
Appendix 4: LETYAS Risk Management Plan

This Plan outlines the project risk management procedures that have been undertaken, and effective processes that have been put in place to ensure the success of the LETYAS Project.

As well as each project risk being individually assessed, the following elements are being addressed to ensure all the risk management factors are taken into account.

Commitment to Risk Management

A commitment to risk management by stakeholders is essential to the success of the Project. The following stakeholders will be involved in Risk Management for the LETYAS Project: Project Advisory Group, Project Management Group, Project Coordinator, Corporate Management, external consultants and Project Team members.

Steps that will be taken in the LETYAS Project to ensure a commitment to risk management:

- ⇒ Project stakeholders, advisory groups, external consultants and especially the business owners will be asked to provide input into the Risk Management Plan
- ⇒ Advisory Group members will be provided with copies of the Risk Management Plan and be asked, during formal meetings throughout the Project, to raise any risks they identify during the course of the Project
- ⇒ Identified risks will be assessed according to the agreed process outlined below and added to the Risk Management Plan
- ⇒ The Management Group will oversee the Risk Management Plan and its periodic review

Substantial Project Management Approach

A substantial project management approach including the Project Coordinator taking responsibility for monitoring and managing all risk management processes and having an understanding (as well as others in the Project Team) of the technical and non-technical issues associated with the Project is vital for a successful project.

Steps that will be taken in the LETYAS Project to ensure a substantial project management approach:

- ⇒ The Project Coordinator will be responsible for the Risk Management Plan being implemented and reporting to the Project Sponsor and Management Group
- ⇒ The Project Coordinator is also responsible for undertaking a large proportion of the Project tasks and will be liaising closely with others involved in the Project
- ⇒ Project team members will have an understanding of their roles within the scope of the project and how other parts of the Project work
- ⇒ Project team members will participate in the identification, analysis and assessment of risks within the Project

Continuous Risk Management Approach

A continuous approach of risk management must be maintained from the beginning of the Project, with new or increasing risks being assessed and pre-emptive and/or contingency measures considered, and foreseen risks being monitored throughout the Project until its outcomes are realised.

Steps that will be taken in the LETYAS Project to ensure a continuous risk management approach:

- ⇒ Risks will be assessed every 4 weeks
- ⇒ Continual monitoring of the effectiveness of the Risk Management Plan
- ⇒ Risk management will be an agenda item for Advisory Group meetings
- ⇒ Regular risk management reports will be provided to the Project Sponsor and Management Group throughout the life of the Project

Risk Assessment Table

A matrix for grading threats to a project (below) will be used in the risk management process. A threat can be assessed, high, medium or low, of the likelihood of it occurring by the impact, high, medium or low, it will have if it does occur.

		Likelihood		
		high	medium	low
Impact	high	A	B	C
	medium	B	C	D
	low	C	D	E

Appropriate actions for grades of risk

The following table outlines the appropriate action that should be taken with each identified grade of risk.

Grade of threat	Action
A	Countermeasures to be identified and implemented prior to the project receiving approval
B	Countermeasures to be identified and implemented during project execution
C	Countermeasures to be identified and costed for possible action if funds permit
D&E	To be noted - no action is needed

Identified Risks for the LETYAS Project

The following table outlines:

- a description of each risk identified for the LETYAS Project;
- an assessment of the likelihood it will occur and the possible impact if it does occur (low, medium, high)
- a grading of each risk according to the Risk Assessment Table;
- who is responsible for managing the risk;
- an outline of a proposed countermeasure (pre-emptive and/or contingency); and
- the estimated cost for each countermeasure (if any).

Risk	Likelihood of risk	Impact of risk	Risk grade	Responsibility	Proposed Countermeasure (pre-emptive and/or contingency)	Cost
Comprehensive coverage of advisory service information not attained	Low	High	C	Project Coordinator	Contingency: Identify gaps and gather further information	Within project budget Will effect time table
Comprehensive coverage of advisory service information on web not attained because key service providers do not have a web profile	High	High	A	Project Coordinator	Pre-emptive: OYA to continue to provide information (using a similar model as that on Youth Scene) on those advisory services that have no web presence which will be linked to the Portal	No cost as task currently undertaken within OYA
Subject Thesaurus not operating effectively	Med	High	B	Project Coordinator	Pre-emptive: Trial Subject Thesaurus	Within project budget
Library Services ability (time) to input metadata onto RDS form.	Low	High	C	Project Coordinator	Pre-emptive: Discuss job with Library Services early in the project Contingency: Negotiate with Library Services re input of meta data or train Project Team members to input metadata	Within project budget May effect time table
Dytech Solutions availability/willingness to work on the Project	Low	High	C	Project Coordinator	Pre-emptive: Discuss job with Dytech early in the project Contingency: Discuss alternative consultants with IMB/Library Services	Within project budget
Portal failing to remain updated	Low	High	C	Admin Assistant	Pre-emptive: Development and implementation of a Portal update Strategy	Allocation within project budget
Milestones prescribed in the Agreement are not met on time	Med	Med	C	Project Coordinator	Pre-emptive: Ensure each milestone appears on the Project Plan with attached resources	Within project budget

Risk	Likelihood of risk	Impact of risk	Risk grade	Responsibility	Proposed Countermeasure (pre-emptive and/or contingency)	Cost
Dependency upon the <i>Resource Discovery Service (RDS)</i> model used by <i>Service Tasmania Online</i> .	Low	Med	D	Management Group	Pre-emptive: Ensure the RDS model is current, compatible and is recommended by DoE for future use	Within project budget
Instability of Project team	Med	Med	C	Business Owner	Contingency: Fast track position refill, training if required and intensive updating	Within project budget May effect time table
Customers not able to access the Internet because of inability to access technology	Med	High	B	Project Coordinator	Pre-emptive: Development and Implementation of an Internet Access Plan	\$100,000 budget allocation
Customers not able to access the information on the Portal because of old technology	Low	High	C	Project Coordinator	Pre-emptive: Ensure the Portal follows current Web Publishing Standards	Within project budget
Inability to satisfy differing expectations of customers due to their diversity and age range	Med	High	B	Project Coordinator	Pre-emptive: 1) Trial a range of web site styles for each age group 2) Include a range of website links on the Portal to suit all age groups	Within project budget