Customer Experience Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Customer Experience Service Delivery	12

Number of Cluster Risks

1

Risk Matrix by Likelihood (6) and Impact (4)
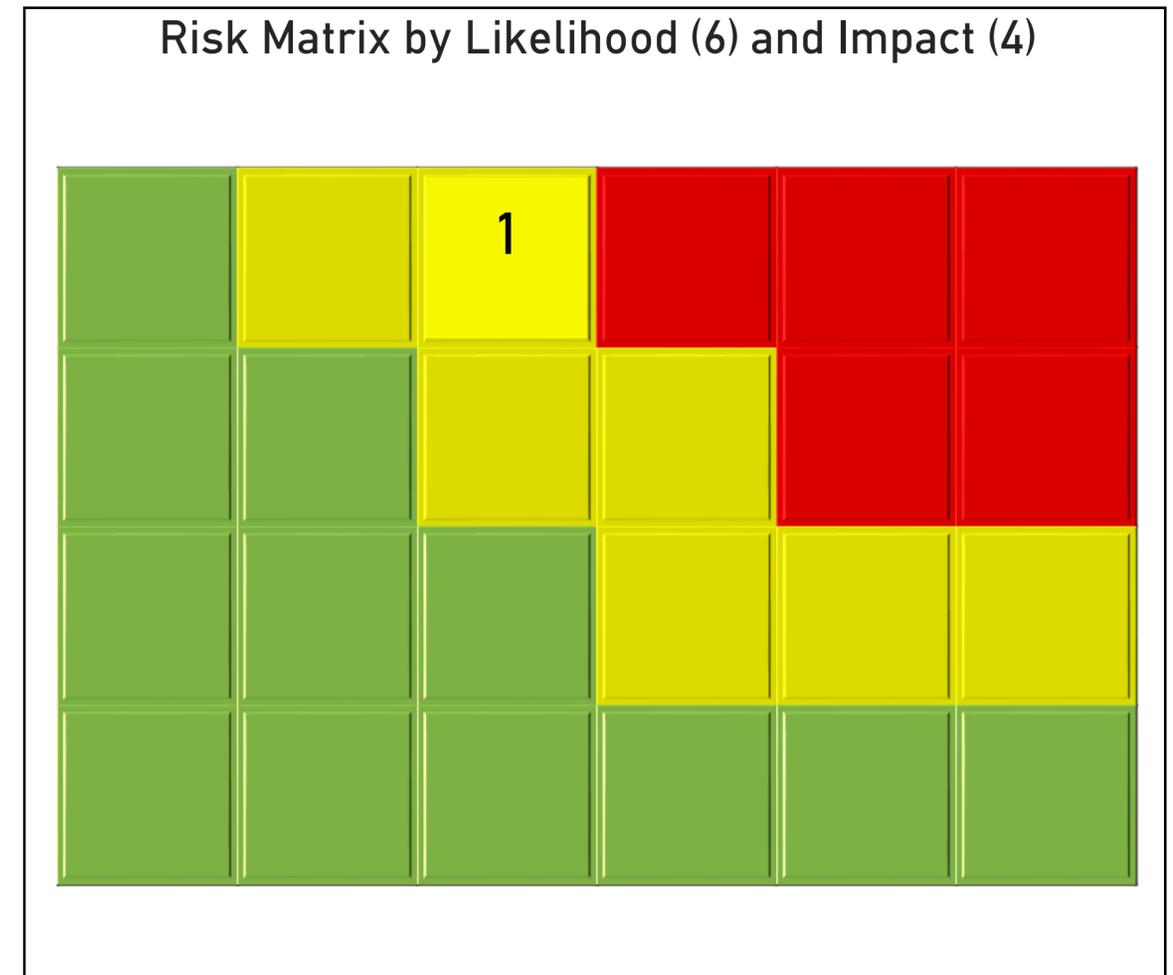
FUNCTION	CLUSTER	RISK OWNER ▲	RISK LEAD
Customer	Customer Experience	Jacqui McKenzie	Bruce Reid

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS ▲	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Customer Experience Service Delivery	Risk to delivery of key front-line services in the event of failures of systems or processes	Procurement of ongoing Disaster Recovery arrangements for the Regional Communications Centre Implement effective local administration of systems 'owned' by the Customer Experience cluster, ensuring maintenance of the required skillset to support / administer ICT applications. Identify single points of failure across the cluster and implement improvement and upskilling programme's to mitigate the risks. Implement an annual test plan to assess the effectiveness of all Business Continuity Plans.	70	8	12	3	4	30 August 2021