3 | 1 | 3 | Open | 1/28/2004 | The CSC clientside makes errors |
| O&S065 | 3 | 1 | 3 | Open | 1/28/2004 | Customers are confused about to whom they should complain or who they should raise issues with |
| O&S071 | 1 | 2 | 2 | Open | 1/28/2004 | The Provider over-estimates his ability |
| O&S061 | 1 | 2 | 2 | Open | 1/28/2004 | CSC impacts negatively on ability of stakeholders to meet their own service standards and procedures |
| O&S055 | 1 | 2 | 2 | Open | 1/28/2004 | CSC staff have no defined career path and lose motivation |
| O&S075 | 1 | 1 | 1 | Open | 1/28/2004 | The Council's requirements are unclear |
| O&S074 | 1 | 1 | 1 | Open | 1/28/2004 | The provisions of the Data Protection Act are not met |
| O&S073 | 1 | 1 | 1 | Open | 1/28/2004 | Customers object to the scope of the personal information held on them |
| O&S072 | 1 | 1 | 1 | Open | 1/28/2004 | There is inadequate access for customers with disabilities |
| O&S068 | 1 | 1 | 1 | Open | 1/28/2004 | The CSC Provider provides the wrong service |
| O&S056 | 1 | 1 | 1 | Open | 1/28/2004 | Staff transferred to the CSC Provider end up being de-skilled |
| O&S040 | 1 | 1 | 1 | Open | 1/28/2004 | Inadequate Provider accountability |
| O&S033 | 1 | 1 | 1 | Open | 1/28/2004 | Inadequate training of Provider staff to handle and prioritise calls |
| O&S032 | 1 | 1 | 1 | Open | 1/28/2004 | Confidential information is passed on to 3rd parties |
| O&S031 | 1 | 1 | 1 | Open | 1/28/2004 | Long queues hit those on low incomes badly |
| O&S018 | 1 | 1 | 1 | Open | 1/28/2004 | Industrial action brings all services to a halt |
| O&S017 | 1 | 1 | 1 | Open | 1/28/2004 | Provider pulls out either in the runup to the contract or after the contract is let |