

## Appendix D Digital Work Programme – risk analysis

Risk of proceeding	Solution	Risk of not proceeding	Solution
<b>Political</b>			
Residents resistance to change	Delivering tangible improvements and benefits	Residents and businesses viewing the Council as not being pro-active and not embracing opportunities.	Continued launch of new digital services that match resident's experience in other sectors.
		Reputational damage to Council being considered as not forward thinking	Using digital to allow residents connect with others – which enhances the Council's reputation with the community and beyond.
<b>Economic</b>			
Significant investment won't yield sufficient return	Robust analysis of opportunities, potential benefits, customer experience and experience across other authorities. Each project subject to business case and scrutiny.	Front line services cut due to budget cuts	Cost saving from digital programme allowing services to be maintained and commercial opportunities developed.
<b>Social</b>			
Risk of Digital Exclusion	Existing and alternative channels (with assisted service) are built into Digital Inclusion strategy.	District being isolated	Adoption of digital where appropriate
Lack of engagements by residents	Systems so easy to use that residents will want to	Residents being isolated	Adoption of digital where appropriate
Lack of engagement by services	Launch of staff engagement strategy		
<b>Technological</b>			
Failure to deliver programme	ICT infrastructure already in place. Dedicated programme / project management- Governance of Digital board	Council getting left behind - not being able to catch up	Continued programme of improvements to catch up
Lack of suitable applicants applying for fixed term posts	Investigate contract resource		