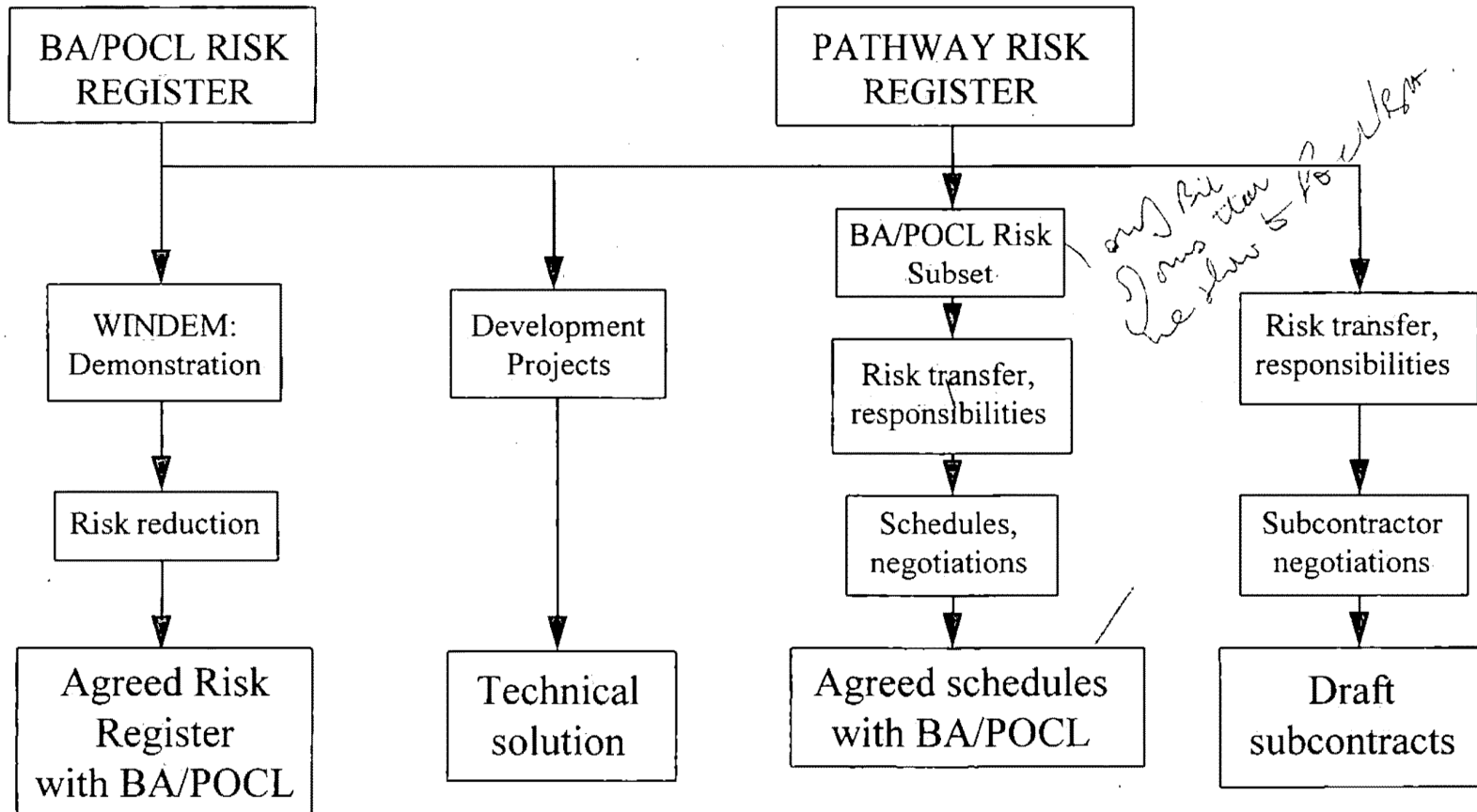


Pathway

RISK PROCESSES



TOP TEN PATHWAY RISKS : STATUS 8.9.95

RISK	RESPONSIBILITY	RESOLVE BY DATE	STATUS	DATE	BA/POCL RISKS
Failure to adequately define Service offering - PD's & SLA's	Operations	October	<ul style="list-style-type: none"> ° PD's completed, being distributed to suppliers ° Draft of SLA's produced for supplier review ° SLA's to be agreed with suppliers 	End Sep	
PMS solution: no viable development plan exists	Technical	October	<ul style="list-style-type: none"> ° PMS platform changed to Oracle 7, to address BA/POCL risks of timescale & demonstration ° PD completed ° Development work for demonstration underway by Anpost/Oracle 	Mid Oct	13 18
Dependency on Escher; POCL perception of ability/viability	Technical	October	<ul style="list-style-type: none"> ° Skills transfer continuing ° Riposte for demonstration delivery ° Full Riposte for NT 	End Sep End Oct	51 2 7
Distributed system not acceptable - scalability of Riposte correspondence server - attacked by competition - not proven	Technical	October	<ul style="list-style-type: none"> ° Paper re scalability ° Scalability demonstration 	End Sep Mid Oct	9 54 21 20
Ill defined responsibilities at the boundary of Pathway and POCL/BA	Quality & Risk	October	<ul style="list-style-type: none"> ° Business model sensitivity analysis underway. Target completion ° Process analysis underway for eg counter procedures ° Interface parameters and relate to schedules 	End Sep End Oct	

RISK	RESPONSIBILITY	RESOLVE BY DATE	STATUS	DATE	BA/POCL RISKS
System security: fraud by Pathway, POCL/BA staff or general public	Quality & Risk	October	<ul style="list-style-type: none"> ° PMS/CMS analysis complete & reviewed ° Counter procedures definition, collusion analysis underway for CCIG ° MIS requirements being analysed ° Security being reviewed 	End Sep End Sep	3 34 21 53
Counter interface; risks of fraud and loss of data due to theft of equipment	Quality & Risk	October	<ul style="list-style-type: none"> ° Reviewed ° Encryption considered & potential solutions identified ° To be incorporated into technical design 	End Sep	
Roll-out plan not acceptable to POCL/BA	Programmes	October	<ul style="list-style-type: none"> ° Ready project plan being prepared ° Technical requirements for roll-out for BPS and SIS in place ° Roll-out schedules to be negotiated/ agreed 	Mid Sep Mid Sep End Oct	18
CMS: demonstration of capability insufficient to convince POCL/BA of viability of solution	Technical	October	<ul style="list-style-type: none"> ° Commercial CMS demonstrations being evaluated ° CMS demonstration 	Mid Sep End Oct	13 18
Demonstration of steady state services; not fully defined & modelled	Operations	October	<ul style="list-style-type: none"> ° Draft performance measures completed ° Stage 3 requirements appraised ° Development of services to provide performance measures & mapping/input into schedule 	Mid Oct	

RISK OWNERSHIP

INTEREST GROUP Name	Pathway Equiv Members	RISK	DESCRIPTION	BA/POCL RISK OWNER	PATHWAY RISK OWNER
Card & Customer C Oudot G Lewis R O'Connor	DG,RH,JCCD,(AH,DC) MHB,MMc,MF,JD	14 3 54 26 51 34 53 46	Proxy (A,5) Card Fraud, commercial (A,4) Volume of Foreign encashments (B1,4) Personal details change (B1,2) PMS/OSS non core to Girobank (B2,4) Fraud resulting from comms failure (B2,4) Counter fraud (B3,5) Sherman number (Q,0)	C Oudot G Lewis C Oudot G Lewis N O'Donoghue G Lewis J Bruce G Lewis	DG MHB JCCD DG JCCD DH DH RH
ECCO+/EPOS, APS, non BA J Meagher T Godeseth C Hooper	DH, (TBA), MMc RB, RP, MM, LF	49 1 5	EPOS development timescale (B1,3) Accounting, EPOS (B1,3) Generic functions (B2,4)	J Meagher J Meagher J Meagher	DH DH MMc
HCI B King J Topham T Godeseth	DC, KN, JCCD, JED, RP/JA	11 29 19	Keyboard size (B1,0) Back office equipment (Q,0) Low volume PO equipment (Q,0)	J Meagher J Folkes J Meagher	DC DC JCCD
Design Assurance N Mohindra T Godeseth	JCCD, DH, MM	9 20 21 7 40 48	Riposte scalability (A,5) PAS,TMS distributed system (B1,4) Distributed architecture, fraud (B2,3) Riposte future, transfer (B3,3) Support environments, test (Q,0) Distribution of software (Q,0)	T Godeseth N Mohindra N Mohindra T Godeseth N Mohindra T Godeseth N Mohindra T Godeseth N Mohindra	JCCD JCCD JCCD JCCD JCCD JCCD

RISK OWNERSHIP

INTEREST GROUP Name	Pathway Equiv Members	RISK	DESCRIPTION	BA/POCL RISK OWNER	PATHWAY RISK OWNER
Roll out, Implementation J Topham D Mottram	BD, JCCD, SM	13	PAS, CMS proof (A,5)	J Topham	JCCD
		18	Phased acceptance and roll out (A,5)	D Mottram J Topham D Mottram	JCCD
Others		47	Pathway definition (B1,3)	N O'Donoghue	JHB
		2	Escher definition (B3,4)	N O'Donoghue	AEO
		27	Help desk number (Q,0)	N Mohindra T Godeseth	SM