

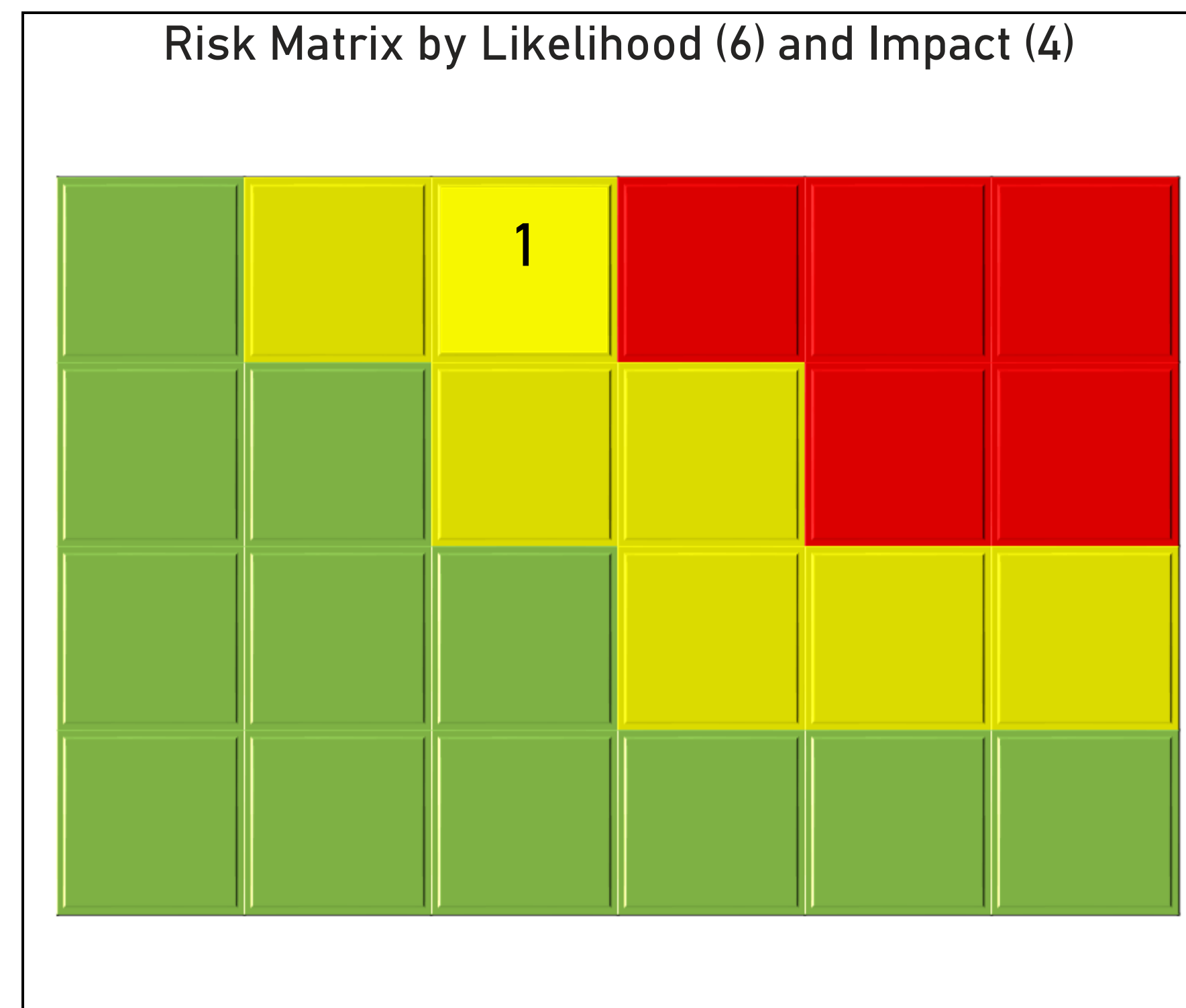


Customer Experience Services Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Customer Experience Service Delivery	12

Number of Cluster Risks

1



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Customer Experience	Jacqui McKenzie	Bruce Reid

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	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, processes or in the event of an incident, e.g. climate event	<p>1) Implement effective local administration of systems 'owned' by the Customer Experience cluster, specifically:</p> <ul style="list-style-type: none"> - CoreHR (for all aspects of Payroll and HR Service Centre administration) - Academy (for all aspects of Revenues & Benefits administration) - Zipporah (for all aspects of corporate bookings and lettings administration) <p>2) Remove single points of failure across the Cluster via a comprehensive training programme and establishment re-design.</p> <p>3) As part of the Business Continuity Group, develop, monitor and test Business Continuity Plans for each service area.</p> <p>4) Continue to develop a detailed process map for activating a response plan in the event of an incident/ disaster/ climate event in the City.</p>	8	12	3	4	30 March 2022