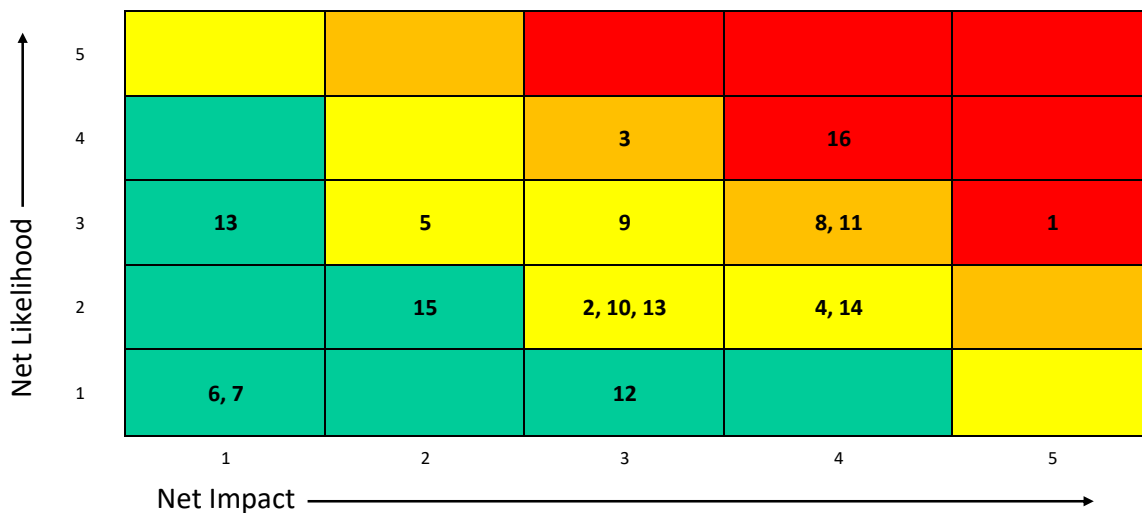


### Corporate Services Risk Heat Map - Appendix C



Risk Ref	Risk Description	Gross Risk Rating	Net Risk Rating
1	IT Security Failure	20	15
2	Telecommunication Failure - Prolonged telecoms / switchboard failure	15	6
3	IT System Failure (partial loss)	16	12
4	IT System Failure (total loss) Complete failure of IT systems resulting in widespread disruption across the Council	15	8
5	Network Loss Loss of the customer service centre network as a result of a major malfunction of the council's network, leading to system access loss preventing staff from processing service requests.	9	6
6	Laptop Manufacturer/Provider Issue Current model of corporate laptop in constraint	12	1
7	Delay in IT Managed Service re-procurement	6	1
8	Effective governance and management of information	16	12
9	Budgetary overspend	12	9
10	Failure to follow Legal Advice Breach of law, statutory duty or carrying out inadequate consultation arising from failure of clients to follow Legal briefing procedures	9	6
11	Data Protection Breach	20	12
12	Failure to publish Register of Electors	6	3
13	Failure to manage election process	12	6
14	Ineffective governance and management of contracts	12	8
15	Ineffective governance and management of contracts - Contracts Database	6	4
16	Information Request non-Compliance	20	16