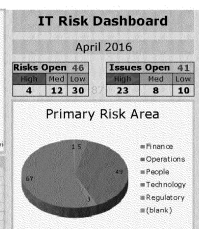


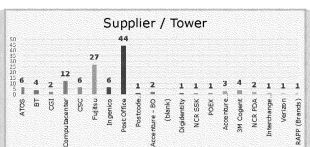
	Application / Service		
AEI		4	4.6%
Business Services		5	5.7%
Cash Office		2	2.3%
CD		0	0.0%
Check in Transaction		0	0.0%
CLP		0	0.0%
Commercial & Marketing		0	0.0%
Finance Services		1	1.1%
Credence		0	0.0%
DDOS		1	1.1%
EUC Branch		1	1.1%
EUC Branch		1	1.1%
Financial Services		1	1.1%
Galaxy		1	1.1%
GP		5	5.7%
MDH		1	1.1%
Mobile Billing		0	0.0%
Remcom Service		1	1.1%
Service		1	1.1%
Mobile Phones		1	1.1%
Work		3	3.4%
PayStation		0	0.0%
POA Service Warehouse		2	2.3%
PODS		6	6.9%
POS		25	28.7%
POL Web Page		1	1.1%
POL LAP		3	3.4%
Real code search		0	0.0%
Queue Hgt		0	0.0%
Queue		2	2.3%
Revenue		0	0.0%
Salvage		0	0.0%
SISO		6	6.9%
SW		1	1.1%
Swindon		0	0.0%
CDC		1	1.1%



Supplier / Towar		
Top 3	Open	%
Post Office	26	29.9%
Fujitsu	16	18.4%
Computacenter	9	10.3%

Application / Service		
Top 3	Open	%
POL IT	25	28.7%
EUC Admin	6	6.9%
EUC Admin	6	6.9%

Category		
Top 3	Open	%
IT Service Continuity	15	17.2%
Maintain Infrastructure	11	12.6%
Process Management	9	10.3%



Risk Category		
Access Management	3	3.4%
Account & License Mgt.	4	4.6%
Audit	1	1.1%
Availability Management	2	2.3%
Change & Release Mgt	1	1.1%
Compliance	0	0.0%
Configuration Management	3	3.4%
Costs Management	2	2.3%
Cryptographic Key Mgt	0	0.0%
Data Backup & Retention	0	0.0%
Data Integrity	1	1.1%
Decision Making	2	2.3%
Disputes	0	0.0%
Incident Management	1	1.1%
Investment Management	1	1.1%
IT Governance	1	1.1%
IT Resources	7	8.0%
IT Service Connection	15	17.2%
Knowledge / Skills	1	1.1%
Loss / Damage	0	0.0%
Network Infrastructure	11	12.4%
Operational Security	0	0.0%
Performance & Capacity	3	3.4%
Problem Management	0	0.0%
Process Management	9	10.1%
Roles and Responsibilities	1	1.1%
Service Design	3	3.4%
Service Management	1	1.1%
Supplier Management	6	6.9%

ID	Risk/Issue	Status	Date Reviewed	Area	Category	Supplier / Vendor	Application / Service	Resolution	Risk Owner	Risk Title	Specific Risk	Risk Description / Consequences	Likelihood	Risk Rating	ATOS Risk ID	Financial Impact	Impact	Likelihood2	Score	Next Step (Action)
ITRisk_001	Risk	Open	11.02.2015	Finance	Costs Management	Aventure - BO	Back Office	Remediate	Chris Free	Back Office scope	Scope of Back Office services has gone which impact our requirements for Risk and Assurance	Which will result in ... leading to escalating support costs.	High	High						
ITRisk_002	Risk	Accepted	11.02.2015	Finance	Costs Management	Post Office	POL IT	Audit	Sharon Gilkes	Post Office Budgets	Post Office reduced IT support costs as they are unable to cover the requirements of the contract as well.	Which will result in ... increase in change costs, unanticipated "make good" open costs (vendor management), R&R (CAPEX)	Med	Low		€50m - €100m	4	4	10	11 monthly OFEX review run by vendor managers
ITRisk_003	Risk	Open	11.02.2015	Finance	Costs Management	Computecenter	EUC Branch	Remediate	Roger Maybury	Branch EUC delayed	There is a risk that if the Branch EUC rollout is delayed the IT support costs will increase more than the current MPOS contractual budgeted	Which will result in ... an increase to the IT services budget	High	High		€5m - €100m	4	4	10	
ITRisk_004	Risk	Closed	28.02.2016	Operations	IT Governance	Computecenter	EUC Admin	Remediate	Sharon Gilkes	EUC Admin rollout acceptance	There is a risk that EUC rollout will turn into a service degradation / failure and business interruption	There is a risk that the roll out is accepted with major risks still pending due to unclear responsibility and ownership, top manager responsible for acceptance of service is leaving POL right after pilot 2 phase. There is no clear defined criteria for acceptance of EUC pilot and decision making (if to go ahead)	Very High	Med		€20m - €50m	3	5	15	
ITRisk_005	Issue	Closed	20.02.2016	Operations	Process Management	Computecenter	EUC Admin	Remediate	Sharon Gilkes	EUC Admin rollout plan issues	There is a risk of major business interruption and service failures to occur if no "lessons learned" and issue remediation session	There is no "lessons learned" and issue remediation session conducted after pilot 1 which has already led to same issues but on a larger scope appeared in pilot 2	Realised	Very Low		€5m - €10m	2	2	4	
ITRisk_006	Issue	Open	20.02.2016	Technology	Asset & License Mgt	Computecenter	EUC Admin	Remediate	Steve Hayes	Issues with ATOS Assets Management (SACM)	Assets Management - major risk with the SACM (Asset Management) not complete and up-to-date. And the risk will grow bigger each week as we start the roll out.	1. There is no link between ATOS and CC to update CMDB and store correct updated information on out assets (laptops) and their ownership (users should be financially liable for them). So we do not receive correct information from their discovery tool. 2. As far as I know ATOS still has not purchased and installed the discovery software for license management. 3. There is no information currently about mobile phones / SIM cards / portable electronics that our users have. The monitoring (discovery) tool will not be covering those items. 4. There is no working instruction or documented procedures describing : a. how the new equipment is given out - how signs out for it (user acceptance etc) b. how we enter information in the DB c. how we ensure that if user gives equipment to another user due to transfer, upgrade or leaving - how the new user accepts the ownership and how we update our CMDB 5. What we do for audits if we see that equipment belongs to mister A and discovery tool tells us that it is mister B who logged in at all times - does that mean mister A does not exist anymore? Where is the ownership and responsibility? a. When we run discovery report both for use of equipment and what is mismatched - and what are our planned actions for unauthorized software. 7. and I can continue this list of questions... 8. There is no agreed interface between JML process and Asset Management. Beyond on the call pointed to Jo Vloeberghs responsible for setting up AL, JML processes and user management. I have stated on the call that whatever Jo is doing has only partial relation to Asset Management process, it is a parallel environment. 9. ATOS currently refers to Ops Manual, but there are no details in there to action upon all questions above. Ops Manual is a generic high level document which will not give us answer on what are key control points, what reports we use, what step-by-step daily actions IT guys have to perform, and so on.	Realised	High		€50m - €100m	4	5	20	
ITRisk_007	Issue	Open	20.02.2016	Technology	Data Integrity	Computecenter	EUC Admin	Remediate	Sharon Gilkes	RMG separation	There is a real risk of business data to be lost if user unavailable after 31 march 2016 (RMG separation cut off date)	1. no information where POL data is based on ASRM servers 2. no clear plan to lost separation before the dead line to ensure that users and business have their data available to them 3. there is no remediation (mitigation) plan in case POL will realise they do not have access to their data after 31.03.2016. The data transfer is based on "credibility" however same data might have been lost/left behind Data Quality Issue: Duplication of folders/files due to issues with application isolation R&R - the example is, if a user will need a folder/file creation - at the moment this is on men's hand. CSC has only rights to create but not grant permissions, CC has only right to grant permission but not create folders. No agreement who will pick the end-to-end process. EUC no SLA with RMG on their timely resolution of out tokens (from ATOS) EUC rollout delay (on Monday 8/3 users are in RMG environment) - this will delay users mapping and will cause unavailability of files/folders to them for several days in April	Very High	High		€50m - €100m	4	5	20	
ITRisk_008	Issue	Open	20.02.2016	Technology	Access Management	Post Office	POL IT	Remediate	Steve Hayes	IAM (User identity and access management)	There is a risk of violation of access rights or service disruption for users due to no documented end-to-end JML and User Access Management processes, no documented end to end user access management in place for Post Office finance systems - e.g. POLSAP, wdsap and CFS	1. There is no single process for Identity Access management (IAM). 2. There is no process owner for IAM. Usually this is part of Information Security as a separate team. However, ISMG considers that this is IT responsibility. 3. There are managed everywhere (by RM, CSC, Data, CSC, CC) - no clear understanding how they will be managed with EUC, who will be the process owner, what is overall single approach 4. No user access diagram for Identity Management - how AD username linked to SAP (any SAP system) account - as they are different 5. No documented naming convention for users 6. No approved list of business owners who will approve access to applications 7. No working instruction on AD / email account management, password reset, disabling, deactivating, etc. 8. No standard request forms for different systems with appropriate authorization workflow (Business owner, license manager, ISMG when required) 9. Users do not know nor understand what is the process to request access to anything 10. Incident/tickets now raised by users to ATOS helpdesk - ATOS resend them to CSC or Data without all required information and approvals, this bounce back by vendor to ATOS, then goes into loop and ATOS does not know who approves what, and those tickets just stay there for weeks (this was confirmed to myself by CSC and Steve).	Very High	High		€50m - €100m	4	5	20	
ITRisk_009	Risk	Open	06.02.2016	Technology	Maintain Infrastructure	Ingenico	Payment	Remediate	Andy Garner	Payment service End of Life	There is no strategy in place to replace Ingenico Payment by 02/04/2017. The Payment terminals are already EOL support from September 2013.	Ingenico cannot support the terminals that were delivered and of the Sept 13 - POL are only 15 months away from the Ingenico Service passing but with no view of what will replace it. Ingenico Payment also include the Itron and Siemens 3rd party components. The Ingenico Payment Contract was extended from 03/10/11 (expiry of agreed Initial Term) for 6 months to expire 02/04/12 but was never extended any further so it is my understanding from Steve that we (POL) have been running the service under rolling terms and conditions. However, the Service will not be able to continue past 02/04/17 as this was a 2 year extension to the end of the (EOL) notice for the terminals that Ingenico serve POL back in Sept 13 (starting terminals EOL but would continue service until Mar 15)	Very High	Med		€20m - €50m	3	5	15	
ITRisk_010	Risk	Open	06.02.2016	Technology	Maintain Infrastructure	NCR SSK	SSK	Remediate	Andy Garner	NCR SSK "Call-Off" contract is near expiration	No timely contract/service review, may lead for financial losses or unsupervised services	The Product Framework Agreement for NCR in relation to SSK's expired 30 Sept 15 and has no further 12 month extensions currently to 30 Sept 16. The NCR SSK Call-Off Contract 'Initial Term' expires 29 Jan 2016 with the option of a Further 2 x 11 month extensions.	Low	Very Low		€5m - €10m	1	2		Legal is looking for trying a 10 years new contract or extension
ITRisk_011	Risk	Closed	19.02.2015	Technology	IT Service Continuity	BT	Network	Remediate	Andy Garner	NBSC telephony	As a result of POL procurement outsourcing BT to undertake reducing service levels. ADOL from total care to prompt care	There is a risk that there is a lack of resilience to the Post Office contact centres, Deanne House and St Helens which will result in a loss of service during a commo incident to the sites	Low	Very Low		€5m - €10m	2	2	4	

ITRisk_002	Risk	Open	08/02/2016	Technology	IT Service Continuity	Post Office	POL IT	Asset	Ben Cooke	Cash Centre - VOIP	Should the primary server fail it would result in no access to the telephone services at the site listed above. The failure to the service would result in delays to cash orders and customer complaints.	There is currently no back up service for the voice service at the 18 sites. If the primary service were to fail there would be no access to telephone services	Med	Low	£20m - £30m	2	3	There is a risk to be kept up.
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ITRisk_004	Risk	Closed	05/08/2014	Operations	Supplier Management	Fujitsu	all services	Remediate	Sharon Gilkes	Capacity - Staff Resource	There is a risk that as a result of capacity overruns, there is a potential to cause stress, sick leave	Which will result in - increasing capacity problem and ability to deliver critical business change. POL IT does not have enough dedicated staff in IT, work load is increasing which puts additional pressure on the team, which will result in reduced levels of knowledge with the organisation	High	Low	£20m - £30m	2	3	
ITRisk_005	Risk	Open	03/12/2014	Technology	Change & Release Mgt	ATOS	SSSD	Remediate	Steve Hayes	Technical Change Management (BAU issues)	Due to issues with BAU/CI processes there is a risk of IT availability/stability and data integrity	1) No consistency and clear definition for different Change types and criteria 2) Limited scope of Post Implementation review - No full picture, missing lessons learnt, etc 3) No control of unauthorised changes 4) No consistency and clear definition for Change risk and criticality definition and guidance 5) No clear definition for criteria for changes which can be approved without official CAB 6) Misuse of retrospective and emergency changes 7) Change freeze period and restrictions and communications are managed poorly 8) KPIs should be reviewed to be more representative of real situation 9) Change tracker are not kept up-to-date 10) The CM Tool is not fully operational and currently not fit for purpose. Does not allow to load list of all changes 11) PIR review/and are limited to very small number of issues.	High	High	£20m - £30m	4	5	20
ITRisk_006	Risk	Open	03/11/2014	People	IT Resources	Post Office	POL IT	Remediate	Sharon Gilkes	People - capacity issue	There is a risk that the organisation to accept new services due to the volume of services coming through the pipeline, a potential loss of competency and capability. As a result of capacity overruns,	Which will result in - increasing capacity problem and ability to deliver critical business change. POL IT does not have enough dedicated staff in IT, work load is increasing which puts additional pressure on the team, which will result in reduced levels of knowledge with the organisation	High	Very Low	£1m - £5m	1	3	
ITRisk_007	Risk	Closed	03/11/2014	Operations	Supplier Management	Computecenter	EMC Branch	Remediate	Andy Garner	Fujitsu out of space for EMC Branch transfer	There is a risk that Fujitsu will cease to support EMC branch	Which will result in - reduced usable spaces transferred to CC	High	Low	£20m - £30m	2	3	no issues any more at POL
ITRisk_008	Risk	Closed	03/11/2014	Finance	Investment Management	Fujitsu	all services	Remediate	Julian Davis	Previous Fujitsu committed discount not realised	There is a risk that... Fail to deliver £2m discount previously promised and budgeted for (Overst commitment 3 years ago acknowledged in writing this year by Fujitsu) (For new releases in 14)	Which will result in... a lack of savings to POL	Med	Low	£20m - £30m	3	2	
ITRisk_009	Risk	Asseted	03/11/2014	Operations	Supplier Management	Post Office	POL IT	Asset	Roger Maybury	External Supplier Management	There is a risk that current competent staff will be moved off by incumbent supplier from POL account and be replaced by less	Which will result in - degradation of service, ineffective interactions and problem records/problems/issues remaining unresolved	High	Very Low	£1m - £5m	2	2	1) monthly governance meetings - review key personnel
ITRisk_010	Risk	Open	03/11/2014	Operations	Process Management	Post Office	POL IT	Remediate	Chris Bree	Post Office Decision Making	There is a risk that... Due to the complexity of the current Post Office multiple transformation programmes, there is a risk that decisions	Which will result in extra expenses, financial losses, wrong decisions made due to wrong people involved in decision making process.	Realised	High	£20m - £30m	4	5	10
ITRisk_011	Risk	Open	08/09/2014	Operations	Service Design	Post Office	POL IT	Remediate	Steve Hayes	Service Design	There is a risk that... Service design and CR signoff not being routed back through POL	Which will result in - items not being assessed or financially agreed. POL gate the services not aligned to the model and not fit for purpose	Realised	High	£20m - £30m	4	5	10
ITRisk_012	Risk	Open	08/09/2014	Operations	Service Design	Post Office	POL IT	Remediate	Steve Hayes	Service Strategy / Model	There is a risk that... documentation for design and transition not fulfilling requirements	Which will result in - Documents not giving enough criteria around the service and how it will operate	Realised	Med	£20m - £30m	3	5	15
ITRisk_013	Risk	Open	03/11/2014	Operations	Supplier Management	Fujitsu	all IT services	Remediate	Chris Bree	Transitional data centre (TDC) Service exposure	There is a risk that... Once the current commercial terms run out, there is a poor level of service for the Transitional data centre.	Which will result in - service and liability exposures which could require board approval	Med	Med	£20m - £30m	3	4	12
ITRisk_014	Risk	Closed	11/02/2015	Technology	Maintain Infrastructure	Fujitsu	all services	Remediate	Steve Hayes	Microsoft 2003	There is a risk that... Microsoft have confirmed by Fujitsu that they will end support July 2015 (Windows Server 2003)	Which will result in - Security Patches will no longer be available and Fujitsu will be unable to raise incidents to Microsoft	Med	Med	£20m - £30m	3	4	12
ITRisk_015	Risk	Closed	08/09/2014	Operations	Supplier Management	Fujitsu	all services	Remediate	Sharon Gilkes	POL are exploited by Fujitsu for exit costs	There is a risk that... if we are not clear on exit and any extension dates	Which will result in - Fujitsu possibly taking commercial advantage and uplift costs or decline to extend which would put pressure on new suppliers	Med	Low	£1m - £5m	3	3	
ITRisk_016	Risk	Closed	08/09/2014	Operations	Supplier Management	Fujitsu	all services	Remediate	Sharon Gilkes	Fujitsu delay exit:	There is a risk that... There is a risk that Fujitsu actions slow down the ability to exit	Which will result in - impacting the live service provision The tower model not being supported and increase to costs	Med	Low	£20m - £30m	3	3	
ITRisk_017	Risk	Closed	05/07/2003	Technology	Asset & License Mgt	Post Office	POL IT	Remediate	Sharon Gilkes	License Management	The costs of separating microsoft licenses from Royal Mail is greater than what has been budgeted for	Risk of additional ££ costs for Microsoft licenses	High	Med	£20m - £30m	3	5	19
ITRisk_018	Risk	Open	08/09/2014	Technology	Asset & License Mgt	Post Office	POL IT	Remediate	Roger Maybury	License Management	The costs of separating SAP licenses from Royal Mail is greater than what has been budgeted	Risk of additional ££ costs for SAP licenses	Realised	Med	£20m - £30m	3	5	15
ITRisk_019	Risk	Open	08/09/2014	Technology	Asset & License Mgt	Post Office	POL IT	Remediate	Roger Maybury	License Management	The costs of separating ORACLE licenses from Royal Mail is greater than what has been budgeted	Risk of additional ££ costs for ORACLE licenses	Very High	Very Low	£1m - £5m	1	1	
ITRisk_020	Risk	Open	21/09/2014	Operations	Service Design	Post Office	POL IT	Remediate	Steve Hayes	Tower Model broken relates to Supplier Management	Complexity and gaps in contractual arrangements leads to lack of control over supply chain members.	No clear control over suppliers due to different contract clause (templates). Not all Suppliers are committed to POL approach to service management	Very High	High	£20m - £30m	4	5	20
ITRisk_021	Risk	Open	01/01/2014	Operations	IT Governance	Post Office	POL IT	Remediate	Chris Bree	IT Strategy not aligned to Business	IT Strategy not aligned to Business. Risk that the IT agenda and Business strategic plan diverge	Taken from IT Strategy ExCo paper, if we do not adopt & effectively implement business change, we will not optimise value from our Post Office solution	Realised	Low	£20m - £30m	3	3	
ITRisk_022	Risk	Open	01/09/2014	Operations	IT Governance	Post Office	POL IT	Remediate	Steve Hayes	IT Operating model	There is a risk that the Business operating model changes - IT Strategy not informed or does not wrap up with business strategy which may result in IT Concepts being committed to that	Realised IT Operating model not in place, making it difficult to create bottleneck operate both BAU and Channel	Realised	High	£20m - £30m	4	5	20
ITRisk_023	Risk	Closed	02/09/2014	Operations	Process Management	Post Office	POL IT	Remediate	Andy Garner		Predicted increase of 200k UKVZ environments, practical capacity issues in POL network resulting in queues in branch and impact on branch performance and customer complaints..		Low	Low	£20m - £30m	2	4	

ITRisk_024	Risk	Closed	30/03/2014	Operations	Process Management	Post Office	POL IT	Remediate	Andy Garner	Communication and management of incident and change management does not follow agreed client processes, timescales or provide expected updates. The results in client management issues as managed services are not aware of issues and additional workloads for managed services to support client Network and Core Transformation results in the removal of equipment or branches being off line, which in turn results in service provision to POL and	Low	Very Low					1	3		
ITRisk_025	Risk	Closed	01/04/2014	Operations	Process Management	Post Office	POL IT	Remediate	Andy Garner		Low	Very Low					1	4		
ITRisk_026	Risk	Closed	01/04/2013	Operations	Process Management	Post Office	POL IT	Transfer	Mario Michael	Segregation NSA Penalty - as a result of POL not achieving Segregation SLA Targets, a penalty of one £5m will be payable to RND at the end of Financial Year	Low	Low					2	4		passed to Commercial
ITRisk_027	Risk	Closed	01/04/2013	Operations	Process Management	Post Office	POL IT	Transfer	Mario Michael	Redirection NSA Penalty - as a result of POL not achieving Redirection SLA Targets, a penalty of one £300k will be payable to RND at the end of Financial Year	Low	Very Low					1	4		passed to Commercial
ITRisk_028	Risk	Closed	01/04/2015	Operations	Process Management	Post Office	POL IT	Transfer	Mario Michael	Dangerous Goods - LCA Dangerous Goods Audit in Oct 15 of Post Office. If adverse findings/serious issues identified, RND could withhold all some of the payment of circa £5m that POL receive for	Low	Very Low					1	3		passed to Commercial
ITRisk_029	Risk	Closed	01/04/2015	Operations	Process Management	Post Office	POL IT	Transfer	Mario Michael	Annual Count - RND - POL pay one £12m per annum based on results of the Annual Count of 1000 branches where non Horizon mail products are counted over a week. Risk that this payment maybe significantly less based on the many agreed approach to the count with RND (not £1 count in a year instead of one)	Low	Low					2	3		passed to Commercial
ITRisk_040	Issue	Open	25/01/2016	Technology	Access Management	Post Office	POL IT	Remediate	Sharon Gilles	POL IT assets and leave accounts (for ex-POL staff transferred to ATOS) still have: POL kit (passport and mobile), POL AD account and email. And RND not all	Realised	Very Low					1	5		
ITRisk_041	Issue	Open	11/03/2016	Technology	Incident Management	Atos	ESD	Remediate	Steve Hayes	ATOS Incident Management process gaps	Realised	High					4	5	20	
ITRisk_042	Issue	Open	11/03/2016	Technology	Maintain Infrastructure	Fujitsu	POL/SAP	Remediate	Ben Cooke	BOVS / EOL POLSAP application	Realised	High					4	5	10	migration planned for Sep 2016.
ITRisk_043	Issue	Open	14/03/2016	Technology	Configuration Management	Computecenter	ESD Admin	Remediate	David Hargreaves	ESD Admin - no control over service coverage (KIMCASC is not enforced)	Realised	High					4	5	10	
ITRisk_044	Issue	Open	25/01/2016	Technology	IT Service Continuity	Fujitsu	all IT services	Remediate	Andy Garner	Fujitsu Primary DC equipment failure causing loss of resilience on primary server	Realised	High					4	5	20	
ITRisk_045	Issue	Open	25/01/2016	Technology	IT Service Continuity	Post Office	POL IT	Remediate	Steve Hayes	Major Incident Management & Critical BC process	Realised	High					4	5	10	
ITRisk_046	Issue	Open	14/02/2016	Operations	Supplier Management	Computecenter	ESD Admin	Remediate	Roger Maybury	IT Sharepoint file	Realised	Low					2	3		
ITRisk_047	Issue	Open	22/02/2016	Technology	Change & Release Mgt	CSC	CDSD	Remediate	Steve Hayes	CSC test environment	Realised	Low					2	3		
ITRisk_048	Issue	Open	23/02/2016	Operations	IT Governance	Post Office	POL IT	Remediate	Sharon Gilles	Unclear Service Model - Post Office Tower contract cancelled	Realised	High					4	5	20	
ITRisk_049	Issue	Open	22/02/2016	Technology	IT Service Continuity	CSC	Safeserve	Remediate	Steve Hayes	CSC (Safe Haven) DR / Resilience availability	Very High	High					4	5	10	

ITRisk_000	Risk	Closed	22.02.2016	Technology	Incident Management	Post Office	POL IT	Transfer	Claire Davies	18 incidents out of hours	1. ATOS IS Team are not supporting 16 incident management service 24/7 2. POL IS&G team are not 24/7 to assist us at the point of hand-over from CSC to CC&AAs, the responsibility for performing the backups of the 12 local Reservoirs here was "dropped" as effectively no tapes have been changed for some considerable time (could be up to a year). Risk: no off-site backup available in the event of DR being required. If a	Med	Low	Edm - 120m	3	3	1	transferred to IS&G
ITRisk_001	Risk	Closed	26.02.2016	Technology	Data Backup & Retention	CSC	EDC Admin	Remediate	Steve Hayes	CSC/CC - POL local server backup is supported	The risk is that in the event we need to deploy DR, we will be unable recover anything on shared or shared drives	High	Low	Edm - 120m	3	3	1	
ITRisk_002	Risk	Closed	23.02.2016	Operations	Supplier Management	Post Office	POL IT	Remediate	Roger Maybury	1. POLSAP EDV5 and B1 (both application and infrastructure) 2. POLSAP contract with PJ is running out 1	1) servers are located in London and one of the risks I have identified is in the tape Backup process within the London location. 2) Tapes are backed up on site and stored on site however none of the tapes utilised have any identifiable markings or manufacturers details and therefore it should be assumed that they do not meet the required British Standard for secure storage. 3) cash is also stored in the safe. If it is sent there instead of a cash centre it will ensure the ability to recover services in the event of a major incident in London they should be aligned the British Standard - BS EN 10471:2003 - Secure storage units: Classification and Methods Of Fire Testing Requirements. Ideally they should be stored offsite at a secure site using a secure off-site management service like Iron Mountain or data backed up offsite or service relocated, where possible, to an offsite hosted solution.	Very High	High	Edm - 120m	5	4	20	
ITRisk_003	Risk	Open	23.02.2016	Technology	IT Service Continuity	CSC	London	Remediate	Ben Cooke	CSC - London DR solution issues	1) In the event of a major incident in London there will be no ability to recover services hosted there	High	High	Edm - 120m	4	5	20	
ITRisk_004	Risk	Open	01.11.2014	Technology	IT Service Continuity	CGI	Core Finance Services	Remediate	Ben Cooke	CPS - Core Finance System - IT Service Continuity	As a result of First Office not progressing the CA to complete the phased on-boarding of CGI into Also (only 5 key services: Service Desk, Incident Management, Change Management, Information Security & Performance Analysis currently live), Also are not currently responsible for	Med	High	Edm - 120m	4	5	10	CGI to be tested by POL for Also to manage business continuity of CGI Logistics
ITRisk_005	Risk	Assessed	03.03.2016	Technology	Availability Management	Fujitsu	POLSAP	Assess	Ben Cooke	POLSAP contract	POLSAP contract propagation - no DR and InfoSec	High	High	Edm - 120m	4	4	14	There is RAN sign off
ITRisk_006	Risk	Open	03.07.2014	Technology	IT Service Continuity	Fujitsu	Horizon	Remediate	Andy Garner	Disaster Recovery - Horizon	As a result of the Fujitsu Tech Refresh programme and date being June 2015 the live 2015 Disaster Recovery Plan review exercise will not take place on the usual May 2015 bank holiday.	High	High	Edm - 120m	5	4	20	Also to work with Fujitsu and ensure the disaster recovery plans are in place. The follow-up is due to take place over the August Bank Holiday 2015.
ITRisk_007	Risk	Closed	02.09.2014	Technology	Availability Management	Post Office	POL IT	Remediate	Ben Cooke	Salesforce Hosting - Expiring Service due to expire on 31st March 2015	As a result of The Fujitsu Salesforce Hosting Service due to expire on 31st March 2015	Low	Very Low	Edm - 120m	2	2	1	Salesforce will be replaced by the Post Office Tower by 31 March 2017 Transitional Support Services for Salesforce will be extended to these dates.
ITRisk_008	Risk	Closed	02.09.2014	Operations	Supplier Management	Fujitsu	Credeance	Remediate	Roger Maybury	Credeance - Expiring Service due to expire on 31st March 2015	As a result of The Fujitsu Credeance Hosting Service due to expire on 31st March 2015	Low	Very Low	Edm - 120m	2	2	1	Credeance will transition to the Back Office Tower by 31 March 2016 Transitional Support Services for Credeance will be extended to these dates.
ITRisk_009	Risk	Closed	02.09.2014	Operations	Supplier Management	Fujitsu	MDM	Remediate	Roger Maybury	MDM - Expiring Service due to expire on 31st March 2015	As a result of The Fujitsu MDM Service due to expire on 31st March 2015	Med	Low	Edm - 120m	3	3	2	MDM will transition to the Back Office Tower by 31 March 2016 Transitional Support Services for MDM will be extended to these dates.
ITRisk_000	Risk	Closed	02.09.2014	Operations	Supplier Management	Fujitsu	POLSAP	Remediate	Ben Cooke	POLSAP - Expiring Service due to expire on 31st March 2015	As a result of The Fujitsu POLSAP Service due to expire on 31st March 2015	Med	Low	Edm - 120m	3	3	1	POLSAP will transition to the Back Office Tower by 31 March 2016 Transitional Support Services for POLSAP will be extended to these dates.
ITRisk_001	Risk	Open	29.12.2014	Technology	Change & Release Mgt	Fujitsu	all IT services	Remediate	Ben Cooke	EMC Storage array in IRE11 & IRE19 currently hosting Horizon, POLSAP and Credence data on the disk arrays	As a result of no of 31st March 2015 EMC have confirmed that the EMC Storage array will become End of life support.	Low	Very Low	Edm - 120m	1	2	1	As part of the Data Centre refresh project the Horizon data will be migrated off the EMC storage at approximately June 2015. POL to extend the support agreement with EMC past the 31st March 2015 cut off point - This in itself may be possible however Post Office Ltd will need to be aware that there will be a significant increase in support
ITRisk_002	Risk	Open	20.03.2015	Technology	Service Management	ATOS	SEED	Remediate	Steve Hayes	On-Boarding	As a result of the On-Boarding process not being fit for purpose.	Med	Low	Edm - 120m	3	2	1	Post Office to ensure that the necessary internal teams are being communicated with during procurement and deployment. A similar agreement is to be put in place between CC and Ingenico
ITRisk_003	Risk	Open	17.06.2015	Technology	Maintain Infrastructure	Ingenico	PinPad	Remediate	Andy Garner	Pin Pad Engineering	As a result of the Pin-Pad engineering service transferring from Fujitsu to Computer Centre and no commercial agreement currently in place with	Med	Med	Edm - 120m	3	4	12	

ITRisk_064	Risk	Open	18-10-2013	Technology	Maintain Infrastructure	Pujtsu	POLSAP	Remediate	Ben Cooke	POLSAP ISL/EOVS	As a result of the POLSAP software and Oracle Database being out of support.	There is a risk that should the service go down due to component failure, a bug within the Oracle database or program issues, it would be very timely and costly to fix. Which will result in lengthy downtime to POLSAP and huge financial consequences to Post Office.	Low	Very Low	8139	£2m - £5m	2	2	1	Reported planned for Sep 2016. There is a CR in place to upgrade ORACLE during migration
ITRisk_065	Risk	Closed	12-01-2016	Technology	Access Management	CGI	Core Finance Systems	Remediate	Steve Hayes	User Access Management - CFS	As a result of these being no documented end to end user access management in place for Post Office finance systems - E.g. POLSAP, HESAP and CFS	There is a risk that unauthorised individuals have access and those who have left the business may also still have access. Which will result in potential security violations and consequences to the Post Office business.	Med	Med	8137	£20m - £50m	4	3	12	
ITRisk_066	Risk	Closed	12-01-2016	Technology	Access Management	Pujtsu	POLSAP	Remediate	Steve Hayes	User Access Management - POLSAP	As a result of these being no documented end to end user access management in place for Post Office finance systems - E.g. POLSAP, HESAP and CFS	There is a risk that unauthorised individuals have access and those who have left the business may also still have access. Which will result in potential security violations and consequences to the Post Office business.	Med	Med	8137	£20m - £50m	4	3	12	Post Office to agree how user access management should be managed throughout their various systems and work with Apps to document and implement the solution.
ITRisk_067	Risk	Closed	12-01-2016	Technology	Access Management	CSC	SAHBP	Remediate	Steve Hayes	User Access Management - SAHBP	As a result of these being no documented end to end user access management in place for Post Office finance systems - E.g. POLSAP, HESAP and CFS	There is a risk that unauthorised individuals have access and those who have left the business may also still have access. Which will result in potential security violations and consequences to the Post Office business.	Med	Med	8137	£20m - £50m	4	3	12	Post Office to agree how user access management should be managed throughout their various systems and work with Apps to document and implement the solution.
ITRisk_068	Risk	Open	10-07-2015	Technology	IT Service Continuity	BT	Network	Remediate	Steve Hayes	POL Customer Service Centre - Leads	As a result of no 24x7 Capacity Management in place for Post Office admin locations.	There is an issue that there is no proactive management in place to prevent network issues occurring. Which has resulted in the Leads admin site to experience slow network connectivity.	Low	Very Low	2011	£1m - £5m	2	1	3	Post Office to procure a Capacity Management function against their admin core files.
ITRisk_069	Risk	Open	10-07-2016	Technology	Service Management	ATOS	SSSD	Remediate	Steve Hayes	Service Catalogue	Incorrect workflow behind Service Catalogue will lead to unauthorised or incorrectly approved requests executed.	The designed and approved processes for IT Catalogue are not fit for purpose 1. Catalogue is not fit for purpose 2. When into production not being approved properly 3. workflow behind has issues and process gaps 4. process for catalogue services did not incorporate correct controls and different variations of requests	Very High	High		£50m - £100m	4	5	20	
ITRisk_070	Risk	Closed	22-02-2016	Operations	Supplier Management	Postcode anywhere	Post code search	Remediate	Roger Maybury	Contract for Postcode Anywhere running out	Post office will not be able to run checks and validate postcodes due to gap in contract management for Postcode anywhere and a risk to service if the contract is not	1. Postcode anywhere have confirmed that there has never been a formal contract in place 2. Office would not be able to run checks and validate postcodes	Very High	High		£50m - £100m	4	5	10	
ITRisk_071	Risk	Open	28-10-2015	Operations	IT Governance	Post Office	POL IT	Remediate	Chris Broe	Under IT Strategy and Objectives	A failure to define a strategic direction and set objectives for IT and its function leads to inefficient use of company resources.	a) Lack of overall strategic planning for IT b) Lack of mapping of business goals to IT strategy and plans c) Lack of cross-service/tower governance and strategy	Med	Med		£20m - £50m	3	5	15	
ITRisk_072	Risk	Open	31-12-2015	Operations	IT Governance	Post Office	POL IT	Remediate	Chris Broe	Inappropriate Communication Strategy	A failure to communicate key objectives and processes to function personnel leads to inefficient practice or a failure to deliver	a) No of communication of key objective and goals to whole IT b) No information sharing on key projects and changes c) Org changes are not communicated in time	Very Low			£1m - £5m	1	5	5	
ITRisk_073	Risk	Open	28-10-2015	People	Roles and Responsibilities	Post Office	POL IT	Remediate	Chris Broe	Under Roles and Responsibilities	A failure to define roles, responsibilities and ownership leads to lack of governance, ineffective IT Operations, mistakes done accidentally or maliciously.	a) Lack of ownership over IT processes b) No defined decision makers c) Financial losses due to unauthorised decisions d) Ineffective use of resources due to miscommunication on goals and responsibilities e) No communication of delegation of authority for times of holidays (or management unavailability)	Med	Med		£20m - £50m	3	5	15	
ITRisk_074	Risk	Open	26-10-2015	Operations	Decision Making	Post Office	POL IT	Remediate	Chris Broe	Decision Making	A failure to define governance around decision making leads to financial losses, commercial and contractual risks, broken relationship with suppliers.	1) IT budget is used ineffectively 2) No clear financial limits, unclear who has the right to make a decision or provide sign off 3) No criteria for decision making	Med	Med		£20m - £50m	3	5	15	
ITRisk_075	Risk	Open	28-10-2015	People	Knowledge / Skills	Post Office	POL IT	Remediate	Chris Broe	Lack of knowledge sharing	Failure to implement knowledge sharing lead to inability to effectively operate and run IT due to lack of knowledge transfer, lack of documented processes/procedures, instructions, people hired have no information about processes.	(1) no single resources to store all information (2) knowledge sharing is not promoted, several people have and use different version of information (3) no time allocated at the end of a project to transfer knowledge to the BAU team (4) Lessons Learned are not communicated which leads to repeating similar mistakes, financial losses, ineffective use of resources. (5) New personnel is unaware of processes/procedures (6) dependency on a key personnel and their knowledge of process	High	High		£30m - £100m	4	5	20	
ITRisk_076	Risk	Open	26-10-2015	Operations	Process Management	Post Office	POL IT	Remediate	Steve Hayes	Lack of IT Policies and Processes Documentation	A failure to document policies and end-to-end procedures leads to lack of Governance, ineffective IT Operations, mistakes done accidentally or maliciously.	1) Most of IT processes are not documented. Lack of end-to-end processes led to incorrect actions, unauthorised decisions. 2) there is no governance flow which ensures process operational gaps are addressed 3) There is generic lack of knowledge about current IT processes, the information and documents are not shared and not communicated.	Med	Med		£20m - £50m	3	5	15	
ITRisk_077	Risk	Open	28-10-2015	Operations	Process Management	ATOS	SSSD	Remediate	Steve Hayes	ATOS Operating Manual	A failure to document end-to-end procedures leads to lack of Governance over Suppliers, ineffective IT Operations, mistakes done accidentally or maliciously.	A) The Operating Manual is not signed. B) Operating Manual does not represent the end-to-end process required to run IT BAU C) Ops Manual cannot be used to manage ATOS and to keep ATOS accountable for processes not fit for purpose.	Med	Med		£20m - £50m	3	4	12	
ITRisk_078	Risk	Open	26-10-2015	Operations	IT Governance	Post Office	POL IT	Remediate	Chris Broe	Transition Strategic Alignment - cross- service/tower management	no cross-service/tower management - all this leads to misaligned requirements and inflation, financial losses and ineffective governance/use of resources	no cross-service/tower management, the decisions/actions are disconnected from each other, no communication between the towers and major programmes, no ROI reviewed, no Cost Saving initiative	Med	Med		£20m - £50m	3	5	15	
ITRisk_079	Risk	Open	26-10-2015	Operations	IT Governance	Post Office	POL IT	Remediate	Steve Hayes	Lack of control and governance around ATOS decision making	Lack of control and governance around ATOS decision making leads to ineffective management of POL resources, poor service performance, possible	1) no overview and control over CAB, SAB, FAB (project approval board) 2) no documented and agreed criteria for decision making / acceptance sign off	Med	Med		£20m - £50m	3	5	15	

ITRisk_001	Risk	Open	28 10 2015	Finance	Investment Management	Post Office	POL IT	Remediate	Chris Bose	Value Delivery	Lack of robust benefit realisation and tracking lead to inability to review and assess investments and decision making	(1) No ownership and accountability for business transformation, operational change, benefit realisation (2) IT investments are not value optimised and cost driven (3) no measurement of financial investments against deliverables	Med		Edm - Edm	3	5	15	
ITRisk_002	Risk	Open	28 10 2015	Technology	Asset & License Mgt	Post Office	POL IT	Remediate	Steve Hayes	Gaps in Post Office IT Asset Management process	Financial losses due to lack of proper asset management process. (a) laptops (b) mobiles / SIMs (c) server accounts (d) special equipment	disjoint policies, processes and controls for IT assets: (1) there is no documented and to-end process for request/approve/revoke of assets (2) there is parallel process and system initiated to be implanted by Architects without overall governance and controls around it (3) there is no ownership and responsibility over access management process	High		Edm - Edm	4	5	10	
ITRisk_003	Risk	Closed	28 10 2015	Technology	Access Management	Post Office	POL IT	Remediate	Steve Hayes	There is no documented approved approach to Access Management which will lead to uncontrolled / unsanctioned access to POL environment and data			High		Edm - Edm	4	5	10	
ITRisk_004	Risk	Closed	28 11 2015	Technology	Asset & License Mgt	Post Office	POL IT	Remediate	Roger Maybury	License Management	Financial and legal issues due to lack of software and license management.	Financial penalties due to ORACLE licenses used without fully signed contract with Accenture	Low		Edm - Edm	4	2	3	
ITRisk_005	Risk	Closed	15 12 2015	Technology	Change & Release Mgt	Post Office	POL IT	Remediate	Steve Hayes	Change Management	Availability and business continuity issues due to lack of controls in CM process and unclear change management procedure.	1. The CM Tool is not fully operational and currently not fit for purpose. Does not allow to keep list of all changes 2. The CM procedure had major gaps and definition issues. 3. ATOS does not manage all vendors. 4. FIR review are limited to very small number of issues.	Med		Edm - Edm	3	5	15	
ITRisk_006	Risk	Closed	15 12 2015	Operations	Supplier Management	Post Office	POL IT	Remediate	Roger Maybury	Failure of external suppliers	Service unavailability and complexity of supplier management process due to lack of documentation (standards/procedures), unapproved service requirements and others. Financial loss and project delays. Poor Performance.	1) Contract management policies/procedures are not established; no list of requirements added to contract 2) poor supplier performance management and inadequacy in the services received 3) Contract exit strategies / plans are not in place leading to difficulties in terminating contracts, resulting in contractual penalties, poor operational performance and / or litigation. 4) The relationship with the supplier is not managed effectively	High		Edm - Edm	4	5	10	
ITRisk_007	Risk	Open	08 04 2016	Technology	IT Service Continuity	Computeriser	BUC Admin	Remediate	Steve Hayes	BUC Tower - Invocation of ComputerCentre Continuity Plans	The Continuity plan exists in one form only for CC and that is to failover the whole database. Individual agencies cannot be		Med		Edm - Edm	4	3	12	
ITRisk_008	Risk	Open	22 04 2016	Technology	IT Service Continuity	Accenture - BO	Back Office	Remediate	Ben Cooke	Back Office BCP/DR test not to be conducted 6 month after go live	Back Office BCP/DR test not to be conducted 6 month after go live		Med		Edm - Edm	3	4	12	There will be separate tests done for infrastructure and application restore
ITRisk_009	Risk	Open	15 03 2016	Regulatory	Audit	Fujitsu	POLSAP	Remediate	Roger Maybury	ISAE 3402 report - Ability to Implement Changes	From reviewing system-generated POLSAP transport logs we noted that there had been two instances whereby a user had both developed and migrated a change into the POLSAP production environment. Through further investigation, we noted that there had been appropriate management approval for the two changes to be deployed into production via the official MSC process.		High		Edm - Edm	4	4	16	Management Response As noted by the auditor, whilst there had been two instances whereby a user had developed and deployed a change to Production, appropriate change management approval via MSC had been granted for the changes in question. In addition, it had already been noted that this user's inappropriate access had been reviewed outside of the audit review period. F3 management response: To avoid future conflicts Fujitsu propose to conduct a regular activity to review Fujitsu access on a quarterly basis to ensure this risk with priority / security
ITRisk_010	Risk	Open	06 09 2015	Technology	Maintain Infrastructure	Fujitsu	Horizon	Remediate	Andy Garner	Equipment PAT Testing	As a result of prior to transferring the engineering service access to Computeriser, Post Office retained the PAT testing with Fujitsu. The test station was located in As a result of this not having the knowledge or training on the minicom service, there is a risk that the test calls from branch staff users cannot be transferred to the appropriate training group. Which will result in lost calls in transfer	There is a risk that an electrical issue may occur as part of a faulty device. Which will result in health and safety issues as well as possible legal action.	Very Low	6113	Edm - Edm	2	2	4	
ITRisk_011	Risk	Open	16 09 2015	Operations	Process Management	POEX	Minicom Service	Remediate	Ben Cooke	Minicom Service	As a result of this not having the knowledge or training on the minicom service, there is a risk that the test calls from branch staff users cannot be transferred to the appropriate training group. Which will result in lost calls in transfer		Very Low	6113	Edm - Edm	1	2		Details on the "how to transfer test calls" need to be collated and then full detailed instructions and training needs to be given to POEX advisors
ITRisk_012	Risk	Open	11 01 2016	Operations	Supplier Management	Digidentity	POL Web Login	Remediate	David Hargreaves	Performance Management System	As a result of the Digidentity service being on board. There is a risk that there are a number of SLA's that have become redundant as they are no longer valid and need to be signed off against by POL. Which will result in		Very Low	6115	Edm - Edm	2	2		Post Office to review and agree the redundant SLA's and raise the necessary contract change notes to remove.
ITRisk_013	Risk	Open	20 11 2014	Technology	Access Management	3M Cogant	AEI	Remediate	David Hargreaves	AEI - User Access	As a result of 25 Post Office branches having only one member of staff with AEI access.	There is an issue that in the absence of a staff member AEI will be unavailable, or it is likely that one members access rights is shared across the branch. Which will result in escalations and potential security threats.	Very Low	1004	Edm - Edm	2	1		POL to communicate with branches the policies and procedures surrounding AEI UAM

ITRisk_001	ITRisk_001	Low	Open	27-07-2019	Technology	Maintain Infrastructure	Pujitsu	Horizon	Remediate	Andy Garner	Horizon Hardware - Incident Volumes	As a result of Post Office not investing in new counter printing technology	There is an issue that the volume of tickets raised into the Axxis Service Desk will increase as the aged equipment exceeds its expected 'shelf life'. This will result in an increase of calls passed to Computecenter for engineering visits to swap out equipment which, together with increased call volumes, increases costs to the Post Office whilst adversely affecting branch trading with equipment failing.		Very Low	R102	Elim - Elim	3	1	POL has initiated project Eppan via CC to replace Branch printers with Branch Refresh program	
ITRisk_004	ITRisk_004	Risk	Open	24-02-2016	Operations	Supplier Management	NCR PDA	PDA Barcode Warehouse	Remediate	Ben Cooke	NCR PDA Contract Expiration	As a result of the NCR PDA contract Scanner printer service expiring on the 30th June 16. The contract is against a 2 plus 1 bank. Currently in the plus 1	There is a Risk that there will be no commercial support agreement in place with NCR for the support of PDA devices		Very Low	R102	Elim - Elim	2	2	POL to extend the contract with NCR	
ITRisk_005	ITRisk_005	Risk	Open	24-02-2016	Operations	Decision Making	NCR PDA	PDA Barcode Warehouse	Remediate	Ben Cooke	PDA Devices post 2015	As a result of the PDA/Printer devices not supporting Windows 10 beyond 2015 and any version of Windows after 2020.	There is a Risk that the PDA devices will cease to work. Which will result in service unavailability.		Very Low	R103	Elim - Elim	2	1	Post Office will need to start considering options such as Android or Apple. The replacement RZ printers should not present any issues but it is recommended that Post Office investigate mobile CC to manage??	
ITRisk_006	ITRisk_006	Low	Open	18-04-2016	Operations	Process Management	Post Office	POL IT	Remediate	Steve Hayes	No Process to control validity and timely update of certificates	Periodically systems become unavailable due to a certificate expired and not	Latest IT Incident - 07/1886591 - Dynamics - contact centre Access issue due to expired certificates		High	Elim - Elim	4	5			
ITRisk_007	ITRisk_007	Low	Open	18-04-2016	Technology	Asset & Licence Mgt	Post Office	POL IT	Remediate	Roger Maybury	Google Site Search/Your account has been suspended	The google license hasn't been renewed in time and now post office are running on the standard free package. I would need to Malacca tonight to provide more detail around the business	The impact of not reviewing on time is that our current site search reverts to a basic free service by Google which will contain advertising - we need to avoid this		Very Low	Elim - Elim	1	5			
ITRisk_008	ITRisk_008	Low	Open	18-04-2016	Operations	Process Management	ATOS	ESD	Remediate	Steve Hayes	No understanding with supplier supports which service and related infrastructure	Incidents are reporting the TTS test connection to the Itron PTP server is unable to upload reports of transactions occurring during today's business day - UPDATE 17-04-2016 12:12 UTC+01:00 (DST) Pujitsu support hours indicate that this will be investigated on Monday morning. CSC have advised they do not support the impacted server	07/1889136 - Notice #3 - P2 - SERVICE/SYSTEMS DOWN OR OFFLINE - Urgent - VNF/PTP connectivity loss - unable to process		Med	Elim - Elim	3	5	15	Paula - to fix the incident.	
ITRisk_009	ITRisk_009	Low	Open	18-04-2016	Operations	Supplier Management	BT	Mobile Phones	Remediate	Roger Maybury	PO approved mobile devices become EOL therefore no stock	Device lifecycle not considered in current PO device approval process	Urgent delay for new orders whilst alternate devices are approved		Med	Elim - Elim	3	5	15	1) Request BT inform PO of devices becoming EOL 6 months beforehand and suggesting nearest alternative longer life product. 2) Request and gain BT's agreement that we need to be told, thus informing the service approval PO decision maker of the change options, who then approves one or	
ITRisk_010	ITRisk_010	Risk	Open	20-04-2015	Technology	IT Service Continuity	Post Office	Financial Services	Remediate	Andy Garner	Santander Disaster Recovery Info	As a result of contractual limitations and engagements limitations with BT and CSC, we have no access to documentation to validate RTO/RPO's	There is a risk that Axx are unable to provide assurance of DR capabilities for certain POL clients (Santander). Which will result in affected client relationships		Very Low	R103	Elim - Elim	2	2	to the relationship meeting with Santander.	
ITRisk_011	ITRisk_011	Risk	Open	18-04-2015	Technology	IT Service Continuity	CSC	Schellman	Remediate	Ben Cooke	CSC Callcentres - Deane House	As a result of CSC's existing server operating systems to Windows 7 in 2012	There is a risk that the Sungard site (which is the DR contingency for the NBUC call centre) is not running on Windows 7, which will result in an unsuccessful DR failover.		Med	R103	Elim - Elim	4	3	12	Singard to upgrade their site with windows 7.
ITRisk_012	ITRisk_012	Risk	Open	18-04-2015	Technology	IT Service Continuity	Interchange (Galaxy)	Galaxy	Remediate	Ben Cooke	Interchange - Galaxy Disaster Recovery	As a result of the Galaxy Primary Server being 3 years old and having no Disaster Recovery, our DR work service being hosted via the secondary data centre	There is a risk parts will no longer be available to source due to the age of the system. This will result in the service becoming unavailable		Low	R102	Elim - Elim	3	3	part of BackOffice project upgrade	
ITRisk_013	ITRisk_013	Risk	Open	18-04-2015	Technology	IT Service Continuity	Pujitsu	MCM	Remediate	Ben Cooke	MCM Service Continuity	As a result of the MCM service being hosted on the secondary data centre	There is a risk that in the event of an outage to the secondary data centre there are no controls in place to migrate MCM to the primary data centre. Which will result in an outage to the MCM service and unavailability to users.		Low	R109	Elim - Elim	3	3	In process of migration to BackOffice	
ITRisk_014	ITRisk_014	Low	Open	20-04-2015	Operations	Process Management	Computecenter	EUC Branch	Remediate	Andy Garner	Landlord owned Post Office Branches	There is a risk that each time a Post Office branch closes which is landlord owned, if the Horizon kit is not recovered (and the landlord refuses permission to enter the premises to recover the kit) this will result in false alerting which will potentially mask 'real' events and incidents. It also means there is Horizon hardware & other POL equipment 'trapped' until the POL legal team are able to gain approval for entry to the premises.	There is a risk that each time a Post Office branch closes which is landlord owned, if the Horizon kit is not recovered (and the landlord refuses permission to enter the premises to recover the kit) this will result in false alerting which will potentially mask 'real' events and incidents. It also means there is Horizon hardware & other POL equipment 'trapped' until the POL legal team are able to gain approval for entry to the premises.		Low	R109	Elim - Elim	3	2	POL to investigate the scale of this Risk by reviewing how many branches are landlord owned and determine a viable process in order to retrieve a kit from these sites.	
ITRisk_015	ITRisk_015	Risk	Open	20-04-2015	Operations	Supplier Management	Ingenio	Paystation	Remediate	Roger Maybury	Ingenio - Paystation Contract	As a result of the Ingenio contract with Post Office now expired.	There is a risk that Ingenio refuse to continue providing a service to Post Office, which will result in Paystation service unavailability to customers affect branch and Post Office brand reputation and result in huge financial losses.		Very Low	R133	Elim - Elim	2	2	Post Office to extend the Ingenio Paystation contract and services	
ITRisk_016	ITRisk_016	Risk	Open	20-04-2015	Technology	Configuration Management	Acature (CDP)	CDP	Remediate	David Hargreaves	Moneygram and CDP Error Codes	As a result of CDP using an out of date version of the Agent Mapping Control document, as well as change management processes not being followed and understood in implementation additional	There is a risk that CDP does not understand messages coming from the Moneygram service. This is resulting in error messages, service incidents and disruption as well as reputational damage and potentially accounting and reconciliation failures.		Very Low	R136	Elim - Elim	2	2	Raise CR to make sure CDP and Fujitsu are aligned to the latest version	

ITRisk_307	Risk	Open	20/04/2015	Operations	Process Management	Verizon	Network	Remediate	Steve Hayes	Guest WiFi at Treasury Desk and Future Walk	As a result of Guest WiFi access at PD and PM migrating access to Verizon servers.	There is a Risk that there is no service when currently in place in the event of an incident and there is uncertainty as to whether the existing BT WiFi will cause interruptions with the new Verizon WiFi setup. Which will result in Post Office points unable to access the network, cause delays on the Abs service desk and potentially cause issues for staff WiFi users at these sites.	Very Low	R180	£2m - £5m	2	2	Post Office to share support proposal with Abs, users and the Service Desk as it is understood what procedure needs to be followed in the event of an incident.
ITRisk_306	Risk	Open	20/04/2015	Technology	Maintain Infrastructure	Fujitsu	Horizon	Remediate	Andy Garner	Horizon Hardware - Incidents Volumes	As a result of Post Office not investing in new center technology	There is an issue that the volume of tickets raised into the Abs Service Desk will increase as the aged equipment exceeds its expected 'shelf life'. This will result in an increase of calls passed to CompasCenter for engineering able to keep out equipment which, together with increased call volumes, increases costs to the Post Office whilst adversely affecting branch trading with equipment failing.	Very Low	R112	£1m - £5m	3	1	dependent on the Branch Call-out
ITRisk_305	Risk	Open	20/04/2015	Technology	Configuration Management	Accenture (CDP)	CDP	Remediate	David Hargreaves	Vulnerabilities of CDP platform	Penetration testing of the CDP platform has been completed for Release 7.3 by NCC. The testing targeting the areas of the platform being upgraded as part of the CDP Encryption project. Medium Term release. A number of issues with the existing configuration of the platform have been highlighted and are covered by this RAL.	• Missing Security Patches: A number of Ubuntu patches were found to be missing, some of which were of a high severity. • User Account and Password Issues • Weak Password and Account Lockout Policy: The Encryption server does not automatically enforce a strong password policy on user accounts, or an account lockout mechanism for failed login attempts. (Pre-Production and Production environments) • Weak Database User Passwords: Two low privileged accounts had either a blank or a weak password. These accounts could be used to connect to the database and used as a starting point for further attacks. (Pre-Production environment only) • Default Database Super User Account: The MySQL database super user account has not been renamed. Many public scripts and exploits rely on the existence of the default super user account and renaming it adds defence in depth. (Pre-Production and Production environments) • Default Credentials: Three servers are configured with a common default username and password. The servers were in a development environment and passwords are changed before being deployed in a production environment. However, the issue has been included for completeness. (Pre-Production environment only)	Very Low	R112	£1m - £5m	2	1	(3) Missing Security Updates (Ubuntu Server 12.04 LTS) • Patches to be brought up to date by 20/05/15 (05:00 A) (2) Weak and Blank User Passwords • Fixed, to be proven through ST-4 PER Test (2) Weak Password and Account Lockout Policy / Default Super User Account Not Renamed / Default Credentials • All issues have been in existence since November 2014. • To be handed over to the CDP Platform workstream in progress if required (subject to business assessment and
ITRisk_310	Risk	Open	21/07/2015	Technology	Maintain Infrastructure	Fujitsu	all IT services	Remediate	Andy Garner	Microsoft 2003 End of Support	As a result of Microsoft no longer support Windows Server 2003 - End of Life from July 14th 2015.	There is a Risk that Over 100 platforms in the Fujitsu Datacentre that use Microsoft 2003 will be at risk from external threats, including virus, as there will be no updates to security patches from Microsoft. Which will result in loss of service should a threat take hold and a possible security risk without the support.	Med	R104	£20m - £50m	3	5	18
ITRisk_311	Risk	Open	29/02/2016	Technology	IT Service Continuity	Fujitsu	all IT services	Remediate	Andy Garner	Configuration Error on Branch Database Secondary	As a result of the deadline issue on the primary entry (L195) having to failover to the secondary database. However secondary DB is not able to support volumes and provide like-to-like resilience capabilities and services had to be restored back to the primary.	There is an issue that the configuration of the B06 and B05 databases is incorrect. Which will and has resulted in a complete Branch Horizon outage across the entire POL estate, resulting in financial losses to Post Office and customer dissatisfaction.	High	R104	£20m - £50m	4	5	21
ITRisk_312	Risk	Open	14/12/2015	Technology	Performance & Capacity	Fujitsu	CDP	Remediate	Andy Garner	HQ X APX & CDP Transaction Volumes above Contractual Limit	As a result of the monthly Web-CDP transaction volumes significantly breaching the contractual SAG Amber target for November 2015, due to the implementation of the new Moneygram service.	There is a Risk that the Web CDP services including Moneygram could experience service issues and possible failure. Which will result in serious issues with and potential loss of Web CDP services including Moneygram.	Med	R151	£20m - £50m	3	4	12
ITRisk_313	Risk	Open	11/06/2016	Technology	Performance & Capacity	3M Cogent	AET	Remediate	David Hargreaves	Application Brokerage & Identity (ABI)	As a result of Network capacity in branch to support ABI kiosks running across of Post Office Managed Switches.	There is a Risk that 55% of the branch network capacity will be dedicated to support Horizon, this could potentially cause connectivity issues to the ABI service, which will result in potential increased unavailability of Application Brokerage and Identity POL services	Very Low	R027	£1m - £5m	1	2	We need to understand what the remaining 50% is going to do and how Post Office are monitoring this. This is to be raised with POL for further discussion
ITRisk_314	Risk	Open	28/07/2014	Technology	Service Management	Ingenico	Payment	Remediate	Andy Garner	Ingenico - Payment	As a result of the stock availability, having only 37 terminals available as available stock at the end of June and forward orders received by supplier for 71	There is a risk that there will not be sufficient terminals available for branches who require a replacement. Which will result in financial losses and impact to reputation to the Post Office	Low	R022	£1m - £5m	1	4	Take into account the fact that the terminals are not in use. Post Office to advise how they are monitoring the number of terminals used during these periods and how many more they require.
ITRisk_315	Risk	Open	28/07/2014	Technology	Availability Management	Ingenico	Payment	Remediate	Andy Garner	Ingenico - Payment	As a result of Projects within POL, ie. Network Transformation	There is a risk that the demand for further payment terminals will massively impact B01 stock and operations. Which will result in failed SLAs and have an impact to project delivery within POL.	Very Low	R022	£1m - £5m	1	4	
ITRisk_316	Risk	Open	17/10/2014	Operations	Process Management	Fujitsu	Horizon	Remediate	Andy Garner	Post Office Branch rollover	As a result of POL branches not following the required Trading Period (TP) account process. There are currently 4 sites (3 POL branches and a last AG) which fall under this criteria.	There is a Risk that a branch could fall out of sync with the rest of the TP group, which will result in the need of Fujitsu intervention incurring costs to POL of £1500 per branch.	Very Low	R047	£2m - £5m	2	2	POL are required to pass the necessary requirements with Fujitsu re Purchase Order in order to bring the 4 sites back into the relevant trading period and to decide how the process of policing the Trading Period will be carried out.
ITRisk_317	Risk	Open	01/11/2014	Technology	Service Management	Accenture (CDP)	CDP	Remediate	David Hargreaves	Common Digital Platform - Accenture	As a result of limited testing for this project due to limited time being available	There is a risk that customers may not receive an excellent service when reporting incidents to the Abs service desk, which will result in unknown issues impacting the Service Desk's capability of supporting the service, and also client dissatisfaction and complaints about the service.	Low	R046	£1m - £20m	2	3	Post Office to extend the timescale of go live so that the necessary testing can be carried out.
ITRisk_318	Risk	Open	18/02/2015	Technology	Performance & Capacity	Fujitsu	Cloud	Remediate	Andy Garner	Capacity Reporting MIM/POLAP/Cloud	As a result of a lack of Capacity reporting around the following services - POLAP/Cloud and MIM.	There is a risk that Abs are unable to effectively manage these services from a Capacity perspective. Which will result in a degradation of service.	Low	R070	£1m - £50m	2	3	An understanding is required as to whether the Supply Chain Partners are contracted to supply
ITRisk_319	Risk	Open	27/02/2015	Technology	Service Management	3M Cogent	AET	Remediate	David Hargreaves	Application Brokerage Mobile Subsets	As a result of Cogent having no replacement MBS suites in stock.	There is a risk that there are no replacements, which will result in any subsequent damage to existing kit will result in significant delays and significant costs to POL need the equipment back. This will be as a result of the time/effort/costs associated with investigating a suitable replacement suitcase, purchasing the item and potentially having to move 200 devices to cut the necessary from padding to accommodate the peripherals etc)	Very Low	R060	£1m - £5m	3	1	How would need to be purchased by POL - Cogent suggested that POL return 6 of the 10 units in the field and use for spares but the Home Office are waiting to retain the units for a further year.
ITRisk_320	Risk	Open	14/12/2015	Technology	Maintain Infrastructure	3M Cogent	AET	Remediate	David Hargreaves	Application Brokerage Identity End of life	As a result of ageing Qumax PCs	There is a Risk that some of the kit is becoming end of life. Which will result in low volumes of stock eventually causing failures to the service and SLAs.	Very Low	R152	£1m - £5m	2	2	Post Office to acknowledge the event infrastructure notice which was provided by POL in November 2015 and respond to Cogent

ITRisk_121	Issue	Open	25.11.2014	Technology Y	Availability Management	Ingenico	PostStation	Remediate	Andy Garner	Paystation Availability	As a result of the number of Paystation terminals sitting at depot status dispatched (never installed by branch or retailer) reported as 412 as of today's date	There is an issue that there is a shortage of Paystation terminals. Which will result in service unavailability and an increase in complaints.		Very Low	RISK	Edm - Edm	2	1	POL to advise what mitigations will be implemented in order to replace the Paystation terminals which have been dispatched to branches and not plugged in or in use, wherever possible.
ITRisk_122	Risk	Closed	31.03.2016	Operations	Supplier Management	RAPP (Brands)	Commercial & Marketing	Remediate	Roger Maybury	Rapp Management	As a result of Alex responsible for managing the RAPP service	There is a risk that there is currently no service review meetings being held also there is no visibility of service performance reporting received from RAPP on a monthly basis. Which will result in Alex unable to meet contractual obligations and requirements ultimately resulting in financial consequences and potential impact to service.		Very Low	RISK	Edm - Edm	1	2	ATOS to handle this as an issue resolution process
ITRisk_123	Issue	Open	04.09.2016	Technology Y	Service Management	Computecenter	EUCC Branch	Remediate	Andy Garner	CC services do not meet business requirements	The service that Fujitsu used to provide ceased to exist when hardware responsibilities transferred to CC. CC provide 3 services (break fix, Smart handle and ORC) none of which fit with requirements for speed and resolution that POL team want.		Med		Edm - Edm	3	5	15	
ITRisk_123	Issue	Open	20.02.2016	Technology Y	Service Management	Computecenter	EUCC Admin	Remediate	David Hargreaves	CSC Cloud data unavailability	Risk that files will be unavailable if user authentication breaks - as DC is in CSC Cloud and AD is with Computecenter	There is a risk that should CSC's Cloud based File Servers lose contact with the Computecenter Active Directory Domain Controller (ad.postoffice.co.uk), users could experience an error message stating something like, (but not necessarily specifically) "No Logon Servers available to service your request" when trying to access files (including but not limited to) "MS Excel workbooks, MS Word Documents and MS PowerPoint Documents" that are stored in CSC Cloud Compute. This could be caused by a number of different factors (including but not limited to) WAN saturation, DNS failure, WMI failure and security breaches such as DDOS (Distributed Denial of Service). Even if CSC has only rights to create but not grant permissions, CC has only right to grant permission but not create folders. No agreement who will pick the end-to-end process.	High	High	Edm - Edm	4	5	20	The mitigation of this risk is to have a Computecenter Active Directory Domain Controller locally in CSC Cloud Compute. This allows any security authentication to request against a server in the same logical environment and not need to traverse the WAN to a Computecenter Data Centre. The risk has a probability of 'Low' and an impact on users of Very High.
ITRisk_124	Risk	Open	19.04.2016	Technology Y	Maintain Infrastructure	BT	Network	Remediate	Andy Garner	NBCC Call Management	As a result of the BT ICM (intelligent call management) platform due to go end of life in December 2016 and switched off completely	There is a risk that this will have an impact upon the NBCC service operation. Which will result in Post Office Branches with no contact services for Branch needs.		Very Low	RISK	Edm - Edm	3	1	Post Office to procure alternative solution prior to November 2016

Due Date	Action Owner	Date Closed	Last Review	Resolving Due	Comments	Additional Comments (log)	To review
	Irvin Newbitt	no	11.03.2016	-71	contract has been signed with Accenture		
	Roger Maybury	deferred	11.03.2016	-42	process is in place to review budget on a constant basis		
	Martyn Alford	no	27 Feb 2016	15	any increase in budget will go to Project Budget. POL IT expects to hit the target		
	Steve Hayes	31.03.2016	01.03.2016	-42	VPN issues (SAP unavailable, all other systems, except email)	Project EUC is implemented. Deloitte is completing Lessons Learned	
	Steve Hayes	31.03.2016	01.03.2016	-42		Project EUC is implemented. Deloitte is completing Lessons Learned	
	Steve Hayes	no	28 Feb 2016	16			
	David Hargreaves	11.03.2016	21.02.2016	9			
	Steve Hayes	no	28 Feb 2016	16			
	Michelle McMahon	no	21 Feb 2016	9	Greg Michelle McMahon to come up with a project plan for remediation and replacement of Jernishah. The Simple To Run Network project has inherited the challenge of replacing the Paystations and a proposal for their replacement is contained in the recommendations to be presented over the coming weeks. I would be keen to review Michelle McMahon's recommendations. I am also keen to understand the commercial requirements (and impediments) of moving on the replacement approach quickly.	the full scope commercial review will be done by end of Feb 2016 - which will give us overview on the approach how to address this. Any service Risk will be raised to a program.	
	Andy Garner	no	21 Feb 2016	9	another risk - 1W after RCR - 1+1		
	Jan Robertson	20.04.2016	21 Feb 2016	9	A resilient second link is being installed into the Dublin datacentre where the service is hosted. Most users are located in the Centre and St Helens	From: Jan Robertson Sent: 27 April 2016 11:55 To: Irena Yankhova Subject: RE: FR - Risk log review: BT risk Hi A second link was installed by BT so the risk can be closed. Jan	

11.03.2016

	Rebecca Barker	no	28.04.2016	16	Raise Risk acceptance - document the RA note and sign it off with business		
	Babu Palathoti	referred	referred	-42	Stakeholder and relationship management to reinforce the importance of this project to all parties	PJ is committed to help and support POL	
	Babu Palathoti	15.02.2016	01.02.2016	-42	merged with ITOps 18		
	Stuart Banfield	no	28.04.2016	16			
	Sharon Gilkes	no	01.02.2016	-42			
	Rebecca Barker	28.04.2016	28.04.2016	16	work with Fujitsu over the next 12 months to ensure that spares/kit stocks remain fit for purpose through to end of contract.	greater view/visibility of stock levels for parts and associated exposures risk logged and actions noted	
	Babu Palathoti	25.02.2016	01.02.2016	-42	Procurement and IT Services to be proactive in engaging with Fujitsu to ensure reduction is realised.	PJ Telecom billing dispute deemed concluded in Q2 2016 reconciled money out and settlement gain	
	Roger Maybury	01.04.2016	01.02.2016	-42		will monitor and report accordingly	
	Sharon Gilkes	no	01.02.2016	-42			
	Andy Jacques	no	28.04.2016	16			
	Steve Hayes	no	referred	16			
	Irvin Newbitt	no	01.03.2016	-42	Barry Gifford (separation programme) to request extension if required. Start to consider roadmap to migrate applications away from TDC into alternative solutions (to effect undertake impact assessment)	contract with Fujitsu (RM) to confirm terms of this contract) Reviewing current contractual engagements and exposure, plus possible impact on contract centres separation that is using TDC for go live.	
	Babu Palathoti	25.02.2016	01.02.2016	-42	Steve Hayes has raised the CR to commission a feasibility study to allow Fujitsu Architect team to look at the various options, including impacts / timescales to upgrade and service charges.	Upgraded as part of Refact Refresh 2.	
	Roger Maybury	referred	referred	-42	01.03.2016: FJS will be key supplier for next 6 years	POL hired Ext Manager for PJ	
	Roger Maybury	referred	referred	-42	01.03.2016: FJS will be key supplier for next 6 years	POL hired Ext Manager for PJ	
	Sharon Gilkes	31.03.2016	01.03.2016	-42	Have requested ru from microsoft until end of april 2015 working with RMS to ensure volumes of transfers are fit for purpose developing pol only relationship with microsoft	Closed as the separation project is completed	
	Roger Maybury	referred	referred	-42	Licenses are in order	Agreement was signed with SAP to ensure POL is license compliant and provide some future prove in terms of HANA and Success Factors	
	Roger Maybury	no	referred	15			
	Steve Hayes	no	28.04.2016	16			
	Sharon Gilkes	no	01.02.2016	-42			
	Steve Hayes	no	28.04.2016	16			
	Andy Garner	15.05.2016	27.04.2016	9	Engaged Network Planning to assess potential pinch points. Identifying the timescales to upgrade branches to cope with demand. Working with CTF to ensure branch upgrades have minimum impact on branch performance for AG.		

Andy Garner	15/01/2016	21/04/2016	9	BLT Initiative to work with AT&S to improve processes. Proposal to be provided 31st October 2014	Update 19/06/15 - This initiative is completed.	
Andy Garner	15/01/2016	21/04/2016	9	Regular meetings with CTF and NTF projects to review change plans. Advance notification to clients. Branch notices to advise customers. Updates to POL website.	controlled by Program	
Mario Michael	22/01/2016	01/03/2016	-42	1. Service Improvement Plan 6 Jet POL/RMG Working Gp in place POL Account Dir to review/discuss target/openness with RMG as part of wider negotiation strategy.	2. Profile raised at Q3y Bus Review with A Cameron in July 15. POL workshop held in July 15 to raise profile of issue/consider short/medium term actions to improve performance	
Mario Michael	22/01/2016	01/03/2016	-42	1. Service Improvement Plan 8 Jet Working Gp in place to improve performance. 2 Profile raised at Q3y Bus Review with A Cameron in July 15.		
Mario Michael	22/01/2016	01/03/2016	-42	1. Service Improvement Plan 8 Jet Working Gp in place to improve performance & mitigate any risks.		
Mario Michael	22/01/2016	01/03/2016	-42	1. Work closely with branches undertaking count to ensure MI recorded as accurately as possible. 2. Apply a programme approach to count to ensure all issues and risk are mitigated. 3. Request Branch standards make calls to branches before/during count to ensure MI captured. 4. Agree internally the expectation and ownership of final calculation/figure to advise RMG (Finance/Commercial)		
Sharon Gibbs	no	01/03/2016	-42			
Rebecca Barker	no	20/04/2016	16			
Ben Cooke	no	01/03/2016	-42			
Steve Hayes	no	20/04/2016	16			
Andy Jacques	no	20/04/2016	16			
Rebecca Barker	no	20/04/2016	16			
Martyn Alford	no	27/04/2016	15	Sharepoint data is to be recovered by CC within the constraints of a service level if it should need to be recovered. The details of this are: As such we don't have a Business Continuity Plan or DR plan that recovers the infrastructure that this is stored on. We buy an outcome against an SLA. CC will have to have their own BCDR plan in place to recover their own infrastructure to maintain our SLA. Hope this makes sense? Also if AT&S are claiming they don't know how this is involved, my question would be "why not?" they are the ones that author the operations manual that CC have to work within, so I would expect them to have had this conversation with CC and document accordingly. I am aware though that there is some mismatch of expectations surrounding BCDR between AT&S and CC and I have arranged a workshop involving both parties for 4th May that POL's SME (Jonathan Nepples) will be attending too.		
Steve Reid	no	20/04/2016	16			
Steve Hayes	no	20/04/2016	16			
Steve Reid	no	20/04/2016	16			

	ISAG	13/02/2016	01/03/2016	-42		Transfer the risk to ISAG	
	David Hargreaves	25/04/2016	01/03/2016	-42		Whilst the servers should be configured to complete a back-up, without a disk/fibre failure, there is no depth to the archive beyond one day. There is no off-site back-up and given no testing has taken place, we don't even know if the disk/fibre are error free	As part of EUC rollout, the data is migrated to CSC Cloud
31/03/2016	Babu Palathoti	30/03/2016	01/03/2016	-42		Contract extension is signed 30/03/2016 for next 12 month	
	Ben Cooke	no	01/03/2016	-42		The servers : 0835HSDC2 - File and Print RNDWC8W0001 - WCS BACKUP RNDWC8W0002 - WCS LIVE 0WTFP01 - Merix Galaxy system Live Galaxy system Backup	
	Andy Jacques	no	20/04/2016	16			
	Babu Palathoti	31/03/2016	01/03/2016	-42		RAN is on IT sharedportal	
	Andy Jacques	no	28/04/2016	16		02Mar16 Steve Hayes is arranging a call with Fujitsu to discuss all ITSCN related topics against Horizon, with no other attendees currently. 28Mar16 - This has been escalated at the latest H4 - Also are still awaiting confirmation from POL as to whether the DR is required in 2016 - If no response received from POL by 29th Jan, Also will discontinue the CR and POL will have to re-accept the Risk. 05Feb16 - ATOS have rejected the CR based on the fact that there is now limited time in which to plan for the event. The risk remains.	
	Andy J Corbit	31/03/2016	07/03/2016	-36		POL are now accessing Salesforce directly and the PensorSys Cloud Data Protection is decommissioned as far as we are concerned. The Salesforce "Shield Platform Encryption" product is enabled and our customer data is encrypted at rest. The Salesforce User licenses expire at the end of April '16, but I understand they have been renewed from May.	28Oct14 - Update from Andy Grant - Salesforce is under review as it may make sense to contract directly with Salesforce rather than going through Fujitsu. Re-assess Risk in December 2014. 11Jan14 - Update from Andy Grant - Salesforce - POL are contracting for another year of hosting - more of the same. Impact and Likelihood reduced. 22Feb15 - Update from Jan Humphries - Salesforce has been extended for 12 months. Impact and Likelihood reduced - re-review in September 2015 06Oct15 - Update from Jan Humphries - Salesforce has been extended until April 2016 - Continue to monitor
	Babu Palathoti	01/04/2016	07/03/2016	-36		Contract is renewed with breaking clause in Sep 2016 - to be transferred to Back Office Tower	
	Babu Palathoti	01/04/2016	07/03/2016	-36		Contract is renewed with breaking clause in Sep 2016 - to be transferred to Back Office Tower	
	Babu Palathoti	31/03/2016	07/03/2016	-36		New Yearly Contract is reviewed and signed	28Oct14 - Update from Andy Grant - We are awaiting approval on the business cases for the storage upgrades for POLSAP, Credence & MSG. Re-assess Risk in December 2014. 11Jan14 - Update from Andy Grant - We are awaiting a CT for the implementation phase of the storage upgrade - Design is largely complete. We are working on a revised CT for the Oracle upgrade where Fujitsu need to do another study to evaluate exactly what is needed. POLSAP / Credence hosting extension CT is being merged by POL contract management team. 11March15 - The POLSAP service has been extended for a further 12 Months - Re-review risk later this year 06Oct15 - No Change at this time
	Babu Palathoti	no	07/03/2016	-36		06Feb16 - Update from Lara Woods - Horizon and POLSAP have moved from EMC and are using Externus. Only credence is left, which will be on the EMC solution until it migrates to Accure in the summer. Fujitsu are putting together a hosting cost taking into account EMC is unsupported.	
	Steve Hayes	no	26/04/2016	16		02Mar16 - Work is underway to streamline the process of handing over any Project related risks to service upon go-live.	
	Martyn Alford	no	21/04/2016	9		02Mar16 - Further updates requested from POL Martyn and Rebecca.	

	Ben Cooke	no	07/03/2016	-36	20160306 - We cannot close this risk. 1. The contract extension is still under discussion 2. The extension will not remediate the issues and risk - it will still stand until either upgrade of application and infrastructure or transition to Accenture (where the risk will be partially reduced due to infrastructure upgrade) 3. Extension of SAP support for POLSAP (31st Oct 2016) has its limitation and best endeavour which does not really help us to reduce the risk.	12Jan15 - Response received from Julian Davies - Just to clarify, before Christmas we signed up to a deal with SAP to provide extended support for the SAP HR, PO LSAP and CFS SAP systems on their current versions until December 2017. • POLSAP is hosted and supported by Future • SAP HR is hosted and supported by CSC • SAP CFS is hosted and supported by CGI We are asking each of the providers to continue to host and support the systems under the extended agreement with SAP, for varying periods depending on the transition and transformation timelines coming out of the Back Office programme planning. Risk Impact and Likelihood Reduced
	Steve Hayes	20/04/2016	20/04/2016	16	closed: duplicate to risk IT Risk_008	
	Steve Hayes	20/04/2016	20/04/2016	16	closed: duplicate to risk IT Risk_008	
	Steve Hayes	20/04/2016	20/04/2016	16	closed: duplicate to risk IT Risk_008	
	Rebecca Barker	no	20/04/2016	16	10Feb15 - Update from Sharon Brinkley - for movement on POL raising CR by POL for this site, however you may already know, but POL are consolidating a number of support services sites into 2 main sites (Future Wals, Chesterfield & Bank Street, Bolton) which need to be fully IT ready by 31 March 2016. Below is the list of sites. Leeds Markets is still under discussion as plans not yet confirmed. Also PH working on this is Andy Taylor. • Future Wals, Chesterfield • Bank Street, Bolton • Call Centre, Darnley • Call Centre, St Helens • Call Centre, Casterton (although this will remain as it is Welsh speaking - we still need the 'As is' state though) • Stoney House, Bristol (still under discussion) • The Markets, Leeds (still under discussion) 20Jan16 - Update from Sharon Brinkley - POL plan to close the site, Steve Dreesenay, Atos Solution Architect updated me. We also discussed at service review yesterday and POL were looking to close risk (Paula Jenner).	
	Andy Jacques	no	20/04/2016	16		
	Alister Price	20/04/2016	22/03/2016	-21	the license has been renewed.	
31/12/2016	Sharon Gilles	no	20/03/2016	-73		
31/12/2016	Sharon Gilles	no	20/03/2016	-73		
31/12/2016	Sharon Gilles	no	20/03/2016	-73		
31/12/2016	Sharon Gilles	no	20/03/2016	-73		
31/12/2016	Sharon Gilles	no	20/03/2016	-73		
31/12/2016	Sharon Gilles	no	20/03/2016	-73		
31/12/2016	Steve Hayes	no	20/04/2016	16		
31/12/2016	Steve Hayes	no	20/04/2016	16		
31/12/2016	Steve Hayes	no	20/04/2016	16		
31/12/2016	Stuart Banfield	no	20/04/2016	16		

31.12.2016	Sharon Gillies	no	30.01.2016	-73			
31.12.2016	Steve Hayes	no	28.04.2016	16			
31.12.2016	Steve Hayes	28.04.2016	28.04.2016	16	closed- duplicate to risk IT Risk_008		
30.09.2016	Alistair Price	28.04.2016	28.04.2016	15	DenveLogic has run the external audit for us. POL has no gaps		
31.12.2016	Stuart Banfield	28.04.2016	28.04.2016	16	closed- duplicate to risk IT Risk_13		
31.12.2016	Praveen Pal	23.04.2016	23.04.2016	13	1. The supplier management function has been created. 2. Supplier health dashboard is created 3. staff hired	Risk is closed based on supplier management function implemented within POL IT	
31.05.2016	Steve Hayes	no	28.04.2016	16			
30.09.2016	Steve Hayes	no	28.04.2016	16			
31.03.2016	Babu Palashoti	no	27.04.2016	15		to email Babu - to be discussed on the 27/04 with PJ at vendor meeting	
	Andy Garner	no	21.04.2016	9			
	Ben Cooke	no	20.04.2016	16	to discuss with business owner to take this risk - Gayle Peacock is Head of Branch and Customer Support, which is what was Contact Centres, however Kendra Dickson (kendra.dickson@postoffice.co.uk) has asked that you send the detail onto her and she will action/respond	07Dec15 - Update from Adrian Killester - This will need to stay as an open, I will speak to Julian tomorrow to get an action plan and owner for this. Previous attempts by John Cawthron (Contact Centre Manager) to resolve this have not yielded any results.	
	David Hargreaves	no	21.04.2016	9		23Feb16 - Update from Teresa Gill - Accenture - Performance Management System - still needs to be conducted with Post Office, Ains & Accenture. Plans are being made for this meeting to take place in March. Hopefully that will then close down this risk.	
	Charles Brown	no	21.04.2016	9	Andy to discuss with Business owner to take this risk	06Aug15 - Response from Charles Brown in POL - The actions that we are taking are as follows: 1 Communication to all branches reminding them that passwords must not be shared and that they should have a sufficient security channel colleague to maintain service at all times. That AET processes and passwords are part of the security processes for branch and branch managers are responsible for ensuring that staff are removed when they leave the business, this forms part of security process that branches should be following. Branches will also be reminded that there is a branch audit that will take place every 6 months which they must complete and return, failure to do this will result in non-compliant branches being escalated to the contracts manager. Branches will also be reminded that more than 1 cleared member of staff is required to ensure continuity of service, therefore where there is only 1 cleared person that they should consider obtaining clearance for at least 1 - 2 other members of staff. 2 A separate branch focus will be issued to the list of branches that have not complied with the audit to date asking them to complete and comply with the audit within a set date, this has already been completed for 100% of branches via the Crown Network Team. Non-compliance will be forwarded to contract managers and area managers as appropriate for follow-up action with the recommendation that appropriate action is taken against repeat offenders with the risk being that the branch could lose products/service and result in disciplinary action as appropriate. All the above actions will be completed within the next 10 days to be actioned in the first available branch focus article hereafter, this is based on the new communications process for issuing communication	

Andy Garner	no	21 Feb 2016	9	Feb - There were 8202 tickets logged in February at the PO Service Desk, of these, 4966 were attributed to POL Horizon Hardware (60.79%) March - There were 9216 tickets logged in March at the PO Service Desk, of these, 5237 were attributed to POL Horizon Hardware (56.82%) April - There were 9968 tickets logged in April 2016 at the PO Service Desk, of these, 4876 were attributed to POL EUC - Horizon Hardware (50.96%) May - There were 8447 tickets logged in May 2016 at the PO Service Desk, of these, 4510 were attributed to POL EUC - Horizon Hardware (46.79%) June - There were 10954 tickets logged in June 2016 at the PO Service Desk, of these, 5241 were attributed to POL EUC - Horizon Hardware (47.83%) The reason for the overall percentage of Horizon Hardware calls dropping is due to an increase in other services on-boarding (i.e. download User Group, OBC Requests, 8T Voice). Using the figures for the last five months, there were an average of 9447 calls / month, of which 4990 related to Horizon Hardware (52.82%) 04Aug15 - Reviewed with POL - Rebecca Barker to provide feedback around concerns regarding Incident Management categorisations. 04Aug15 - Feedback from POL Rebecca Barker - I don't feel that the stats are a true reflection of what is happening in the network. 'as I agree that we will initially see an increase in the hardware calls due to the age of the kit, but I wouldn't expect it to be as high as this. I have highlighted the issue around the service desk logging several calls for some issue (which still happens). The service desk seem to	
Paula Jenner	Q	28 Feb 2016	16		
Ben Cooke	no	28 Feb 2016	16		
Steve Hayes	no	28 Feb 2016	16		
Alistair Price	Q	27 Feb 2016	15		
Steve Hayes	Q	26 Feb 2016	16	In the past certificate renewals and global domain names were managed by Herald and CPA this included alerting Post Office and informally to Atos of any renewals that were due to expire. Following an incident this week with NS Dynamics, Atos have discovered that the certificate renewals are now managed by CC under a global service (with a budget saved allocated of £4k over the financial year). This has now highlighted the following issues: - Atos were not aware of the certificate management with CC - Atos do not have any processes in place to manage these types of requests (unlike the flow to CC or vice versa) - Herald and CPA don't appear to be aware of the change - What will happen to the global domain name renewals as CC don't appear to have this process in place Atos have now raised this with the EUC Project Team (Tish Booth, Atos, and Alex Wood, Company95).	
Steve Rossar	Q	26 Feb 2016	16		
Andy Garner	no	21 Feb 2016	9		
Andy Jacques	Q	20 Feb 2016	16	LUNDA - User update - miss spelled the email with web site issues rather 'ic' and not to be managed and diverted to forward website with Atos	
Ben Cooke	Q	19 Feb 2016	16	POL to raise a business case for implementing a DR solution for the Galaxy service, to also include the procurement of Atos ITSCM.	
Ben Cooke	Q	20 Feb 2016	16	Implement and agree Service Continuity procedures with the necessary suppliers.	
TBD	no	27 Feb 2016	15	Can Fujitsu supply a list of branches which are closed and unable to access/retrieve equipment due to the landline owing the branch? • 192817, Balford which closed 25/03 kit was supposed to be removed 01/04. • 1690051, Hammond St which closed 29/03 & should have had the kit removed on 29/03. • 1837715, The Brinkers. Don't have the detail on this one Can you approach Fujitsu and ask them if this even still causes problems with alerts etc.? Yes it cause problems receiving literally hundreds of alerts from branches that are actually closed on the CRDB, could be perceived to be a security attack. Each time the alert has to be investigated to establish where it has come from, IT then stand down further action if one of the 3 above	28/04/2016 Marlyn The OBC process exists already that could be used to collect this equipment. The process should be invoked by the team (on the business) managing the closure of a branch. This will result in Computercenter (not Fujitsu) engineers visiting the site and decommissioning the equipment prior to closure. This process is already used by the Network Transformation team when the close a branch that is requiring elsewhere. Unfortunately there is no one single owner for OBC and there never has been, so depending on where the issue is will depend on what business unit will need to address the issue. If you require any amendments to OBC processes that are already in place the correct route is to complete a CR and engage a BA and PM from Atos who will complete this activity as a project from now on. If you require amendments to OBC branch forms then please contact the PTQ team within Property If you require amendments to ABC form then please contact the PTQ team within Property If you require amendments to the Branch Operating Model then please contact Network Design and Analysis team If you require amendments to OBC product forms then please in the first instance contact Rebecca Barker or Paula Jenner who will be able to contact Atos Information services for you. However this appears to me to be an IT operational issue and as such would expect the Atos OBC administrator team to pick this up and address with CC.
Paula Jenner	no	27 Feb 2016	15	Current 'rubbish code (rather than correct) is at least JCL'	28/04/2016 I have emailed Paula
Rebecca Barker	no	28 Feb 2016	16	04MAR16 - Reviewed with Marlyn - Request to handle down a customer under manager for in March leaving the business. Also Problem Management in place with PO Card Mail in progress with Monitorgan.	to discuss with Liam

	Steve Hayes	no	28 Feb 2016	16	FINANCE: The initial 100 Service Desk & Solution Deskman for the entire team will under the 1000 product and 6 currently under dev. none		
	Andy Garner	no	21 Feb 2016	9			
20 Feb 2016	David Hargreaves	no	21 Feb 2016	9			
	Andy Garner	no		-42472			
28 Feb 2016	Andy Garner	no	28 Feb 2016	19			
	Rebecca Barker	no	28 Feb 2016	16	COP What is the current capacity running at? – Volume for March 2016 = 3,245,139. 413% of current contract volume of 800,000 What is the recommended up lift of the capacity required? – ask Fujitsu to quote for an increase to 4,500,000 (minimum increase) or 4,500,000 (recommended increase). These are based on current forecasts based on current run rates. You can then decide on level to select based on costs etc. What is the risk if we do not increase the capacity? – While these services are over volume, there are no SLA/SLTY. If these services go down it will be handled on a reasonable endeavour basis by Fujitsu to get it back up and running and not as a priority call. While these services are over volume, there is a risk to shared infrastructure which may not have been sized to handle this volume. This includes the RBD servers which also host the SPS/Share services along with HRIS (Human Resource Service) and SPS (Smart Working Service) and all HR/A-X the CHS (Countermap Service). Any SLA/SLTY for these contained services are void while the above are over volume and any outage with one of these services could be handled by Fujitsu on a reasonable endeavour basis. There is a risk to shared network components/bandwidth. All traffic crossing Fujitsu's boundary goes through shared components, which may not have been configured for this loading. APS What is the current capacity running at? – Volume for March 2016 = 25,415,287 against current contract volume of 25,417,212. What is the recommended uplift of the capacity required? – ask Fujitsu to quote for an increase of 30% (to approx. 34,242,331) or 50% (to approx. 39,623,611). These are based on current forecasts based on current run rates. You can then decide on level to select based on costs etc. What is the risk if we do not increase the capacity? – While these services are over volume, there are no SLA/SLTY. If these services go down it will be handled on a reasonable endeavour basis by Fujitsu to get it back up and running and not as a priority call. While	27/04/2016 - Rebecca requested the decision from Baku and Andy	
	TBD	no		-42472			
	TBD	no		-42472			
	TBD	no		-42472			
	TBD	no		-42472	FINANCE: - removed with the solution - is preferred by Fujitsu to roll out with 100. Given to base with also 1000 within 100 to make a decision on C and business solution		
	TBD	no		-42472			
	TBD	no		-42472			
	TBD	no		-42472			
	TBD	no		-42472			

Rebecca Barker	20		-42472	11Apr16 - Alastair Price's signature has not been provided and we've reported on them again. If it's bad, they can change it and back later.		
Alastair Price	20 04 2016	20 04 2016		check with Alastair and Rebecca	11Apr16 - Reviewed with POL - Alex to follow Issue Resolution and work with POL to rectify the Issue. Risk to be removed	
TBD	20		-42472			
David Hargreaves	20		-42472			
Steve Rosser	11 05 2016		30			

Cell T1
Comment: (Automated Field - Do not alter)

RAN ID	System / Process Name	Risk Owner	Business Unit	IT Custodian	Business Risk Rating	Impact Value	Likelihood Value	Risk Status	Risk Description	Risk Background	Current Risk Mitigation Plan	Compensating Controls	Risk Accepted by	Risk Accepted (date)
POL/RANCDP007	CDP-Encryption	Sharon Gilles	IT	David Hargreaves	2	2	1	Tolerate and Treat later	see RAN - kept by Head of IT Risk and Compliance	see RAN	see RAN	see RAN	Neil Wilkinson	20 04 2016
POL/RAN_POLSAP	POLSAP System & Support Contract - 2016/7	Alistair Cameron & Kevin Gilliland	Finance & Supply Chain	Ben Cooke		3	4	Risk Accept	see RAN - kept by Head of IT Risk and Compliance	see RAN	see RAN	see RAN	Alistair Cameron	03 03 2016
POL/RAN_OWA	Outlook Web Access	Chris Bree / Sharon Gilles	IT	Chris Barretto	12	4	3	Tolerate and Treat later	see RAN - kept by Head of IT Risk and Compliance	see RAN	see RAN	see RAN	Sharon Gilles	29 04 2016
POL/RAN_java	EUC Admin: Dnt of Date Java	Sharon Gilles	IT	Sharon Gilles	8	4	2	Treat	see RAN - kept by Head of IT Risk and Compliance	see RAN	see RAN	see RAN	Sharon Gilles	29 04 2016

Cell: A1
Comment: Risk Acceptance Note

Code	Risk	Risk Owner	Category	Key Controls	Impact	Likelihood	Score	Effectiveness	Key Future Action(s)	Action Owner	Action Date
1 (Sg)	IT Availability Failure of infrastructure or application environments, either due to internal issues or cyber attack, leads to lack of IT availability.	Chris Broe	Operational	- Supplier DR plans documented - ATOS monitoring of incidents and documented incident management procedures - ATOS Change management process is in place - Periodic supplier meetings to monitor risks and performance	4	4	16	Partially Effective	- POL S&P is in plan to be migrated to Back Office Tower - Separation of HR and IT Supply Chain systems from Royal Hall enabling POL to be independent in its decision making and its subsequent execution - Full schedule of DR tests to be provided by Atos and gaps highlighted - Development of BC/DR plans covering POL procedures - Incident and Change management	Sharon Gilles	Jun 16
2 (Sg)	Asset + Licence management Financial and legal issues due lack of software and license management.	Chris Broe	Operational	- contract with CC to cover EUC asset & software licence management	5	4	20	Ineffective	- implementation of Service Asset and Configuration management service with SJSD - integration of tool between SJSD and Towers - Develop and document SACM	Sharon Gilles	Jul 16
3 (Sg)	IT Finance Lack of timely and qualified decision making leads to financial losses, commercial and contractual risks. Lack of robust benefit realisation and tracking lead to inability to review and assess investments and decision making.	Chris Broe	Operational	- Risk and licence budget management - Financial committee is in place - recently approved financial sign off matrix	4	4	16	Partially Effective	- Change in IT org structure to enforce quick and qualified decision making - implement financial models to review cost model and value assessment to be challenged back to the business	Sharon Gilles	Apr 16
4 (Sg)	LAM (logical access management) There is no consolidated approved approach in POL to Access Management which will lead to uncontrolled / unauthorised access	Chris Broe	Operational	- decentralised business access management processes - designated person is hired to document AS-IS and design To-Be	4	5	20	Ineffective	- define roles and responsibilities for LAM process - document procedure and auditable controls - alignment with joiners-movers-leavers business process &	Sharon Gilles	Jul 16

1	£1m - £5m	Very Low
2	£1m - £5m	Very Low
3	£1m - £5m	Very Low
4	£1m - £5m	Very Low
5	£1m - £5m	Very Low
6	£5m - £20m	Low
8	£5m - £20m	Low
9	£5m - £20m	Low
10	£5m - £20m	Low
12	£20m - £50m	Med
15	£20m - £50m	Med
18	£50m - £100m	High
20	£50m - £100m	High
25	£100m+	Very High

Threat Assessment Matrix					
Impact	5	10	15	20	25
	4	8	12	16	20
	3	6	9	12	15
	2	4	6	8	10
	1	2	3	4	5
Likelihood					

Weighting	Rating	Financial (Expected)	People	Operations	Health & Safety
	Insignificant	Potential financial loss of £1m - £5m	Local Industrial Relation disagreement and/or a change in company policy	Service disruption of less than one hour	Incident resulting in minor injury to one person
2	Minor	Potential financial loss of £5m - £20m	Industrial Relation resulting in unit level strike action and/or a change in company policy affecting a minor no.	Local (single site) disruption of 1-3 days	Incident resulting in serious injury to one person
3	Moderate	Potential financial loss of £20m - £50m	IR resulting in regional level strike action and/or a change to company policy that moderately affects	Regional service disruption for up to 10 days	Incident resulting in injury to more than one person
4	Major	Potential financial loss of £50m - £100m	Industrial Relation resulting in national service strike action and/or a change to company policy that seriously affects	National Service disruption at major locations for between 1 and 20 days	Incident resulting in death of one person
5	Extreme	Potential financial loss of £100m or more	Industrial Relation resulting in full business strike action and/or a change to company	National service disruption at major locations or critical business function for more than 20 days	Incident resulting in death of one person and corporate manslaughter charge

Threat Score Table	
Risk Score = Impact x Likelihood	
Rating	Description
Very Low/Risk	Less than or equal to 5
Low Risk	Greater than 5 but equal to or less than 10
Medium Risk	Greater than 10 but equal to or less than 15
High Risk	Greater than 15 but equal to or less than 20
Very High	Greater than 20 but less than or equal to 25

Impact Table	
Regulatory	External Events
Minor compliance issues identified	Local operational issues raised with member of parliament and/or letters to the editor
One or more less significant regulatory compliance issues, or the potential for more material or significant issues to arise	Concerns or complaints raised by public groups or industry associations to local government and/or
One or more material or significant regulatory compliance issues, or the potential for one or more major issues to arise	Concerns or complaints raised by public groups or industry associations to government bodies
One or more major regulatory compliance issue which pose a serious risk of non-compliance or will result in regulator penalty	Repeated concerns or complaints raised in parliament by public groups or industry associations with
One or more major regulatory compliance issue which pose a serious risk of non-compliance or will result in regulator penalty which could result in PCL's ability to conduct business at all	Government enquiry into operational inadequacies or financial loss with a more certainty that

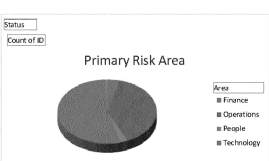
Likelihood Table	
Weighting	Description
1	Possible only under exceptional circumstances
2	Unlikely to occur under most circumstances
3	Possible under some circumstances
4	Probable or very likely under normal circumstances
5	Expected under normal circumstances

[illegible]

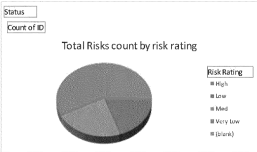
ID	Risk/Issue	Status	Date Identified	Area	Category	Supplier / Tower	Application / Service	Response	Risk Owner	Risk Title	Risk Rating	Score	Action Owner	Date Closed	Last Review	Remaining Days
ITRisk_001	Risk	Open	11.02.2015	Finance	Costs Management	Accountare - BO	Back Office	Remediate	Chris Broe	Back Office scope	High	10	Irvn Newbitt	no	01.02.2016	-
ITRisk_001	Risk	Accepted	03.11.2014	Finance	Costs Management	Post Office	POL IT	Accept	Sharon Gilles	Post Office Budgets	High	9	Roger Maybury	01.04.2016	01.03.2016	-42
ITRisk_003	Risk	Open	11.02.2015	Finance	Costs Management	Computacenter	EUC Branch	Remediate	Roger Maybury	Branch EUC delayed	High	10	Martyn Allford	no	27.04.2016	15
ITRisk_004	Risk	Closed	20.01.2016	Operations	IT Governance	Computacenter	EUC Admin	Remediate	Sharon Gilles	EUC Admin rollout acceptance	Med	15	Steve Hayes	31.03.2016	01.03.2016	-42
ITRisk_005	Issue	Closed	20.01.2016	Operations	Process Management	Computacenter	EUC Admin	Remediate	Sharon Gilles	EUC Admin rollout plan issues	Very Low	4	Steve Hayes	31.03.2016	01.03.2016	-42
ITRisk_006	Issue	Open	20.01.2016	Technology	Asset & Licence Mgt	Computacenter	EUC Admin	Remediate	Sharon Gilles	Issues with ATOS Assets Management (ISAM)	High	10	Steve Hayes	no	28.04.2016	16
ITRisk_007	Issue	Open	20.01.2016	Technology	Data Integrity	Computacenter	EUC Admin	Remediate	Sharon Gilles	RMS support	High	20	David Hargreaves	31.03.2016	21.04.2016	9
ITRisk_008	Issue	Open	20.01.2016	Technology	Access Management	Post Office	POL IT	Remediate	Steve Hayes	IAM User Identity and Access Management	High	20	Steve Hayes	no	28.04.2016	16
ITRisk_009	Risk	Open	06.01.2016	Technology	Maintain infrastructure	ingenico	Payment	Remediate	Andy Garner	Payment service End of life	Med	15	Michelle McMahon	no	21.04.2016	9
ITRisk_010	Risk	Open	06.01.2016	Technology	Maintain infrastructure	NCR SSK	SSK	Remediate	Andy Garner	NCR SSK "Call-Off" contract is near expiration	Very Low	2	Andy Garner	no	21.04.2016	9
ITRisk_011	Risk	Closed	19.05.2015	Technology	IT Service Continuity	BT	Network	Remediate	Andy Garner	NBSC colocation	Very Low	4	Ian Robertson	20.04.2016	21.04.2016	9
ITRisk_012	Risk	Open	08.02.2016	Technology	IT Service Continuity	Post Office	POL IT	Accept	Ben Cooke	Cash Centre - VOP	Low	5	Rebecca Barker	no	28.04.2016	16
ITRisk_013	Risk	Accepted	03.11.2014	Operations	Supplier Management	Fujitsu	all services	Accept	Julian Davis	Fujitsu withdraws support for project sparrow:	Very Low	4	Babu Palahitthi	15.01.2016	01.03.2016	-42
ITRisk_014	Risk	Closed	05.09.2014	Operations	Supplier Management	Fujitsu	all services	Remediate	Sharon Gilles	Capacity - Staff Resource	High	6	Babu Palahitthi	15.01.2016	01.03.2016	-42
ITRisk_015	Issue	Open	03.12.2014	Technology	Change & Release Mgt	ATOS	SISD	Remediate	Steve Hayes	Technical Change Management (BAU Issues)	High	20	Stuart Banfield	no	28.04.2016	16
ITRisk_016	Risk	Open	03.11.2014	People	IT Resources	Post Office	POL IT	Remediate	Sharon Gilles	People - capacity issue	Very Low	3	Sharon Gilles	no	01.03.2016	42
ITRisk_017	Risk	Closed	03.11.2014	Operations	Supplier Management	Computacenter	EUC Branch	Remediate	Andy Garner	Fujitsu out of spares for EUC branch transfer	Low	6	Rebecca Barker	28.04.2016	28.04.2016	16
ITRisk_018	Risk	Closed	03.11.2014	Finance	Investment Management	Fujitsu	all services	Remediate	Julian Davis	Previous Fujitsu committed discount not realized:	Low	6	Babu Palahitthi	25.02.2016	01.03.2016	-42
ITRisk_019	Risk	Accepted	03.11.2014	Operations	Supplier Management	Post Office	POL IT	Accept	Roger Maybury	External Supplier Management	Very Low	4	Roger Maybury	01.04.2016	01.03.2016	-42
ITRisk_020	Issue	Open	03.11.2014	Operations	Process Management	Post Office	POL IT	Remediate	Chris Broe	Post Office Decision Making	High	20	Sharon Gilles	no	01.03.2016	42
ITRisk_021	Issue	Open	01.09.2014	Operations	Service Design	Post Office	POL IT	Remediate	Steve Hayes	Service Design	High	20	Andy Jacques	no	28.04.2016	16
ITRisk_022	Issue	Open	01.09.2014	Operations	Service Design	Post Office	POL IT	Remediate	Steve Hayes	Service Strategy / Model	High	15	Steve Hayes	no	28.04.2016	16
ITRisk_023	Risk	Open	03.11.2014	Operations	Supplier Management	Post Office	all IT services	Remediate	Chris Broe	Transitional data centre (TDC) Service exposure	Med	12	Irvn Newbitt	no	01.03.2016	42
ITRisk_024	Risk	Closed	11.02.2015	Technology	Maintain infrastructure	Fujitsu	all services	Remediate	Steve Hayes	Microsoft 2003	Med	12	Babu Palahitthi	25.02.2016	01.03.2016	-42
ITRisk_025	Risk	Closed	04.02.2016	Operations	Supplier Management	Fujitsu	all services	Remediate	Sharon Gilles	POL: are captured by Fujitsu for exit costs	Low	9	Roger Maybury	25.02.2016	01.03.2016	-42
ITRisk_026	Risk	Closed	14.02.2014	Operations	Supplier Management	Fujitsu	all services	Remediate	Sharon Gilles	Fujitsu delay exit:	High	9	Roger Maybury	25.02.2016	01.03.2016	-42
ITRisk_027	Risk	Closed	05.07.1905	Technology	Asset & Licence Mgt	Post Office	POL IT	Remediate	Sharon Gilles	Licence Management	Med	15	Sharon Gilles	31.03.2016	01.03.2016	-42
ITRisk_028	Issue	Closed	05.07.2015	Technology	Asset & Licence Mgt	Post Office	POL IT	Remediate	Roger Maybury	Licence Management	Med	15	Roger Maybury	15.03.2016	01.03.2016	-42
ITRisk_029	Risk	Open	05.07.1905	Technology	Asset & Licence Mgt	Post Office	POL IT	Remediate	Roger Maybury	Licence Management	Very Low	1	Roger Maybury	no	27.04.2016	15
ITRisk_030	Issue	Open	21.09.2014	Operations	Service Design	Post Office	POL IT	Remediate	Steve Hayes	Tower Model broken - relates to Supplier Management	High	20	Steve Hayes	no	28.04.2016	16
ITRisk_031	Issue	Open	01.01.2014	Operations	IT Governance	Post Office	POL IT	Remediate	Chris Broe	IT Strategy not aligned to Business	High	9	Sharon Gilles	no	01.03.2016	42
ITRisk_032	Issue	Open	01.09.2014	Operations	Process Management	Post Office	POL IT	Remediate	Chris Broe	IT Operating model	High	20	Steve Hayes	no	28.04.2016	16
ITRisk_033	Risk	Closed	01.09.2014	Operations	Process Management	Post Office	POL IT	Remediate	Andy Garner	IT Operating model	Low	8	Andy Garner	15.01.2016	21.04.2016	9
ITRisk_034	Risk	Closed	30.05.2014	Operations	Process Management	Post Office	POL IT	Remediate	Andy Garner	IT Operating model	0 Very Low	3	Andy Garner	15.01.2016	21.04.2016	9
ITRisk_035	Risk	Closed	01.04.2014	Operations	Process Management	Post Office	POL IT	Remediate	Andy Garner	IT Operating model	0 Very Low	4	Andy Garner	15.01.2016	21.04.2016	9
ITRisk_036	Risk	Closed	01.04.2015	Operations	Process Management	Post Office	POL IT	Transfer	Mario Michael	IT Operating model	0 Low	1	Mario Michael	22.01.2016	01.03.2016	-42
ITRisk_037	Risk	Closed	01.04.2015	Operations	Process Management	Post Office	POL IT	Transfer	Mario Michael	IT Operating model	0 Very Low	4	Mario Michael	22.01.2016	01.03.2016	-42
ITRisk_038	Risk	Closed	01.04.2015	Operations	Process Management	Post Office	POL IT	Transfer	Mario Michael	IT Operating model	0 Very Low	3	Mario Michael	22.01.2016	01.03.2016	-42
ITRisk_039	Risk	Closed	01.04.2015	Operations	Process Management	Post Office	POL IT	Transfer	Mario Michael	IT Operating model	0 Very Low	2	Mario Michael	22.01.2016	01.03.2016	-42
ITRisk_040	Issue	Open	25.01.2016	Technology	Access Management	Post Office	POL IT	Remediate	Sharon Gilles	POL IT Assets and Licenses accounts (for exPOL staff transferred to ATOS)	Very Low	5	Sharon Gilles	no	01.03.2016	42
ITRisk_041	Issue	Open	11.02.2016	Technology	Incident Management	Atos	SISD	Remediate	Steve Hayes	ATOS Incident Management process GAPs	High	20	Rebecca Barker	no	28.04.2016	16
ITRisk_042	Issue	Open	11.02.2016	Technology	Incident Management	Fujitsu	POL/SAP	Remediate	Ben Cooke	IT/ISAP POL/SAP application	High	20	Ben Cooke	no	28.04.2016	16
ITRisk_043	Issue	Open	14.02.2016	Technology	Configuration Management	Computacenter	EUC Admin	Remediate	David Hargreaves	EUC Admin - no control over service coverage (MIMCAST is not activated)	High	20	Steve Hayes	no	28.04.2016	16
ITRisk_044	Issue	Open	25.01.2016	Technology	IT Service Continuity	Fujitsu	all IT services	Remediate	Andy Jacques	Fujitsu Primary DC equipment failure causing loss of resilience on primary server	High	20	Andy Jacques	no	28.04.2016	16
ITRisk_045	Issue	Open	25.01.2016	Technology	IT Service Continuity	Post Office	all IT services	Remediate	Steve Hayes	Major Incident Management & Critical BC process	High	20	Rebecca Barker	no	28.04.2016	16
ITRisk_046	Issue	Open	14.02.2016	Operations	Supplier Management	Post Office	EUC Admin	Remediate	Roger Maybury	IT Shared Site	High	6	Martyn Allford	no	27.04.2016	15
ITRisk_047	Issue	Open	22.02.2016	Technology	Change & Release Mgt	CSC	DDoS	Remediate	Steve Hayes	CSC test environment	Low	6	Steve Reid	no	28.04.2016	16
ITRisk_048	Issue	Open	23.02.2016	Operations	IT Governance	Post Office	POL IT	Remediate	Steve Hayes	Unclear Service Model - Front Office Tower contract is cancelled	High	20	Steve Hayes	no	28.04.2016	16
ITRisk_049	Issue	Open	23.02.2016	Technology	Supplier Management	Post Office	POL IT	Remediate	Steve Hayes	23.02.2016 Tech Issues / Resilience availability	High	20	Steve Reid	no	28.04.2016	16
ITRisk_050	Risk	Closed	22.02.2016	Technology	Incident Management	Post Office	POL IT	Remediate	Steve Hayes	IS incidents out of hours	High	9	ISAG	15.02.2016	01.03.2016	-42
ITRisk_051	Risk	Closed	26.02.2016	Technology	Data Backup & Retention	CSC	EUC Admin	Remediate	Steve Hayes	CSC/EUC - POL local servers backup is not supported	Low	9	David Hargreaves	20.04.2016	01.03.2016	-42
ITRisk_052	Risk	Closed	23.02.2016	Operations	Supplier Management	Post Office	POL IT	Remediate	Roger Maybury	POL/SAP support contract is running out	High	20	Babu Palahitthi	30.03.2016	01.03.2016	-42
ITRisk_053	Issue	Open	23.02.2016	Technology	IT Service Continuity	CSC	Ben Cooke	Remediate	Ben Cooke	CSC - SANdisk D8 solution issues	High	20	Ben Cooke	no	28.04.2016	16
ITRisk_054	Issue	Open	01.11.2014	Technology	IT Service Continuity	CGI	Core Finance Services	Remediate	Ben Cooke	CFS - Core Finance Service - IT Service Continuity	High	10	Andy Jacques	no	28.04.2016	16
ITRisk_055	Risk	Accepted	03.03.2016	Technology	Availability Management	Post Office	POL/SAP	Accept	Ben Cooke	POL/SAP Contract	High	10	Babu Palahitthi	31.03.2016	01.03.2016	-42
ITRisk_056	Risk	Open	03.03.2016	Technology	Availability Management	Post Office	POL/SAP	Remediate	Andy Garner	IT Disaster Recovery - Horizon	High	20	Andy Jacques	no	28.04.2016	16
ITRisk_057	Risk	Closed	02.09.2014	Technology	Availability Management	Post Office	POL IT	Remediate	Ben Cooke	Salesforce Hosting - Expiring Service due to expire on 31st March 2015	Very Low	4	Andy Corbit	31.03.2016	07.03.2016	-36
ITRisk_058	Risk	Closed	02.09.2014	Operations	Supplier Management	Fujitsu	CoreFinance	Remediate	Roger Maybury	CoreFinance - Expiring Service due to expire on 31st March 2015	Very Low	4	Babu Palahitthi	01.04.2016	07.03.2016	-36
ITRisk_059	Risk	Closed	02.09.2014	Operations	Supplier Management	Fujitsu	MDM	Remediate	Roger Maybury	MDM - Expiring Service due to expire on 31st March 2015	Low	9	Babu Palahitthi	01.04.2016	07.03.2016	-36
ITRisk_060	Risk	Closed	02.09.2014	Operations	Supplier Management	Fujitsu	POL/SAP	Remediate	Ben Cooke	POL/SAP - Expiring Service due to expire on 31st March 2015	Low	9	Babu Palahitthi	01.04.2016	07.03.2016	-36
ITRisk_061	Risk	Open	29.12.2014	Technology	Change & Release Mgt	Post Office	all IT services	Remediate	Ben Cooke	EMT storage array in IRE11 & IRE19 (currently housing Horizon, POL/SAP and Credence data on the disk arrays)	Very Low	2	Babu Palahitthi	no	07.03.2016	36
ITRisk_062	Risk	Open	20.05.2015	Technology	Service Management	ATOS	SISD	Remediate	Steve Hayes	On-Boarding	Low	6	Steve Hayes	no	28.04.2016	16
ITRisk_063	Risk	Open	12.01.2015	Technology	Maintain infrastructure	Andy Garner	Payment	Remediate	Ben Cooke	PayStation	Very Low	4	Martyn Allford	no	21.04.2016	9
ITRisk_064	Risk	Open	18.01.2015	Technology	Maintain infrastructure	Fujitsu	POL/SAP	Remediate	Ben Cooke	POL/SAP infrastructure EOL/OWS	Very Low	4	Ben Cooke	no	07.03.2016	36
ITRisk_065	Risk	Closed	12.01.2016	Technology	Access Management	CGI	Core Finance Services	Remediate	Steve Hayes	User Access Management - CFS	Med	12	Steve Hayes	28.04.2016	28.04.2016	16
ITRisk_066	Risk	Closed	12.01.2016	Technology	Access Management	Fujitsu	Access Management	Remediate	Steve Hayes	User Access Management - POL/SAP	Med	12	Steve Hayes	28.04.2016	28.04.2016	16
ITRisk_067	Risk	Closed	12.01.2016	Technology	Access Management	SAPHIR	Access Management	Remediate	Steve Hayes	User Access Management - SAPHIR	Med	12	Steve Hayes	28.04.2016	28.04.2016	16
ITRisk_068	Risk	Open	10.07.2015	Technology	IT Service Continuity	BT	Network	Remediate	Steve Hayes	POL Customer Service Centre - Locals	Very Low	2	Rebecca Barker	no	28.04.2016	16
ITRisk_069	Issue	Open	10.03.2016	Technology	Service Management	Post Office	SISD	Remediate	Steve Hayes	Service Catalogue	High	20	Andy Jacques	no	28.04.2016	16
ITRisk_070	Risk	Closed	22.01.2016	Technology	Postcode anywhere	Post Office	Postcode anywhere	Remediate	Roger Maybury	Contract for Postcode Anywhere is running out	High	20	Alastair Price	10.04.2016	01.03.2016	-21
ITRisk_071	Risk	Open	28.10.2015	Operations	IT Governance	Post Office	POL IT	Remediate	Chris Broe	Unclear IT Strategy and Objectives	Med	15	Sharon Gilles	no	30.01.2016	-73
ITRisk_072	Risk	Open	15.12.2015	Operations	IT Governance	Post Office	POL IT	Remediate	Chris Broe	Inappropriate Communication Strategy	Very Low	5	Sharon Gilles	no	30.01.2016	-73
ITRisk_073	Risk	Open	28.10.2015	People	Decision Making	Post Office	POL IT	Remediate	Chris Broe	Unclear Roles and Responsibilities	Med	15	Sharon Gilles	no	30.01.2016	-73
ITRisk_074	Risk	Open	28.10.2015	Operations	Decision Making	Post Office	POL IT	Remediate	Chris Broe	Decision Making	Med	15	Sharon Gilles	no	30.01.2016	-73
ITRisk_075	Risk	Open	28.10.2015	People	Knowledge / Skills	Post Office	POL IT	Remediate	Chris Broe	Lack of Knowledge sharing	High	20	Sharon Gilles	no	30.01.2016	-73
ITRisk_076	Risk	Open	28.10.2015	Operations	Process Management	Post Office	POL IT	Remediate	Steve Hayes	Lack of IT Policies and Processes Documentation	Med	15	Steve Hayes	no	28.04.2016	16
ITRisk_077	Risk	Open	28.10.2015	Operations	Process Management	Post Office	POL IT	Remediate	Steve Hayes	IT/IS Operating Manual	Med	12	Steve Hayes	no	28.04.2016	16
ITRisk_078	Risk	Open	28.10.2015	Operations	IT Governance	Post Office	POL IT	Remediate	Chris Broe	Transition: Strategic Alignment - cross services/towers management	Med	15	Steve Hayes	no	28.04.2016	16
ITRisk_079	Risk	Open	28.10.2015	Operations	IT Governance	Post Office	POL IT	Remediate	Steve Hayes	Lack of control and governance around ATOS decision making	High	20	Stuart Banfield	no	28.04.2016	16
ITRisk_080	Risk	Open	28.10.2015	Technology	Supplier Management	Post Office	POL IT	Remediate	Chris Broe	Gap in Post Office IT Asset Management process	Med	15	Sharon Gilles	no	28.04.2016	16
ITRisk_081	Risk	Open	28.10.2015	Technology	Access Management	Post Office	POL IT	Remediate	Steve Hayes	Access Management	High	20	Steve Hayes	28.04.2016	28.04.2016	16
ITRisk_082	Risk	Closed	28.10.2015	Technology	Asset &											

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Comment: (Automated Field - Do not alter)

Status	(All)	
Count of ID		
Area	Total	
Finance		5
Operations		49
People		3
Technology		67
Regulatory		1
(blank)		
Grand Total		125



Status	(All)	
Count of ID		
Risk Rating	Total	
High		32
Low		24
Med		28
Very Low		41
(blank)		
Grand Total		125



Status	(AB)	
Count of ID		
Risk Owner	Risk Title	Total
Andy Garner		25
Ben Cooke		16
Chris Brose		11
Julian Davis		2
Mario Michael		4
Sharon Gilles		11
Steve Hays		29
Roger Maybury		16
David Hargreaves		10
(blank)	(blank)	
(blank) Total		
Chaire Davies	IS incidents out of hours	1
Chaire Davies Total		1
Grand Total		125

