APPENDIX B TO
IE PAPER ON
STERIA CONTRACT EXTENSION

ID	Current Status	Impact	Probability	Risk Score	Responsibility	Owner	Submitted By	Issue/Risk Description	Impact Description	Recommended Action (Plan)	Governance Mitigation (Resolution)
1	Reviewed	5	5	10	Work Group	Work Group	N Davies	Gaps will remain in service provision once Steria have taken control	Some limited services will not be delivered at all		
2	Reviewed	5	3	8	Apps Work Group	Work Group	N Davies	Steria Model office and apps testing undefined at present.	No testing resulting in stability issues - existing model offices still in operation		
3	Reviewed	5	3	8	Apps Work Group	Work Group	N Davies	Apps Support in Steria model undefined	Subset of 1.		
4	Reviewed	5	5	10	Work Group	Work Group	Work Group	1C4W thrid parties undocumented	Agreements out of control/management and corresponding failure of support		
5	Reviewed	5	5	10	Work Group	Work Group	Work Group	Aghreement not reached with Steria	No support for district scope post vesting		
6	Reviewed	5	2	7	Work Group	Work Group	Work Group	DR provision patchy and uncoordinated across whole estate	Unaceptable scenario in event of disaster		
7	Reviewed	5	3	8	Work Group	Work Group	Work Group	No definition of Business Critical Servcies under 1C4W	Unable to specify servcies required.		
8	Reviewed	2	5	7	Work Group	Work Group	Work Group	Inconsistent printer estate and no 1C4W support provision defined	Printing servcies inconsistent and support may fail		
9	Reviewed	4	5	9	Work Group	Work Group	Work Group	Remote support WoW solutions incompatible across 1C4W estate	Unable to provide consistent support		
10	Reviewed	2	3	5	Work Group	Work Group	Work Group	Steria's work on due diligence will throw up unknown issues	Increased cost and/or need to find other providers		
11	Reviewed	5	5	10	Work Group	Work Group	Work Group	Timecslaes very tight to resolve issues before decision to proceed with Steria/or plan B	Lack of support		
12	Reviewed	5	3	8	Work Group	Work Group	Work Group	Responsibility and resources for implementaing COCO Security Requirements is undefined	Failure to meet standards and possibly unbale to connect to COCO complaint systems		
13	New	3	5	8	Work Group	WorkGroup	P Barnett	New service will not be as responsive as previuos models.	Expectation management within communications programme.		