ID	Risk Event	Project Name	Cause(s)	Consequence(s)	Inherent Rating	Residual Risk Rating	Controls	Risk Treatments
364	The DevOps automation tools used by different DevOps teams contain unique and/or extensions or scripts that are different	Channels Delivery Stream	If the scripts and or extensions are different, it is expected that these will be owned by the bureau. It is possible that the differences can cause issues with the code and or environments which can therefore require additional rework.	50k to 100k additional cost to rewrite and test scripts and consolidate the tools.	3. Medium	1. Extreme	Current risk is to be monitored based on incoming proposals and this risk needs to be reviewed when those proposals are received.	Lead Architect is taking technical specifications from vendor responses to the enterprise architect to review specifically to ensure there are no anomalies with ARG signing off the solution (including the tooling).
360	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
361	Channels Test Manager Onboarding delayed	Channels Delivery Stream	Channels Test Manager procurement is not active resulting in onboarding of dedicated Test Manager later than anticipated which could result in delays in producing a Channels Test Approach. This artefact is required for input into Stage Gate 4 review which we are expected to pass to onboard vendors.. Channels UX Design vendor expected to onboard end February which does not leave enough time for onboarding a Test Manager to produce the Tes Approach	Delays in producing the Channels Test Approach will result in Channels UX Design not passing Stage Gate 4 review which is required to be able to onboard the Channels vendors	3. Medium	1. Extreme	1) Test Practice lead advised of need and requested for alternative options to produce Channels Test Approach 2) Exemption underway with ROBUST PMO to determine if Test Approach with only UX Design can be presented to Stage Gate 4 review with remaining Channels Projects to present at a later gate	1) Highlighted resource requirement to Test Practice Lead 2) confirmed timelinen and need to produce Test Approach 3) seeking exemption from ROBUST PMO to deliver Test Approach with only UX Design, in order to pass Stage Gate 4, with the intention that the Test Approach is complete for other projects Stage Gate Reviews
362	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
385	UX Design Vendor Quote	Channels Delivery Stream	UX Design Vendor Quote maybe higher than anticipated.	if this is the case we would need to work with the vendor to reduce. Considerations for use of Program contingency.	1. Extreme	1. Extreme	Vendor Negotiations have already highlighted need for vendor to revise rates and quote.	
267	Inconsistent UX application across projects/program/BoM	Channels Delivery Stream	There is a risk of inconsistent understanding and agreement of UX and development in relation to roles and expected deliverables caused by: 1. Lack of consistency accross the Bureau in relation to current products and services 2. Conflict of priorities between business segments	1. Inability to meet program primary objective which is to deliver a robust and consistent secure platform and mechanism for information management 2. Without a common understanding of roles and impacts to existing teams there could be a negative impact on roles which are changing resulting in an unacceptable level of service disruption experienced by users 3. Inadequate provision for customer support 4. Poor customer experience 5. Organisation reputation due to delivery of poor customer experience	3. Medium	1. Extreme	1. OCM team member indentifies - engaged to define roles & responsibilities and asses impact on any existing roles. 2. Currently identifying impacted teams to create transparency and clarity and undertaking the RFP to ratify impacted teams, products and services 3. Key stakeholders being indentified and input into Program Staeholder Matrix	1. Ensure Stakeholder analysis identifies all appropriate SME's to assist in defining roles and responsibilities and reviews outcomes. - Refinement post RFP completion 2. Work closely with OCM to define roles & responsibilities and asses impact on any existing roles. 3. Input OCM tasks into DSP - HL Plan end July 3. Collaborate with any impacted teams to create transparency and clarity on Roles and Responsibilities - ongoing 4. Document findings to be then incorporated into deliverables including RFP documentation - RFP documentation due Mid/End August
268	Unapproved Products/Services Decision Prioritisation Framework	Channels Delivery Stream	There is currently no approved prioritisation framework provided by Business Owners/stakeholders. 1. No priority order for transition of Products/services 2. No agreed framework to decide selection criteria for transition of products and service. Previously unrecognised need for a single Bureau wide prioritisation criteria now being addressed by Product Working Group	1. If there is no or insufficient prioritisation to transitioning the existing products and services onto the new Robust Platform stakeholder expectations may not be met. 2. There could be contention between business partners resulting in resistence to accepting channel delivery plan 3. There is a risk of rework if Channels delivery activities commence without priority agreed	1. Extreme	1. Extreme	1. Currently we have an agreement on Prioritisation Framework but no formal approval from Sponsor and Program Director 2. Processing of candidates products and services through balanced scorecard is still to be allocated 3. No alternative plan to get a agree list of priorisied products and services for the use of Channels pilots 4. Lack of acceptance of the outcome of the priorisation balance scorecard by boarder Bureau Group Executive	1. Balanced score card and framework endorsed by business sponsor and Program director as recorded in minutes. as per date to be confirmed by s22 2. Stakeholder Matrix validation by Channels team to ensure all relevant stakeholders are involved in prioritisation. complete - PWG members agreed 3. Ensure delivery plan reflects agreed prioritisation from all nominated stakeholders. In progress - balanced scorecard to be used to determine priority for remediation and content migration. 4. Ensure delivery plan (once agreed) is provided to all delivery teams for execution, including vendors, to ensure joint agreed approach, deliverables, timeline. In progress - balanced scorecard to be used to determine priority for remediation and content migration. HL plan and fall back work in flight
1350	The consolidation of information means there will be fewer pages on the new website. This could be perceived as a reduction of service and/or information being lost or displaced.	Channels Delivery Stream	Content has been consolidated and/or re-written causing some content to be reduced from several pages to one and/or less.	Criticism that information has been lost, deleted or dumbed down.	2. High	2. High	Communications will provide clear information about why information architecture was simplified based on customer research and feedback. In addition, there will be specific messaging developed to help users understand that not information has been lost.	

623	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
495	Budget will be inadequate if negotiated Channels Platform RFT tenderers' pricing is substantially more than original REOI pricing.	Channels Delivery Stream	The budget was a three point average based on a subset of REOI responses.	The whole tender could fail or part of the tender could fail. Alternatives would be required to get the work done. We may need to seek more budget.	2. High	2. High	Execute negotation directive Consider scope re-alignment Consider alternative delivery methods	
747	If there are delays to release critical path activities, the ability to commence SIT within the planned window could be impacted.	Channels Delivery Stream	Delays in infrastructure delivery and the build of the SIT environment in readiness for the delivery partners to deploy the platform Plausible delays in completion of development activity.	The ability to commence SIT within the planned window could be impacted thereby impacting delivery milestones. This will lead in delays in delivering the scope of the T2 program by the end of 2021	2. High	2. High	Track interim milestones to manage schedule risks Prioritise features that can be deployed with E2E functional testing Continue to do feature based incremental updates to website as minor releases post beta launch	Track interim milestones to manage schedule risks Track cross Stream dependencies Prioritise features that can be deployed with E2E functional testing Continue to do feature based incremental updates to website as minor releases post beta launch Daily meetings in place to ensure any items identified impacting critical path are quickly resolved to limit impact to the overall plan.
1435	Beta participants/facilitators may be unwilling or unable to travel to user testing locations.	Channels Delivery Stream	The pandemic may result in participants/facilitators being unwilling or unable to travel to BOM offices, impacting ability to deliver Beta 1 in person. with the recent scare of a new virus variant, could be applicable to other Beta testers.	It may lead to user testing needing to be postponed or facilitated via alernative methods.	1. Extreme	2. High	Monitor external environment and identify mitigation strategies e.g. user testing via video conferencing, changing timeframes, other. Clear communication about COVID safety practices.	
1903	Solution readiness impacting business readiness preparations.	Channels Delivery Stream	The weathermap solution is not ready and can't be used for business readiness activities such as learning sessions and learning materials.	It also means that there's low confidence in the current release dates which impacts engagement levels.	3. Medium	2. High	Working closely with PMs to understand defect resolutions, improvements and timing. New Control (08/04 - [redacted]) established dedicated cross stream resources to drive ESRI trarget state deployment and defects resolution. It is currently anticpated that SIT for Maps will recommence on 02/08, follwowing which the go-live milestone for R2.0 (Pubic Beta) will be re-baselined.	
2090	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
1514	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1296	Links to Bureau pages embedded in documents and websites of government departments, organisations, customers, businesses etc could break.	Channels Delivery Stream	There will be many instances of links to Bureau pages being embedded in documents and websites of government departments, organisations, customers, businesses etc. These could break or no longer exist.	Should these links break it has the potential to frustrate users and may be of greater impact for users during key decision-making moments, particularly those in emergency services who may be making such decisions under duress during severe weather events.	3. Medium	3. Medium	Timely and adequate change communication to users. 01/07 - For R3 Top 50 pages will have auto direct Automatic reports to identify broken links.	22/02 - [redacted] Redirection rules are being worked out.
1285	Severe weather events during website transition could impact customer facing teams' capacity to manage queries/feedback.	Channels Delivery Stream	Severe weather events require significant capability and capacity from Bureau teams.	If there's a severe weather event, this may impact the timely management of customer queries and feedback about the new website.	3. Medium	3. Medium	Work with GMs to plan for sufficient capacity in their teams to support the website transition as well as any other additional events that impact capacity.	
1287	The level of CRM adoption and it's practices in customer relationship management could impact on query and feedback management.	Channels Delivery Stream	If customer facing teams do not adopt CRM effectively in their customer relationship practices it could mean that customer interactions about the new website are not captured.	This could impact the project team by not getting visibility of the customer interactions and query management therefore not adjusting and responding to query trends.	3. Medium	3. Medium	Regular meetings with CRM team to assess adoption of CRM practices to identify any risks for website query and feedback management to manage reactive communication.	
1303	Not communicating clearly what will and won't be delivered at launch and the amount or quality of customer and user engagement, research, feedback, etc., may come into question.	Channels Delivery Stream	Not communicating clearly what will and won't be delivered at launch.	Reputational harm. Could create a negative impression of the new site and the Bureau more broadly. The Bureau may be viewed as having 'over promised' and/or 'under-delivered'.	3. Medium	3. Medium	Set expectations through clear and timely messages	Ensure cistomers are ready and understand the comms
1310	s33 [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	

1437	Private Beta participants may share information and feedback about the new website on social media or other forums.	Channels Delivery Stream	Private Beta participants may share information and feedback about the new website on social media or other forums.	This may negatively impact Bureau and program reputation including customer/public perceptions about the work underway and new website.	3. Medium	3. Medium	(1) Clear proactive communications about Beta and work underway. (2) Pre-prepared statements and responses. (3) A new leak strategy has been developed.	
1729	There will be potential impacts for Channels Stream delivering to out-of-date Stream / Project documentation	Channels Delivery Stream	The DSP and PDPs may be outdated and the stream will be delivering to approaches and scope not outlined in the project documentation potentially causing misalignment in project delivery,	Misalignment with project deivery. Working at Risk	3. Medium	3. Medium	Detailed scope anaysis to be conducted. DSP and PDPs to be updated and seek approval at Feb CSG.	Detailed scope analysis to be conducted. DSP and PDPs to be updated and seek approval at Feb CSG.
1304	The amount or quality of customer and user engagement, research, feedback, etc., may come into question.	Channels Delivery Stream	Negative feedback about the site and its delivery, and/or enagement with customers/users, generates interest in the research and engagement activities undertaken during design, build and delivery	There is the potential for queries or commentary regarding the amount or quality of customer and user engagement, research, feedback, etc., depending on how the site is received or associated issues that may arise. This has a higher potential than some risks to provoke parliamentary interest.	3. Medium	3. Medium	(1) Ensure all research and engagement is captured and known; Pre-prepare responses and basic FAQs (2) Ensure that invitation to provide feedback is clear and a wide range of stakeholders.	
1308	Historical issues and events may arise	Channels Delivery Stream	Any issue has the potential to instigate commentary about or reference to historical issues and events, especially where there is a similarity in issue.	Reputational harm. Could create a negative impression of the new site and the Bureau more broadly.	3. Medium	3. Medium	Identify historical events and pre-prepare messages where possible	
1298	Changes to mapping experience and design may create discomfort and negative commentary from users.	Channels Delivery Stream	Changes to mapping experience and design may create discomfort and negative commentary from users.	Negative feedback and commentary.	3. Medium	3. Medium	Timely and adequate change communication to users	
1299	Negative correlation between PST and new website.	Channels Delivery Stream	Work being undertaken by the Public Services Transformation (PST) has the potential to be correlated with the new website.	Any issues relating to PST could have a negative impact. E.g. Restructuring of Bureau teams, changes in roles or redundancies, or changes in processes could be correlated as being a result of the new site.	3. Medium	3. Medium	Separate messages about PST and the new Website; clearly communicate the difference where suitable.	
1302	A Commission or Enquiry could be initiated should an outage or error in data delivery eventuate in serious harm of any nature.	Channels Delivery Stream	A severe outage to the site, radars, etc. or impacts to data delivery.	There is potential for a Commission or Enquiry to be initiated should an outage or error in data delivery eventuate in serious harm of any nature (e.g. data feeds incorrect and travel providers can't appropriately plan resulting in accidents or injuries; Inability to access the site and/or data during a severe weather event).	3. Medium	3. Medium	Deliver the project successfully; Timely and adequate change communication to users	
1305	Time taken to deliver, delays, headcount and costs may come into question.	Channels Delivery Stream	There is potential for commentary regarding the length of time taken to deliver the project, any delays in delivery, the headcount involved in delivery of the project, and the associated budget/costs of the project.	Reputational harm. Could create a negative impression of the new site and the Bureau more broadly.	3. Medium	3. Medium	Set expectations through clear and timely messages	
1307	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
1309	Any one issue may trigger or result in multiple risks coming to fruition simultaneously.	Channels Delivery Stream	Stakeholders may find value in supplementing their story or argument against the new site with additional points or issues.	Reputational harm. Could create a negative impression of the new site and the Bureau more broadly.	3. Medium	3. Medium	Deliver the project successfully; Timely and adequate communication	
1742	The capacity to successfully manage and coordinate both Beta 1 and Beta 2 in a short timeframe may impact other project activities in preparation for Public Beta and Launch.	Channels Delivery Stream	Compressed time frames Different requirements and objectives	Other aspects of testing may suffer like Public Beta and Launch Trial participants may feel their requests are not being prioritised	3. Medium	3. Medium	- Review resourcing impacts on project activities from Beta 1 and 2 a increase resources, manage/review and [prioritise project activities.	
1743	Beta 2 is planned to occur from 30th November 2021 and during this period customers may have limited capacity to participate due to preparations for severe weather season and other seasonal priorities.	Channels Delivery Stream	Severe weather season takes away SMEs from Robust testing	Delay in Beta 2 testing. Pressure on schedule to complete all testing befor e Public Beta and Launch.	3. Medium	3. Medium	Approach a broad stakeholder group to meet participation targets and archetypes. Plan with Business SMEs.	
1280	Unconfirmed Post Beta scope impacting on ability to communicate and prepare for the new website launch	Channels Delivery Stream	The Post Beta scope is yet to be defined.	Customer impacts can't be identified and therefore can't cummunicate with customers.	3. Medium	3. Medium	Prepare detailed communication and transformation plan. Identify critical transformation path and timeframe for release date.	
1282	Unconfirmed Launch date impacting on ability to communicate and prepare for website launch	Channels Delivery Stream	Launch date for website is yet to be determined.	This impacts our ability to communicate and prepare Burea teams and customers.	3. Medium	3. Medium	Prepare detailed communciation and transformation plan. Identify critical transformation path and timeframe for release date.	
1288	Public Services Transformation Program could impact Bureau staff's engagement level with the website transition	Channels Delivery Stream	PST is delivering significant changes to the way the Bureau operates.	This could potentially lead to impacts to staff engagement levels with the new website and transition.	3. Medium	3. Medium	Regular meetings with PST team to identify risks to engagement levels and timing of activities.	
1351	Launching the site in severe weather season poses high impact for industry sectors and emergency services who rely on fast, easy to access information.	Channels Delivery Stream	During peak extreme weather events SES teams need to access high volumes of information and data and will be more resistant to change and/or use a new platform.	Negative perception and/or critisism of the new website by Emergency sevices industry and users.	2. High	3. Medium	Aim to time the launch to not coincide with a major weather event and/or the severe weather season.	
1440	Participants may have expectations regarding feedback being actioned and changes to website that will not be met.	Channels Delivery Stream	Participants may have expectations regarding feedback being actioned and changes to website that will not be met.	This may negatively impact Bureau and program reputation including customer/public perceptions about the work underway and new website.	2. High	3. Medium	Clear communication about the feedback process and the ongoing continuous improvement of the website.	

873	There may be insufficient budget to complete the full scope of website delivery activities.	Channels Delivery Stream	Budget constraints due to unplanned costs. Various costs that were not included at the time of original budget distribution including - Impacts of re-scheduling wesbite Releases on resourcing & environments/other costs. s33 [redacted]	Inability to deliver on the full T2 scope	2. High	3. Medium	Apply the approriate website feature treatment approach for prioritised content (to allocate the available budget). Review of budget with ROBUST Finance and GM Delivery for options Identification of changes to baseline scope and approach to offset future unplanned costs.	
956	Gaps in system test requirement coverage may not be identifed until late in the build phase	Channels Delivery Stream	Requirements not being formally approved via the PMO deliverable framework process prior to commencement of build and system test of a given requirement	Gaps in System Test coverage may not be uncovered until after the requirement is developed and system tested. This may lead to rework later in the build cycle that could potentially put the build schedule at risk.	3. Medium	3. Medium	The launch state build requirements for the future sprints, go through the Sprint planning session and given a verbal go ahead only after review of the requirements and confluence documentation which means these requirements are in nearly approved state. Any changes to the requirements (for components/templates) are captured as new requirements for which new user stories are created and so the risk of something not tested/not enough coverage is reduced to a great extent. However there is always a risk and so the controls in place will be to ensure any changes to the requirements in lead up to the review and final sign-off from the business will be communicated to the test team to ensure the test cases are aligned to the changes.	s22 Leveraging the FIT environment to conduct early testing with the dependent streams (D&I) to identify any potential defects and reduce the defect rate in target SIT.
1297	Bookmarks to current site pages and content will break when the new site is launched.	Channels Delivery Stream	Any bookmarks to current site pages and content will break when the new site is launched.	This has the potential to frustrate users and may be of greater impact for users during key decision-making moments, particularly those in emergency services who may be making such decisions under duress during severe weather events.	3. Medium	3. Medium	URL redirects will be put in place. Work with Customer Leads to support customer transition documents. Timely and adequate change communication to users.	
1300	Negative media coverage regarding Union negotiations	Channels Delivery Stream	Union negotiations commence in April 2021. Negotiations of this nature have a propensity to be drawn out over time. Union negotiations have the potential to impact Bureau employees and their capacity to engage in, and deliver, change activities and communication.	Union activity of any nature has the potential to create general negative media coverage and/or government stakeholder interest.	3. Medium	3. Medium	Pre-prepare media/stakeholder responses and basic FAQs; Separate messages about PST and the new Website; clearly communicate the difference where suitable	
1301	Union negotiations could impact Bureau employees capacity to ability to engage in delivery	Channels Delivery Stream	Union negotiations commence in April 2021. Negotiations of this nature have a propensity to be drawn out over time. Union negotiations have the potential to impact Bureau employees and their capacity to engage in, and deliver, change activities and communication.	Union negotiations have the potential to impact Bureau employees and their capacity to engage in, and deliver, change activities and communication. It may also result in disgruntled employees engaging in undermining activities, such as leaking information to the media, sharing negative information with customers, etc.	3. Medium	3. Medium	Timely, positive communications to employees; clearly communicate the purpose/difference between PST and ROBUST	
1353	Potential for content not tested during beta and deployed at launch could be perceived as BOM not being transparent about everything that wil change.	Channels Delivery Stream	Launch content will include additional content from the Beta scope. At Launch this content will be viewed for the first time.	Expectations may not be met and could create dissatisfaction.	3. Medium	3. Medium	We need to manage expectations by clearly communicating that launch is the first step to delivering improved an online experience.	
1035	The impacts for customers moving from registered user sites to Self Service Portal have yet to be identified.	Channels Delivery Stream	The impacts for customers moving from registered user sites to Self Service Portal have yet to be identified.	This may impact customer readiness due to the short timeframes for transformation activities until go-live. Customers may not be prepared for the changes.This may impact on customers' operations and decision making.	2. High	3. Medium	Assess impacts to customers as they're identified and plan transformation approach. Until we understand customer impacts.	
1037	The transformation effort required for Launch and SSP may be higher than the transformation team's capacity	Channels Delivery Stream	Due to changes in project timeframes and therefore a short runway for transformation activities, there's a risk that the transformation effort required is higher than the team's capacity.	This may lead to suboptimal levels of customer and business readiness.	3. Medium	3. Medium	Ongoing assessment of transformation effort and forward planning as well as discuss resourcing implications with ROBUST Transformation Lead when more information is available regarding release dates, scope and change impacts.	
1147	If the quantity of feedback received following website transition is greater than planned for, key or critical feedback may not be addressed resulting in adverse impact on the Bureau's reputation.	Channels Delivery Stream	We know the Bureau's website is one of the most visited website and any changes are likely to elicit substantial feedback. If this is not modelled and prepared for adequately it is possible important feedback is not acknowledged and addressed.	This could adversely impact on the Bureau's reputation.	2. High	3. Medium	•Ensuring our customers will be informed well in advance so there is no change aversion. •Provide change management tools to support customer adoption. •Need to plan different models or thresholds to alert to the need for further resourcing or responses •Review experience with Beta go-live and then consider how quickly responses can be ecalated	1. Work with Bureau teams to work through surge management and communication triage framework
1281	Unconfirmed Beta release date impacting on ability to communicate and prepare for Beta release	Channels Delivery Stream	Beta release date is yet to be determined.	May impact ability to communicate and prepare customers.	3. Medium	3. Medium	Prepare detailed communciation and transformation plan. Identify critical transformation path and timeframe for release date.	
1283	Customer relationship owner roles are not well defined resulting in owners not identified and therefore are not adequately prepared to manage queries from customers/stakeholders.	Channels Delivery Stream	Customer relationship owners are not well defined at the Bureau.	This may lead to some customer relationship owners not being identified and therefore not being prepared to manage both proactive and reactive customer communication. This could also lead to some customers being communicated to multiple times from different customer relationship owners.	3. Medium	3. Medium	Work with GMs and PST program to identify all customer relationship owners to ensure they're briefed on the website transition communication and communication triage framework.	

1294	Changes to site design and navigation may create discomfort and/or confusion for users	Channels Delivery Stream	The look and feel of features, the layout of pages, and the navigation are changing.	Confusion during key decision-making moments or operational activity could result in negative feedback or potentially impact operational decison making by customers.	3. Medium	3. Medium	Timely and adequate change communication to customers.	
1295	Changes to content, navigation (IA) and layout may give impression content has changed materially, is less, or is hidden.	Channels Delivery Stream	The current site has excessive and legacy content. The new site seeks to streamline and simplify information and language to make it more accessible.	Changes to content, mapping (IA), and layout may raise concerns for users. It has the potential for customers to feel there is less information available, that material content is 'missing' or intentially withheld, not of the same quality, or for users to feel they can no longer find content.	3. Medium	3. Medium	Ensure the reason for changes are well communicated and key messages seek to address reliability and trustworthiness of data are well communicated.	
1038	Communications to and feedback from customers is not captured and there is no agreed approach in place for integration with the Bureau's new CRM system.	Channels Delivery Stream	There is no standardised process or system to capture communciation to and feedback from customers across the Bureau.	This may lead to communications not provided to customers, feedback or queries not responded to and potential for overcommunication.	3. Medium	3. Medium	Track CRM roll-out and PST program activities that will mature the communciation and customer distribution channels.	
907	May not be able to test the new Channels Website in the T2 test environments against physical mobile devices	Channels Delivery Stream	Due to the inability to connect non-Robust devices to the new network such as mobile phones and tablets.	Unable to test against physical mobile devices such as phones and tablets and as part of the UAT phase of Integration testing.	3. Medium	3. Medium		.
630	Lack of engagement could lead to low acceptance of new content management process and result in content duplication on the website, inaccurate content, poor quality and inconsistent content, disengaged Bureau.	Channels Delivery Stream	Poor engagement, poor planning, lack of process	Content duplication or inaccuracy, poor quality and inconsistent content, disengaged bureau staff, reputational damage for the Bureau	3. Medium	3. Medium	Content Team has been engaging with the business at staff forums (e.g. showcase, CRG/CSG meetings) and when engaging with content owners and SMEs on content development. A style guide has been developed to help create consistency, including tone of voice. It includes advice on avoiding duplication (one page = one purpose). The style guide and engagement with SMEs/Content owners helps avoid inaccuracy. Reputational damage from poor content at launch is being mitigated by Content Team adhering to style guide. Engagement with the business also via BIA workshops, training and a Community of Practice (all being planned). The Transformation Team have completed a Content Management TNA which calls out the training required by people taking up content writing/approval in the CMS. This training will ensure people in the business understand the new content governance processes and how to use the CMS to ensure high quality content. This training is planned for OCT/NOV 2020	Business impact assessment workshops will be held with the business (content owners/content contributors) Aug-Sept 2020. Allow time for communication of new processes / ensure that messaging is aligned and contains 'what's in it for me' as much as possible to impacted teams. Provide a method for teams to express their concerns and ensure that these concerns are listened to and addressed. Execute training: Transformation team has developed a training needs analysis (TNA) and a curriculum for CMS training. This is currently with Accenture to get started on developing training materials. Transformation team is undertaking Business Impact Assessment (BIA) workshops with the business. Establish content workflows that outline the process of creating and managing content - completed and awaiting approval from GM, DC&CED. Business impact assessment workshops with the business (content owners/content contributors). Establish a community of practice to support staff through the change, including resources and links to training. Allow time for communication of new processes / ensure that messaging is aligned and contains 'what's in it for me' as much as possible to impacted teams. Provide a method for teams to express their concerns and ensure that these concerns are listened to and addressed. Development of a training needs analysis is complete and will be used by the delivery partner to develop a curriculum. Training to be delivered at a later date. Content Team are engaging with SMEs/Content owners with CMS walkthroughs, pair writing and other treatments to help staff understand the process and best practice web content principles.
745	There is a risk that there may be potential gaps in the identification of requirements and dependencies to enable a smooth and effective transition of products and services to the new website.	Channels Delivery Stream	There is a risk that there are potential gaps in the identification of technical dependencies to transition products and services to the new website.	Some products and services may not be transitioned correctly, and problems occur for which there are no documented support processes.	3. Medium	3. Medium	Schedule scenario planning workshops to capture interdependencies between streams delivering capabilities for the new website.	Schedule scenario planning workshops to capture interdependencies between streams delivering capabilities for the new website.
756	s33 [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
436	Potential gaps between vendors' contracted scope for environment management	Channels Delivery Stream	Potential gaps between vendors' contracted scope for environment management.	Some scope items are not delivered, are not fit for purpose or are not interoperable.	3. Medium	3. Medium	Commercial agreements aligned to operating models and thus closing identified gaps.	Agree detailed use cases for deployment and management of DevOps tools. Define operating model for environment management (provision and support during ROBUST). Plan for deployment into s33 [redacted] / SIT environment by delivery partner, before knowledge transition to NPE team. The environments team is planning details of roles and responsibilities for the environments to identify any gaps.
520	Channels IRAP Assessment	Channels Delivery Stream	If IRAP Assessment is required for Channels, we have not budgeted the time or resource for an indepdent accredited body to do an IRAP assessment.	The IRAP Assessment has not be forecasted in channels budget. If the assessment is required , we will have to do an assessment on the time and cost.	3. Medium	3. Medium	Infrastructure is currently assessing as part of their work packages on whether the channels require an IRAP assessment	

433	Delays in delivery impact on subsequent releases (internal and external to ROBUST) with a cascading and compounding effect, including reputational risks	Channels Delivery Stream	1) ROBUST program streams are all in flight and therefore outcomes of RFT not readily know including schedules. 2) Integrated schedule between all streams is unlikely to be locked in without RFT's being finalised. 3) Probity rules restrict visibility of RFT therefore some requirements between streams may be misaligned	TBC	3. Medium	3. Medium	The ROBUST integrated schedule maps the key milestones across the program for the critical path.	1. Detailed release management plan. 2. Early visibility on project execution status via detailed metrics and tight management of issues & blockers. 3. Communications with key stakeholders for subsequent iterations.
318	Impact of commercial negotiations with successful tenderers may result in delays	Channels Delivery Stream	Commercial negotiations may take longer than anticipated with the successful tenderer and this could have a detrimental effect on the agreed and already compressed schedule to deliver.	Delayed negotiations will compound schedule challenges, cost blowout and resource allcoations if the vendor cannot commence on an expected date	2. High	3. Medium	Expert commercial negotiators in A&C team to assist in closing negotiations with vendors are in place. Plan provided to A&C to also determine overlaps of RFT's and remediate and resource contention within affected team such as A&C, Project Team, SLT leadership, Probity and Legal teams	s 47E(d) [redacted]
270	Delivered websites/applications do not meet ROBUST Testing requirements	Channels Delivery Stream	Existing websites and applications do not have tests associated with them causing: 1. High risk of under- estimation of testing effort by the service providers 2. Increased cost for testing 3. increased time for testing	1. Increased testing effort is likely to increase costs to delivery 2. if not identified earlier may result in retest or additional time to test 3. unplanned testing could affect the schedule and delay readiness of change/product	3. Medium	3. Medium	1. Clear expectations are being set in the RFT being conducted to avoid any ambiguity on testing scope and vendors involvement/support for testing 2. PDP's for the stream identify Test approach and trigger conversations with ROBUST Test mgr enabling Channels Test Approach discovery 3. Test Mgr is onboarded and will be responsible for delivering a Channels Master Test Plan	1. Currently working closely with the ROBUST delivery mgrs to determine End to End Testing Scope 2. Test Strategy is available defining testing approach, and has been reviewed in alignment with development of Channels PDP's 3. Testing requirements included in each RFP including Test deliverables, support and involvement with ETE testing 4. Test plan will be kicked off in January well in advance of build work to be executed by each Channels Project
476	The number of inscope products has increased from 290 to 374 as a result of redifining or regrouping.	Channels Delivery Stream	Combination of with inconsistent URL naming, the process for mapping URLs to products is resulting in a high manual work effort which is reflective of the changing point of reference for products and services being analysed.	1) To be able to quantify decisions such as decommissioning we are attempting to map product to URL mapping to determine actual usage. Without this data design decisions will be based on assumptions and business/product owner SME knowledge to finalise decision on criticality of certain products. 2) Manual mapping of URL to segments being considered is time consuming and not 100% accurate which could delay outcomes.	3. Medium	3. Medium		1) All options to improve the mapping of customer usage to products involve more manual processing, which will have an impact on timings. Estimates are being calculated. 2) Alternative analysis underway to determine input into usage patterns which is being shared amongst all teams. 3) Alternatives are being investigated including risk based asssessment of current data mapping - ie have we got enough mapping to make a valued judgement to move foward with IA Design with the view that 'decommissioning' or consolidation of products will go through a rigorous approval process to finalise
102	s33 [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
105	If there is a delay in procurement of the Channels Platform Operations work stream this may result in Operations teams not being ready at the time of the first Channel Platform Operation production release	Channels Delivery Stream	Delayed procurements from RFT pack 6 which combines both Channels Implementation and Channels Operations, may result in operating teams not being ready at the time of the first production release. This may be caused by resource constraints (evaluation panel, procurement support resources such as legal team and negotiations, complexity of preparation and complex negotiations with Vendor	Delay in project schedule and deliverables due to later than expected completion of contract approval and flow on impact to vendor onboarding. This may increase cost given less negotiation time with key contractors. May affect how much time the project has to deliver which could result in reduction in scope being delivered	3. Medium	3. Medium	s 47E(d) [redacted]	[redacted]

106	If Operational materials produced by the Channel Platform Implementation team are not fit for purpose this will increase transition to operation costs	Channels Delivery Stream	Operational materials produced by the Platform Implementation team may not be fit for purpose. Operational team may require more support, time and budget to establish Platform Operating Model.	1. Benefits - suboptimal support experienced by both internal and external customers 2. Quality - effectiveness of support team compromised 3.Costs - increased cost to run as a result of less than efficient support model/framework and established team 4.Schedule - increased costs due to delays in being able to handover support to an established support team	3. Medium	3. Medium	1. Project Planning Control Owner - Channels PM Control Effectiveness - in progress 2. Requirements analysis and management Control Owner - Channels PM/lead BA Control Effectiveness - in progress 3. Support Model - Control Owner - Channels PM/lead BA Control Effectiveness - in progress 4. Support Processes Control Owner - Channels PM/lead BA Control Effectiveness - in progress	1. Engage the same vendor to provide Workstream 2 Platform Implementation and Workstream 3 Platform Operation. This is being considered for other reasons and would also mitigate this risk. Treatment Owner - GM Delivery, Channels PM, T2 Program Manager Expected Completion Date - 30/05/2019 Otherwise: 2. Specify RFT requirements such that support vendor develops operational material Treatment Owner - GM Delivery, Channels PM, T2 Program Manager Expected Completion Date - 26 November 2018 3. Engage Operating team early so they can review the material produced out of the Implementation group. Treatment Owner - GM Delivery, Channels PM, T2 Program Manager Expected Completion Date - May2019 4. Quality Management plan to ensure acceptance criteria is met. Treatment Owner - GM Delivery, Channels PM, T2 Program Manager Expected Completion Date - May 2019
1292	Customer facing teams do not have the capacity to manage queries from customers/stakeholders.	Channels Delivery Stream	Some customer facing teams may not have sufficient capacity in their BAU work to be able to manage queries from customers.	This may impact the timeliness of responding to and supporting customer adoption.	3. Medium	3. Medium	Work with GMs regarding team capacity aligned to project timelines.	
1306	A Federal Election may result in increased scrutiny.	Channels Delivery Stream	A Federal Election be called during or near BETA or Launch of the site.	Should a Federal Election be called during or near BETA or Launch of the site, there is the potential for increased scrutiny. This will be heightened should any party wish to promote the new site as part of a political platform.	3. Medium	3. Medium	1) Monitor political environment. 2) Clear and relevant briefing to government.	
1354	Caretaker provisions ahead of a major election would limit the Bureau's ability to proactively announce and/or advertise information via key spokepeople.	Channels Delivery Stream	Agencies should avoid active distribution of material during the caretaker period if it promotes Government policies or emphasises the achievements of the Government or a Minister.	The Bureau would be in breach of caretaker conventions and liable for the consequences. We would be required to extend Beta, potentially delay launch	2. High	3. Medium	Map requirements during Caretaker period/caretaker provisions; engage with shadow ministers; map plan for engagement with ministers/portfolio owners post election	
1355	Priority Government partners/stakeholders (i.e. MPs and Senators) aren't engaged and/or briefed effectively.	Channels Delivery Stream	Information supplied is not adequate or timely if comunications are poor, not proactive, or not provided early enough.	They may not support the new website and advocate for change if their not consulted and engaged during the process.	3. Medium	3. Medium	Work with the Parliamentary Services and National Media Team to ensure expectations are met proactive and reactive communications are effective.	
1585	Risk of regret work as delivery activities occur on products subsequently re-imagined &/or decommissioned.	Channels Delivery Stream	Risk of regret work as delivery activities occur on products subsequently re-imagined &/or decommissioned.	Risk of regret work as delivery activities occur on products subsequently re-imagined &/or decommissioned.	3. Medium	3. Medium	SSP is delivering a technical capability whereby it is not in scope to upload products into SSP for end user consumption. SSP will be tested with sample products to ensure the end to end tech capability works. It will be in Bureau's scope to identify the relevant products and upload to SSP post ROBUST thereby mitigating the impacts of the risk of SSP working on products which could be susequently decommissioned.	Engage with Product Alignment Group for timely decisions.
1955	Misalignment between front and back end due to deployment of End State changes	Channels Delivery Stream	Misaligning of the config between front end and backend due to deployed of End state changes may impact quality of the solution and overall timelines	Rework of config may result in refactoring the front end library and estimated effort is unknown	3. Medium	3. Medium	Close colloboration and ensure any changes are version controlled or change controlled	Better cross stream colloboration , API forum.
1483	There is a risk that modifying the demographics of persons performing Beta tests may skew the results impacting true output	Channels Delivery Stream	Given the potential issues impacting people's ability to perform testing, like taking leave, using public transport etc, the demographics for beta testing may be changed.	This may result in skewed results which may impact full end to end testing or further modifications may need to the system which weren't planned or expected.	3. Medium	4. Low	Develop a method for full demographic testing.	05/09 - RC: We continue to rely on the contracted recruitment firm to support identifying customers from diverse backgrounds.
1286	Communication inbound and outbound channels are immature and may impact effectiveness and reach of communication	Channels Delivery Stream	The Bureau does not have streamlined communication processes.	Therefore communications might not reach all customers or queries may not be responded to in a timely manner.	3. Medium	4. Low	Work closely with GMs and other customer relationship owners to identify and assess inbound and outbound channels. 01/07 - Internal comms working through program overview, and channel comms.	
1289	Commencing engagement with industry customers/stakeholders too late or early.	Channels Delivery Stream	Release dates are yet to be determined and customer impacts are yet to be identified.	This may lead to communicating too early and may risk effective levels of customer engagement or communicating too late and may risk effective levels of customer readiness.	3. Medium	4. Low	Determine criteria to determine point of readiness for commencing communication. Senior leaders to understand risks and agree timeframes.	
1434	Beta participation levels may be sub optimal during Q1 2022.	Channels Delivery Stream	Beta 1 and 2 are planned for Q4 2021 through to Q1 2022. During this period customers may have limited capacity to participate due to severe weather impacts and/or other seasonal priorities.	It may mean that the user testing may not have the sub-optimal breadth of users and archetypes and may therefore impact overall assumptions regarding user experience and feedback.	3. Medium	4. Low	Approach a broad stakeholder group to meet participation targets and archetypes.	
1526	When the existing P2 milestones are re-forecast, this may lead to additional changes to P1 milestone dates	Channels Delivery Stream	Further detailed planning and scheduling of P2 milestones with critial path impacts to P1 Program milestones	P1 Program milestones may be required to be adjusted	3. Medium	4. Low		1. Detailed planning at project level 2. Detailed integrated planning at Release level 3. Tracking of the critical path
1578	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	

632	If there is no consistent and reliable process to receive and respond to questions in relation to the new website this will adversely impact on the Bureau's reputation.	Channels Delivery Stream	Inadequate processes for managing feedback and answering questions raised about the website	Reputational damage, issues not resolved in a timely manner.	3. Medium	4. Low	Ensure that all teams who are likely to take queries from external customers eg: Weather Connect, Social Media, Media etc have access to FAQs and approved responses and that technical support processes are socialised and understood. The mitigation strategy of the risk has been included in the hypercare and transition mgt framework.	
631	Centralising of current decentralised front end website development which will impact on the roles of some Bureau staff	Channels Delivery Stream	Poor planning and implementation of changes to website management? What will cause this to happen?	Significant dissatisfaction may result in some staff not employing new solutions, actively agitating against new solutions or processes	3. Medium	4. Low	early identification of the roles that will be impacted and appropriate early engagement.	
340	The Public Services Transformation Program performs work that duplicates or overlaps Robust activities	Channels Delivery Stream	Work is planned in the Public Services Transformation (PST) Program which appears to overlap work in the Channels Delivery Stream. PST Stream 1 – Customers: o "Sector engagement to understand customer needs" overlaps with Channels UX Workstream, User Research o "Channel Strategy" overlaps with Channels UX Workstream, Digital Services Roadmap PST Stream 3 – High Impact Services o "Digital Delivery work package" may overlap with Channels Platform Implementation o "Frontline Communications work package" may overlap with Channels Change Management	1. Unmanaged dependencies between the programs, leading to schedule delays 2. Duplication of effort across the two programs 3. Rework within one or the other program to incorporate findings, designs or built components.	3. Medium	4. Low	1) Engagement now established with PST team to discuss overlap/transition treatments 2) Continue working on actioning stakeholder engagement plan to ensure effective communication and understanding of delivery synergies 3)Regular meetings and communications now established in order to action any identified dependencies documented and tracked 4) working with individual project managers within PST to ensure understanding of timeline and alignment of delivery 5) Regular review of risk and reporting to foster visibility of risk and mitigations	Working with the PST Program to ensure we both understand each others scope of work. UX design vendor also working closely with PST resources to align. Once determined any impacts raise separate risks to align to Channels Projects which are impacted - at this point in time most likely impact is UX Design project
1515	Delays in key business decisions on website features and products can impact website delivery	Channels Delivery Stream	Delays in key business decisions on website features and products	Impacts to website feature delivery, such as specific APIs, pages and content.	3. Medium	4. Low		1. Early business engagement 2. Forward plan with agreed dependencies and drop-dead dates 3. Active management of dependencies and tracking status 4. Engage early with program Advisory Group (PAG) for business descisions and prioritisation. 5. SG and PAG are the key mitigations for this risk.
1509	Beta 1 face-to-face customer testing could be a significant health and safety risk.	Channels Delivery Stream	Due to the ongoing pandemic and current outbreaks, Beta 1 face-to-face customer testing is a significant health and safety risk for both participants and Bureau staff and therefore also a reputational risk.	There's a chance that participants and/or Bureau staff contract and/or pass on the virus by being in the same space and touching equipment during face-to-face testing.	1. Extreme	5. Negligible	Recommendation to complete Beta 1 customer testing via MS Teams and aboard all face-to-face testing even in locations where there's currently no outbreak.	
1108	Reduced period for the SelfService Portal customer transition: There is a significant customer transition from the current register users' site to the new self-service portal and any delay adds risk to this activity	Channels Delivery Stream - UX Design	- Due to the unavailability of multiple SIT environments, code for a major release and several minor releases will co-exist in the single SIT environment. - Minor releases as a general rule will be restricted to single stream content independent of the other streams	- An integrated environment is not available for a minor release and so alternate arrangements need to be made to provision the required platforms to test this Self-Service Portal beta. - So it may have to be moved to in line with the next major release	1. Extreme	1. Extreme	None at this point in time	1. May have to delay the testing of the Self-Service Portal beta to coincide with the website launch in Aug 2021, so a fully integrated SIT environment is available for testing
677	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
474	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
382	Bureau rebanding initiative may delay UX design or create rework	Channels Delivery Stream - UX Design	Re-branding changes the colour palette, fonts, icons to be used by the Bureau, requiring rework of UX Design artefacts and in the worst case re-design, re-coding and additional rounds of user testing and accessibility testing. The Bureau is also revising its tone of voice and this will need to be accommodated in the UXD project	Increased cost for rework to UX designs. Schedule delay impacting Platform Implementation Project.	3. Medium	3. Medium	We are currently liaising with the rebranding team leader and sponsor to ensure alignment. Our Vendor team are already engaged to ensure alignment for branding. Sponsor support to ensure smooth alignment.	1. Understand the nature and extent of the re-branding exercise to assess likely impact 2. participate in the re-branding work as an "informed" stakeholder by engagement between UXD vendor and the Rebranding project and their vendor

475	Unable to map analytics data back to product level in Google Analytics due to volume of URLs, inconsistent URL naming and lack of advanced coding capability.	Channels Delivery Stream - UX Design	Unable to map analytics data back to product level in Google Analytics due to volume of URLs, inconsistent URL naming and lack of advanced coding capability.	1) Lack of understand the business importance at a page or product level based on Google data alone (i.e. low traffic, high value pages). 2) Lack of advanced coding capability means high manual work effort is required and may have a larger degree of error.	3. Medium	3. Medium		There are several options to move forward, each with their own challenges: 1.A business led mapping of URL to product which can be code up into analytics. 2.Create scripts and map Analytics data from Google API: oAdditional data science support and access to Google API is required oNikeeth has assisted in the past using python, however we can only map www.bom.gov.au URLs 3.Use analytics data captured in Screaming Frog web crawl as basis of analysis: s33 [redacted]
269	Agreed and or prioritised products/services not delivered to schedule, quality and cost	Channels Delivery Stream - UX Design	There is a risk to meeting delivery timeline expectations of all affected business teams/stakeholders 1. Due to the scale of migration 2. Due to complexity and extent of remediation for some products and services	1. Schedule delay for some products/services 2. Not all groups will require the same amount of time to transition which may not be acceptable for those business units which need extra time for remediation or transition. 3. Extending time for delivery may also increase delivery costs 4. Realisation date reflects the Balanced Scorecard Decision date	3. Medium	3. Medium	1. Default priority - nominated high priority customer segments /products and services ie public Weather and warnings nominated for inclusion to ensure a minimal viable product is available as a starting point with further iterations as per plan on a page pilot milestones. 2. Product working group established to review and recommend prioritisation for platform migration candidates. 3. Enterprise Architect is conducting an audit of matching website and web applications to output. This will allow us to state the scope. Control Owner - Enterprise Architect Control Effectiveness - Good working model available to be considered an effective tool to be used for ongoing analysis	1. Prioritisation framework is available and agreed schedule will be aligned 2. Ensure all affected stakeholders agree to any extended timelines 3. Keep mgmt teams up to date with PWG progress 4. Establish suggested priority based on agreed balanced scorecard - in the event PWG output is delayed 5.s22 and Channels Architects are reviewing all WEB content and application inventory analyses to determine initial treatments (technical) remediation and transition recommendations. 6. Discussion paper to recommend processing of inventory analysis.
266	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1673	Detailed analysis of customer transition impacts and experience is not completed timely to inform customer readiness activities	Channels Platform	Detailed analysis of customer transition impacts and experience is not completed timely to inform customer readiness activities.	Impacts may not be identified in time to inform customers and therefore the transition may not be smoothly and could have operational and/or reputational risk.	2. High	2. High	Continue discussions with PMs on urgency and need.	Continue discussions with PMs on urgency and need.
1719	s33 [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
598	Compressed Integrated release plan schedule for new Bureau website with little contingency could impact the website launch.	Channels Platform	Due to certain delays and dependencies on other vendors, there is limited contingency that could have an impact on launch of new website timelines	Potential delays in new website and impact on resources as well.	2. High	2. High	s 47E(d) [redacted]	[redacted]
1021	As T2 scope delivery is pushed to the back end of T2 there is a risk that full Channels scope is not delivered resulting in reduced benefits	Channels Platform	Due to a number of factors key milestones such as the beta website launch have been postponed from original delivery date. This has also resulted in delays to subsequent website releases reducing the runway to complete full scope.	The full Channels scope in approved Delivery Stream Plan and associated project delivery plans is not delivered resulting in reduced benefits.	1. Extreme	2. High	Daily stand-up to address issues and blockers Cross-stream management Releases Steering Group	Work with product management uplift to align product prioritisation activities. Complete detailed feature analysis and tech feasibility (channels/D&I) to inform scope planning and effort estimation.

851	s33 [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
678	If there is no clear mapping of current to future website inventory, then treatment plan transition or decommission for individual pages and features will not be developed.	Channels Platform	There is a risk there will be no clear mapping of current to future website pages and templates, impacting many areas including decommissioning, communications and engagement.	Delay in decommissioning current web content, communication and/or engagement issues.	1. Extreme	2. High	Understand clearly the relationship between existing website pages/content and the new website pages/content.	• Execute detailed analysis with SME to revise Digital Asset Inventory • Allocate all website features to categories (e.g. transition versus decommission) • Detail treatment plans for transitioned features (e.g. 'lift and shift' of content versus consolidate versus new) • Create tentative deployment groupings of features to inform future go-live planning (e.g. subsequent iterations of website)
1001	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1684	There may not be sufficient funding to action the outcomes from Security assessment of registered user pages.	Channels Platform	ROBUST will undertake risk assessment of the registered user pages which will determine further actions to remediate the outcomes of the risk assessment.	The effort needed to remediate the outcomes from the risk assessment may cause further cost implications and might require BAU implementation.	3. Medium	3. Medium	The risk assessment will be prioritised to get an effort estimate.	The risk assessment will be prioritised to get an effort estimate.
1583	Availability of business resources to execute key product/customer transition activities (such as manual mapping of customer subscriptions to products).	Channels Platform	Availability of business resources to execute key product/customer transition activities (such as manual mapping of customer subscriptions to products).	Availability of business resources to execute key product/customer transition activities (such as manual mapping of customer subscriptions to products).	3. Medium	3. Medium	Process Mapping Business Impacyt assessment	To onboard additional resources depending on funding to executethe tasks. Program Director is now driving alignment, priority and clarity of business requirements, gives scope to discuss, including processes. Add as new mitigation.
1584	Technical and Business change control in relation to Product Catalogue evolution in parallel with SSP implementation.	Channels Platform	Technical and Business change control in relation to Product Catalogue evolution in parallel with SSP implementation.	Technical and Business change control in relation to Product Catalogue evolution in parallel with SSP implementation.	3. Medium	3. Medium	SSP will deliver a technical capability where it will be possible to update/upload products once the products have been rationalised. This takes away the dependency of SSP on the product catalogue rationalisation in progress.	Agree a freeze on Product Catalogue update to SSP until Bureau has a final view on the products to be available for a specific registered user group.
1586	Absence of approved and implemented SSP enterprise business operating model and assigned (funded) roles to lifecycle manage products (e.g. SSP Offline payment option and potential workflow impacts to current internal processes and teams).	Channels Platform	Absence of approved and implemented SSP enterprise business operating model and assigned (funded) roles to lifecycle manage products (e.g. SSP Offline payment option and potential workflow impacts to current internal processes and teams).	Absence of approved and implemented SSP enterprise business operating model and assigned (funded) roles to lifecycle manage products (e.g. SSP Offline payment option and potential workflow impacts to current internal processes and teams).	3. Medium	3. Medium	Program Director is now driving alignment, priority and clarity of business requirements, gives scope to discuss, including processes.	03/09: Onboard Bureau resource in Q1 2022 to define enterprise business operating model for SSP.
773	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1683	CRM Integration with SSP will not be delivered if additional funding is not provided.	Channels Platform	CRM integration with SSP is not in scope. This is an additional scope requested for.	If no additional funds provided then we may not be able to underatake CRM SSP Integration within T2 timelines.	3. Medium	3. Medium	Future CR will be raised requesting additional funds.	To raise new CR, in Q4 2021 and analyze the impact.
1703	There is a risk of unexpected impacts from non-related R2 defect fixes and other deployments in SIT impacting the B2 Release.	Channels Platform	Non related R2 defect fixes Other Deployments in SIT	Causing Beta 2 release issues.	3. Medium	3. Medium	The support team will maintain contact with delivery teams implementing non-related defects and other deployments to ensure awareness of these and access to required resources in the event of related incidents. As required, this will be co-ordinated through NPE who will liaise with	
1704	Service Delivery and Transition have been assigned to the role of Beta 2 Support Manager however due to capacity constraints, this may place a risk on current run activities and preparations for Release	Channels Platform	Service Delivery assigned to Support Manager role. This is incompatible withn theService Management team.	Hence resource constraints may impact Release 2. This is incompatible within the Service Management Team.	3. Medium	3. Medium	Work with SLT tore-assign project focussed resource to manage this risk. Delivery activities or re-assign the Support Manager role - RP	
1614	Risk is participants will be recruited for a timeframe and the BETA site is not available.	Channels Platform	Risk is participants will be recruited for a timeframe and the BETA site may not be available (e.g. unplanned downtime).	Customer testing is delayed, customers could be inconvenienced and provide this negative sentiment in public forums.	3. Medium	3. Medium	- Regular and automated monitoring of the Beta site's availability, including relevant alerts/notifications to relevant team members for resolution - Admin resource to re-schedule any impacted sessions and customers in a timely fashion	Establish right-sized processes to support the Beta environment and customer testing

1587	Competing business and delivery priorities impacts availability of resources to focus on SSP delivery.	Channels Platform	Competing business and delivery priorities impacts availability of resources to focus on SSP delivery.	Competing business and delivery priorities impacts availability of resources to focus on SSP delivery.	3. Medium	3. Medium		Review delivery partner resoucing and re-priotise backlog.
1651	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
882	If there are no resources to assess the accessibility levels of the web content, it will fail to meet required accessibility standards, some of which are an obligation for Australian Government agencies. The Bureau cannot claim WCAG 2.0 compliance.	Channels Platform	Lack of resources to assess accessibility of web content; content fails to meet required accessibility standards, some of which are an obligation for all Australian Government agencies. Inaccessible PDFs, prevalent across the current site, may be uploaded to the new site if there are no resources/appetite for converting these to HTML. The cost and time to make every PDF accessible is out of proportion to the demand for an accessible version. For example, effort (money & time) spent making an 80-page doc accessible, however no one customers actually wants an accessible version. This can result in wasted money and effort.	The Bureau may be criticised for failing to meet required accessibility standards, some of which are an obligation for all Australian Government agencies (WCAG 2.0).	2. High	3. Medium	Limit the use of PDFs. Use HTML instead of PDF for key documents, such as Accessibility Action Plan. Offer users the option to contact us if they need a PDF in an accessible version. This plan was endorsed by the Accessibility Working Group and s22 [redacted] DC&CED need to discuss with the business how these requests will be managed. To inform this discussion, Content team members have been trained in accessibility guidelines requirements and specs for developing accessible documents.	
140	In migrating customers and external partners to the new self-service platform the connections with existing links/services/applications may be severed.	Channels Platform	There is an channels platform risk that in migration to the new to the new platform users/customers may not be able to access products via the self service portal. Note that as part of transition planning there will be some consolidation/rationalisation of content and not all content will be migrated. Transformation activity is needed to support this process. More detail on the current interfaces is required to allow us to estimate and plan for the migration to the new platform.	1. Inability of customers/external partners to access products and services 2. Reputation 3. Benefits realisation	3. Medium	3. Medium	1. Data and Ditigal team are conducting audit and updating their documentation. 2. Data and Digital SME review of complex logic underway. 3. External Business Impact Assessment	1. Product mapping activity is currently underway to understand full scope of services and products required to be available via self-service portal. 2. Transformation and communications plan required to identify and communicate any customer impacts 3. Customer and product migration / rollout strategy is required to be drafted and approved after above activity is completed (approx May 2021)
1066	That potential for de-prioritised features to be prioritised back into scope, due to subsequent business activities (e.g. product management).	Channels Platform	There is a risk of additional scope being raised late in delivery due to ROBUST Channels feature prioritisation resulting in Feature-X (which related to Product-Y) being Deprioritised, but at a later date, the Bureau decides that Product-Y is actually a required/strategic product. (The corollary is the stream builds a feature that is subsequently de-prioritised by the Bureau).	ROBUST would then need to build something additional without the time or funding to do so.	3. Medium	3. Medium	Product Management conversation has been commenced with Product Owners (GMs) througout the Bureau. This will allow for much ore streamlined set of features and will significantly reduce the likelihood of this risk occurring. s22 [redacted] working with s22 [redacted] and Product Management Team to ensure quality reporting on Product prioritisation and to map features to prioritised Products.	
1172	It is not clear whether or to what extent static content is to be migrated to the new website and some stakeholder expectations or requirements may not be met.	Channels Platform	s 47E(d) [redacted]	Some important static content may not be migrated, or stakeholders may not be able to access what they need.	3. Medium	3. Medium	TBC	
1062	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
1101	Chan_UXD designs for Platforms build team for Post Launch State Beta Website may not match	Channels Platform	UXD design may require further modifications based on the technical review and analysis for the Post Beta Features	Delays and additional costs.	3. Medium	3. Medium		
1278	Unconfirmed Post Beta scope is impacting the project's ability to identify customer change impacts.	Channels Platform	Post Beta scope is yet to be defined.	The potential impacts to Bureau and customers are therefor undefined and readiness activities can't commence.	3. Medium	3. Medium	Work with Stream Lead and Project Manager to understand timeframe for Post Beta scope to plan for business and customer impact assessments.	
784	If Post Beta and SSP BIAs are completed too close to release dates, therefore effective change readiness levels may not be achieved.	Channels Platform	Post Beta scope and SSP solution design have not yet been confirmed. Therefore, business and customer impact assessment can't be completed.	There may not be sufficient lead time to plan and execute transformation activities, which may lead to sub-optimal business and customer readiness levels, impacting adoption and change experience.	3. Medium	3. Medium	24/3/2021 - s22 Work with Stream Lead and Project Manager to stay across Post Beta and SSP scope and timeframes. Plan transformation effort accordingly and await release dates. Content development & management processes currently being socialised with ET members. BIAs to commence based on assumption that current drafted processes will be agreed and embedded.	
930	Misalignments between PST and ROBUST delivery timelines will impact the new and existing website	Channels Platform	PST and ROBUST needs to align on the new products/features to released on the website. If there is no alignment, ROBUST will continue to build the features as-is (as per the current site) and at release the existing website will have advanced features and the new website (Beta) will have old features.	The new Beta website will display product/features as-is whereas the existing website will display advanced features. Eg. PST is running an initiative to better display Heatwave Assessment and Forecast.	2. High	3. Medium	Robust and PST needs a process/forum for alignment of the release timelines.	Series of workshops and discussions to exchange requirements and timelines.

771	S33 [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
975	Resourcing forecast for Channels doesn't represent R2 (and beyond) security test resource demand leaving testing under resourced and delay in testing completion	Channels Platform	Original forecast created based on input from testing team early 2019 before we had full visibility on scope and complexity of releases. It caused under resourced test forecast. Detailed resource plan created for R2 demands additional resources.	1. Under resourced security test team 2. Delay in testing completion 3. Lesser scope coverage	1. Extreme	3. Medium	Project manager and team to mitigate by adding budget / allocation into forecast.	
748	If there are misalignment of features delivered by the projects participating in R1/R2, it could impact release scope, quality and benefits	Channels Platform	If there are misalignment of features delivered by the projects participating in R1/R2, it could impact release scope, quality and benefits	could impact release scope, quality and benefits	3. Medium	3. Medium	Track the end-to-end feature map artefact from Channels and D&I projects and ensure Testing is aligned Complete detailed tech viability of all features, to confirm requirements will be fulfilled via target state solutions in agreed delivery timeframes.	Track the end-to-end feature map artefact from Channels and D&I projects and ensure testing is aligned Complete detailed tech viability of all features, to confirm requirements will be fulfilled via target state solutions in agreed delivery timeframes.
864	The content on the new website is inconsistent in quality, tone of voice and ability, it will not to meet the needs of users and the Bureau.	Channels Platform	As part of the ROBUST delivery of the new website, the original assumptions that Bureau staff would contribute heavily to static content authoring has proven incorrect. Significant resourcing is required to draft content to an acceptable level, create and sustain a governance model to ensure high quality content into the future and resource the skillset needed to create microcopy.	If the content on the new website is not high quality/meet quality benchmarks (clear, consistent, user-focused) and the model for content creation is not centralised, this may result in: i. the needs and expectations for a modern online experience for customers, users and the Bureau not being met. The reputation of the Bureau may be negatively impacted ii. an ad hoc and sub-optimal approach to content, resulting in web content quality quickly becoming inconsistent, patchy and focused on the Bureau rather than on the user. This would replicate, rather than improve the current user experience. iii. users of the new website, including media, may be critical of the user experience reflected in content. This is risk is heightened by the investment in UX. BOM's media team may be asked to justify the expense of ROBUST when it does not meet quality benchmarks. The Bureau is unable to realise and protect its investment. iv. failed navigation if the content does not support it. The site may be peppered with broken links etc and there could be an exponential growth in pages as people in the business add extra content without any rigour.	2. High	3. Medium	Raise resourcing and financial change request to fund content team for required time	Raise resourcing and financial change request to fund content team for required time
886	There may be insufficient budget to complete the full scope of website delivery activities due to funding of the content authoring team	Channels Platform	The original assumption for the ROBUST Channels stream was that the Bureau would undertake the vast majority of the revision of website content for the new website (dependency 258). This assumption has proven incorrect as the Bureau lacks the capability and capacity to undertake this task. Given the significant content to be re-authored and remediated, the Channels Platform project has therefore taken on this scope by resourcing a dedicated content team to undertake this work.	Potentially reduced scope At this stage, the post-Beta website launch scope analysis and associated effort estimation is in progress.	1. Extreme	3. Medium	CR#100 to raise awareness with CSG in commence discussions on remediation and potential funding sources	CR#100

848	s 47E(d)							
363	s 47E(d)							
104	s 47E(d)							
271	Lack of role clarity regarding roles of DevOps and Operations results in duplication and or delay to the project	Channels Platform	There may be duplication of effect and inefficient delivery by DevOPs team caused by: 1.Lack of clarity on the role of Operations, when operating in conjunction with DevOps based development teams	1. Misunderstanding of roles and responsibilities could result in duplication of effect or rework or inconsistent delivery 2. Misalignment of support team may result in increased costs 3. Misalignment of support team may result in less efficient delivery	3. Medium	3. Medium	1. RACI agreed with each project in alignment with ROBUST Framework 2. BOM process governance is being established of which Channels will be a subset - in flight (s22) 3. Stakeholders identified and being actively engaged	This is a point in time risk. 1. RFT 6 will contain requirements for Operations support and will include requirements outlining framework requirements for future state support RACI 2.Role definitions will be determined as part of the Platform Operations team delivery and will be addressing this gap 3. as the Channels Operations Model is established we will also align with the new operations governance from Alistair Kemp and Enterprise processes from Ben Davidson 4. Realisation Date is aligned to when we start to finalise delivery approach for Channels Competency Centre
139	s 47E(d)							
1020	s 47E(d)							
1107	The minor release in which the Self-Service Portal beta is tested may have potential dependencies across all three streams, which may result in a code conflict with the subsequent major release	Channels Platform	'- Due to the unavailability of multiple SIT environments, code for a major release and several minor releases will co-exist in the single SIT environment. - Minor releases as a general rule will be restricted to single stream content independent of the other streams	An integrated environment is not available for a minor release and so alternate arrangements need to be made to provision the required platforms to test this Self-Service Portal beta	3. Medium	3. Medium	None at this point in time	1. May have to delay the testing of the Self-Service Portal beta to coincide with the website launch or the next major release, so a fully integrated SIT environment is available for testing 2. Luke Reid to consider how a pilot could be performed to test approach.
1588	The SSP functional requirements are yet to be approved by all Channels Business Owners.	Channels Platform	The SSP functional requirements are yet to be approved by all Channels Business Owners.	The SSP functional requirements are yet to be approved by all Channels Business Owners.	3. Medium	4. Low	New control - Using forums that s22 has initiated to get approvals. s22 17/02/2022).	To progress, the teams are continuing with delivery activities by progressing with mandatory requirements only. Working with working group rather than individuals to get alignment and approval.

980	E2E mapping spreadsheet used for test planning when not version controlled may result in lower quality test planning and rework	Channels Platform	E2E mapping spreadsheet which is used for test planning is NOT an 'official' document, not tracked, nor it is subject to version control, nor it is expected to have a life beyond the end of this project	May result in lower quality test planning and introduce rework 27/10 - s22 - Estimated 160 test cases need to be revised and updated based on changes made to the e2e mapping spreadsheet. Testers will need to review each test cases scripted to date to ensure that it is up to date.	2. High	4. Low	1. Fully version controlled 2. Changes communicated to consumers (including testing team)	
1612	Risk that we will not achieve the diversity targets, therefore, not gain this important feedback on our new website.	Channels Platform	Not achieve the diversity targets, noting that these targets are not explicit entry or exit criteria for the Beta testing, however, are aspirational goals.	We will not gain important feedback from this cohort (e.g. living with a disability, ATSI, etc) on our new website.	3. Medium	4. Low	- Procure a recruitment company to engage customers from these backgrounds	- Procure a recruitment company to engage customers from these backgrounds
1380	Delivery partner team attrition impacting project outcomes.	Channels Platform	Delivery partner team attrition impacting project outcomes due to loss of knowledge. Due to uptick in Market post COVID normal, Delivery partners are noticing a higher than normal attrition rate. This has resulted in few Accentures resources from Project leavign the organization	As a result few key lead resources from Delivery Parter have left the organization and recruting new candidates who are citizens is becoming time consuming.	3. Medium	4. Low		To offset and prioritise tasks. Potentially consider PR candidates in case work is at risk pending CISO approval.
962	Business rules that underpin the displaying of location and observations data on our website are complex and undocumented which will result in differences between our current and new website, along with delivery schedule risks as business rules are uncove	Channels Platform	Undocumented business rules underpinning the displaying of observations and locations on the current website are not documented.	This may result in differences between the information displayed on the current website and that displayed on the new website. It also may result in delays as business rules are uncovered on an ad hoc basis.	3. Medium	4. Low	s 47E(d) [redacted]	
288	UXD project recommends design that cannot be built by Channels Platform for Post-Beta	Channels Platform	Design framework elements are over engineered from a design perspective. Procurement and probity guidelines create separation of accountability between the UX Design vendors outputs and the platform implementation vendors inputs. Robust team as solution integration is responsible for ensuring that the designs produced by the UX Design vendor are compliant to the Bureau's standards and inform the delivery expectations of the Platform Implementation vendor.	Delays to schedule and additonal costs may be realised if the designs delivered cannot be implemented resulting in rework	3. Medium	4. Low	High-level tech do-ability by Channels Platform vendor (followed by iterative detailed tech do-ability as part of each Build sprint) End-to-end feature mapping to identify underlying Data & Integration dependencies (refer Risk 598 treatment). Design forum to address issues UXD team is involved at the beginning and end of sprint planning so they can see what is going to be built. s 47E(d) [redacted]	
977	Delay to the completion of Self-Service Portal detailed requirements validation may result in compressed timelines to design, built & test.	Channels Platform	1. Resourcing constraints (now resolved) have led to a delay in commencing Self-Service Portal work. 2. Clarification of detailed scope items required to be done with Business Owners before detailed requirements analysis can begin in earnest with wider stakeholder group.	Time pressure on requirements or build phases could impact the quality of Self-Service Portal delivery, and / or run the risk of dissatisfaction around scope.	3. Medium	4. Low	Working with Channels stream lead (s22), Website Transition Mgr (s22) and key business stakeholders (s22) to agree full scope of Self-Service Portal for ROBUST Channels. Confirm requirements with wider stakeholder group. 1. Introduction of SSP plan and schedule to Channels Reference Group. (DONE)	Gain functional requirements approvals from Business Owners. (in progress)
1091	If static pages are not ready by 30 March, some content changes may occur between 30 March and beta date. If there is no process to manage the testing of these changes it may result in delays to the beta release date.	Channels Platform	Lack of processes to assess any updates to static pages or addition of new pages added after 30 March. Lack of hard cutoff date for static page content, or assessment of whether this is needed. Static content gets changed or added leading up to beta release without going through appropriate checks.	Static content does not go through appropriate checks. Pressure on test team to validate any new/changed static content prior to beta release. May result in delays to the beta release date.	3. Medium	4. Low	Create a process that defines what happens with static page content testing post 30 March. For pages changed/added after 30 March, develop a process to decide whether these changes would go live in beta or the following release SIT will validate that static pages are built and templates are rendering okay – Content team will test that links go the correct places.	See Controls.

888	There is a risk that without a content authoring team, the business will need to take on responsibility for curating content to populate the new webpages. This will have an impact on workload for the business and on the quality of content.	Channels Platform	The original assumption for the ROBUST Channels stream was that the Bureau would undertake the vast majority of the revision of website content for the new website (dependency 258). This assumption has proven incorrect as the Bureau lacks the capability and capacity to undertake this task. Given the significant content to be re-authored and remediated, the Channels Platform project has therefore taken on this scope by resourcing a dedicated content team to undertake this work.	This will have an impact on workload for the business and on the quality of content transitioned to the new website. Based on the assumption that currently, the business does not have the capacity to perform content authoring work. The likely outcome is that the business will use the content on the current website (i.e. cut & paste) and will not review, curate and update this content to the standard required.	1. Extreme	5. Negligible	Raised CR#100	
2518	There is a risk that if SIT3 is built after Production then end-to-end deployment SOPs may require updates during deployment	Data Platform (Website)	There is a risk that if SIT3 is built after Production	End-to-end deployment SOPs may require updates during deployment	2. High	2. High	Leidos preferred option is to build SIT3 before building Production	
2515	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
2517	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
2548	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
1352	Customer Experience Risk - New Website Differences: Potential for small differences in observations data (e.g. rainfall) due to implementation of new, consistent standards.	Website Launch Solution Readiness	The current website displays observations which do not have consistent rounding rules, conversion factors and precision of values. The new website will implement data standards and should result in more consistency (e.g. alignment with WMO standards).	This change could make users question the quality of our data and generate parliamentary interest, esp. during beta when both websites are operating and comparing like for like.	3. Medium	3. Medium	28/7 - Analysis of difference complete. Incorporation into reactive comms and FAQs are in developement. Analysis of potential questions/inquiries; who are key stakeholders that will require engagement; PAG team support, External Communications plan including stakeholder identification, planning engagement, communication support.	- Effective communications - Develop internal training methods. - Develop FAQs to help customers understand the differences & Website Engagement Tooklit- Implement data quality flags on the APIs in order to proactively manage data inconsistencies.
1800	There is a risk if defects are not fixed on time there may not be enough time to complete Performance testing.	Website Launch Solution Readiness	Defect resolution delayed due to: oDefect complexity oTime & effort in fixing	Website Beta Release Performance Test execution is in critical path for Release 2 Go-live. Currently planned for 9 weeks finishing by end of May 2022. Based on outstanding defects, R2 Performance test might not be 100% completed and R2 go-live date might be impacted	2. High	3. Medium	Setup squad (focussed group with small number of people) dedicated for R2 Performance test. This will enable better collaboration and shorter triage time.	
2576	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
2672	There is a risk that the delivery of the Website solution readiness, which includes changes to the Tropical Cyclone product and depends on sequential work from multiple teams, may take longer than planned.	Website Launch Solution Readiness	The Website solution readiness delivery includes a change to the Tropical Cyclone product and requires sequential build effort from multiple teams, while the effort to make these change have been estimated by delivery teams there is a risk these will take longer than planned.	delays	2. High	3. Medium		
1291	Business Readiness Risk - If customer supporting staff do not have capacity to support the rollout of the beta website due to BAU activities, then tis will impact user experience and support.	Website Launch Solution Readiness	Some customer facing teams may not have capacity in their BAU work to be able to communicate with customers as required for the website transition.	This may impact customers preparedness and readiness.	3. Medium	4. Low	- Establishment of Working Groups will provide visibility of the timelines and materials required to be developed and reviewed to ensure customer facing roles have the relevant materials and are prepared for the Beta roll out - Website Engagement Toolkit will be available with pre-prepared statements and FAQ - Hypercare period will provide initial support to customer support staff	Provide adequate time to plan for teams to plan for this addtional work. Ensure all relevant materials have been completed and presented to the teams in time for planning of this activity

1293	Coexistence risk - If there are two sites in operation (Beta and current), then this could create confusion for the user as to which website they are on.	Website Launch Solution Readiness	With two sites essentially in operation – BETA and the current site – there is potential for issues as users navigate between them. Users may be confused about which site they are on, or not know which data to use.	Users being unable to correctly identify BETA pages vs current pages and not knowing which data to use; users not having confidence in old pages post launch (as some will still exist and they will appear differently to new pages); lack of trust in data generally post launch. This may be exacerbated should a severe weather event impact a user's experience of the site under pressure.	3. Medium	4. Low	- A new banner and ad tile will be placed across the existing website that will invite users to try the Beta website. - The beta website will have a distinct url: beta.bom.gov.au - Accessing the beta website will require an active decision to use it over the existing website. - Engagement with Working groups to help make aware the release approach - Engagement and collateral for Customer Relationship Owners so they are aware and can support their customers	Customer help pages are being set up Clear banners Automatic Redirects 26/04 HV - Customer Help Pages are being set up.
1439	Significant negative feedback is received from the public Beta participants which may mean substantial rework is required potentially adding costs and delays.	Website Launch Solution Readiness	Significant negative feedback is received from Beta participants which indicates that the website doesn't meet user needs.	It may require significant re-work/changes to the website, delaying the project delivery dates. This may negatively impact the Bureau and program reputation including customer/public perceptions about the work underway and new website.	2. High	4. Low	Clear feedback criteria Agreed appetite/ability for change and planned actions and responses	Develop an agreed Communications plan which is approved by WSG. Review the outcomes from the previous Private Beta phase. Use upcoming Private Beta phase to assist in planning for risk mitigation.
1725	Post launch when legacy and new co-exist, some of the pages will have new UI design and legacy ones old, which may result int poor customer experience..	Website Launch Solution Readiness	Features are not available or haven't been tested properly. There is a possibility all scenarios may not be covered.	Customer doesn't have a good experience There could be potential reputaional damage.	3. Medium	4. Low	update on AP: based on release strategy and proper communication to end users, this risk can be mitigated. Ensure the right scope is identified and made available on day 1 of customer testing to cover the archetype journeys defined for Bureau-led Beta 1 customer testing 26/07 - New control technical paper should be completed by December -15/12/2022	20/04 - HV - Presenting a website transition approach for feedback.
2543	s33 [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
2355	s 47E(d) [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1436	Stakeholders and customers dissatisfaction by not being included in Private Beta	Website Projects	Some stakeholders and customers may be dissatisfied if they're not included in Beta 1 or 2.	It may impact the Bureau's brand and reputation.	3. Medium	3. Medium	Careful consideration and selection of participants. Participants vetted by ET and GM Communications.	
2344	Partners need to be engaged to provide support through the Private Beta phase, availability or time to arrange may impact ability to start Private Beta phase.	Website Projects	Late engagement of partners to have support model in place for Private Beta.	delays dates for Go-Live with Beta	3. Medium	3. Medium	Provide clear requirements from planning. Use the Competency Centre engagement group to log all work. Use the Competency Centre prioritisation forum as needed.	Provide clear requirements from planning. Use the Competency Centre engagement group to log all work.
2503	External security assessment identifies solution rework	Website Projects	External SRA identifies solution rework required	Additional resourcing, budget required to conduct rework and related testing / assessment.	3. Medium	3. Medium	TBC	TBC
2343	Additional accessibility phases – regression and retesting – are required to achieve a certificate of conformance, if the accessibility items are not resolved either acceptance (risk) or resolution (time/cost) will be required to enter Website Public Beta	Website Projects	High volume of accessibility defects needing to be resolved & re-tested	Delays in fixes and re-testing leading to overall delays	3. Medium	3. Medium	Tracking of accessibility defect fixes. Agreed owner and process for acceptance of unresolved items. Work with SMEs and external auditor ensure response/action is in line with requirements.	UXD team and Accenture consulting internal SME and Intopia. Defects prioritised (done), logged in ALM for tracking (done). Defects being fixed iteratively though release (underway) Planning for future phases – regression, retest (to be done)

1986	R1/R2 - Performance Test Data - Additional Work	Website Projects	Test data needs to be set up for performance testing on Channels to validate that specific weather scenarios that generate alot of traffic on website (TC & Flood) , estimated that additional time will be spent creating data to satisfy ingestion and website scenarios.	This may impact the release delivery timelines and ability to deliver on time	2. High	3. Medium	Add capacity to support this activity, on board Data Environment Manager. Access to BAU teams to assist with generation of scenarios Minute tracking of dependency so that any deviation are called out in advance and acted upon efficiently	Add capacity to support this activity Minute tracking of dependency so that any deviation are called out in advance and acted upon efficiently
2078	There is a risk that the Website Beta Release Test planning/scoping for resilience and failover testing has not been completed	Website Projects	Test planning for resilience and failover testing has not been completed i.e. scope and test cases have not been defined due to Performance test resource limitations.	If the assessment is not done soon (before R2.0 re-baselining) then it could have an impact on overall release 2.0 schedule and Go-live.	3. Medium	3. Medium	- Planning session being organised by Test team to action. - Build appropriate contingency for testing activities.	Planning session being organised by Test team to action. Build appropriate contingency for testing activities.
766	Inability to transition observational data sources to new data platform due to lack of integrated cutover plan	Website Projects	The observational sources (AWS, Wind profiler etc), use destination addresses that must be changed if the integration platform is to recieve the data from these devices. The method of how this change will occur is not clear. Without a clear understanding and plan, cutover will not work.	Cutover of observations sources to the target platform will not work properly.	2. High	3. Medium	Develop approach to achieving cutover of these observational devices.	Define integrated cutover plan for each operational data flow with representation from: -Observations Stream Architects - AWS Engineer - Infrastructure Architects (Focus on WAN B) - Integration Architects - Release management - Relevant PMS Transition to delivery for execution Manage via ROBUST Release Management framework.
1746	Severe weather season may impact engagement with targeted industry customers such as Emergency Services and may cause them to dismiss communications about upcoming change to the website.	Website Projects	Severe weather season	May not receive / may overlook key communications regards Private Beta, potentially impacting testing and feedback.	3. Medium	3. Medium	(1) Ensure Beta communications and engagement activities are receiving adequate engagement during this time with feedback to Project and Transformation Teams. (2) The length of time of Beta will allow for longer engagement, hence this risk could be mitigated.	
1847	There is a risk that the program may not deliver all of website scope for Public Beta and obtain Business Readiness acceptance from the Executive Team by June 2024.	Website Projects	Solution complexity Delays in fixing defects Compressed timelines post the website beta release Defects requiring production releases to address Extended Private Beta phase	Bureau will need to fix these outside of ROBUST or find alternative treatments,	3. Medium	3. Medium	Ensure all Cross Stream dependencies and deliveries are completed and delivered	01/06/2023 - This risk is being managed as part of the July 2023 Conslidate CR, where the Website scope will only include Private Beta, Public Beta and 1 additional Website release. All remaining scope will be transitioned to teh DDG BAU Team. Note that the WSG has previously agreed that the Website scope does not include all current pages, for example, Climate, Avation and Marine pages were always out of scope and to be managed by DDG BAU. Risk assigned to s22 . Review remaining scope with ROBUST SLT in order to pave the way for existing website decommision - this is scheduled for 21-22 July 2022. This will drive actions and decisions to be made regarding remaining scope and priority treatments for the website components to meet the key objectives of ROBUST on security, stability and resilience.
2168	If the dates and scope for Release 3 are confirmed too late, this will reduce the time available to communicate and manage the changes introduced by Release 3 and result in poor stakeholder management and customer experience.	Website Projects	Scope confirmed too close to Release date Not enough time between Release 2 and Release 3 to develop change approach and plan execution	Poor user experience by Bureau partners and customers. Inability of Bureau customer relationship owners to adequately support Bureau partners and customers.	3. Medium	3. Medium	Work closely with Project Manager and BAs to monitor scope as items are being confirmed in order to plan for them.	
2338	s 47E(d)							
2502	s 47E(d)							
2572	Private Beta is delayed beyond 22 March	Website Projects	Currently holding the target end date for private Beta phase – 22 March 2024. While participants cycles have moved to the right, impacts have been absorbed by reducing cycle times. Further delays to Private Beta external could impact milestone being met.	Further delays to Private Beta external could impact milestone being met.	3. Medium	3. Medium		

2575	Inability to meet Public Beta scope via remaining releases	Website Projects	Business and technical scope for Public Beta may not be able to be delivered within the incremental release ahead of the Public Beta milestone. Risks to scope delivery include – capacity available from delivery teams; high severity defects raised during incremental releases, which delay incremental release deployments.	Delayed incremental release deployments	3. Medium	3. Medium			
1570	Users not following File System Guidance parameters	Website Projects	Users are not aware of file system policies Volume of Hourly Tier1 backups for large file system is large	Files and Directories exceed guidance parameters impacting performance of the file system	3. Medium	4. Low	Inform users of policies		
1611	Some defects identified in SIT may not be able to be corrected in time for beta which will add to the tech debt that will have to be remediated for post-beta.	Website Projects	Some of the defects being identified require clarification from the business, which takes time and may mean they are not remediated in time for beta.	This may increase the backlog for post-beta.	3. Medium	4. Low	Prioritise with the business along with post-beta scope for delivery for R3/R4 May need to come up with alternative solution defer that defect and then gets looked at during R3 defect triage going into analysis boards in Jira - Also could impact R2.1 and R2.2	Defect management practices Audit and review of technical debt created to date.	
2571	Authority to Operate for Private Beta External	Website Projects	Authority to Operate required from CISO. Assessment kicked off. Assumption is that there will not be any significant recommendations and that these could be met with compensating controls.	Significant recommendations may involve extensive work	3. Medium	4. Low			
2573	s33 [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		
1438	If Beta Participants feedback is not taken onboard and changes to website are not actioned	Website Projects	Then the perception from Beta Participants maybe that their input was not validated.	This may negatively impact Bureau and program reputation including customer/public perceptions about the work underway and new website.	4. Low	5. Negligible	(1) Feedback form and confirmation advice will inform the Beta participant that their comments have been received and will be reviewed (2) Webdsite engagement toolkit will be available with pre-prepared statements and FAQs		
1744	Industry and community dissatisfaction with the testing process, which could result in stakeholders lodging objections directly with Government and/or Media.	Website Projects	Dissatisfaction with the testing process not selected for testing Test cases not exactly what they thought of testing.	Complaints to the Federal Government Complaints to media including social media.	4. Low	5. Negligible	Customer relationship owners have a briefing strategy and materials to address any issue Government relationships are informed about the new website	•Customer relationship owners have a briefing strategy and materials to address any issue •Government relationships are informed about the new website	