

| Risk ID | Category / Element | Risk Short Title | Description | Desired Outcome | Current Situation | Proposed Strategy |
|--|--------------------|---|--|--|--|---|
| C00486 □ | | Training and Adoption Effort Underestimated | Training is more complex across diverse organisations and role types. If training is under-scoped or treated as a one-off event, adoption and data quality suffer. | Role-based training, practice environments, and reinforcement support are delivered at the scale and duration required, with adoption and competency measured. | The change impacts a large user base and introduces new processes, requiring substantial training and ongoing support. | Develop role-based curricula; schedule repeated training waves; provide sandbox practice; implement hypercare and floorwalking; measure competency and adoption outcomes. |
| <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">What Could Go Wrong?</p> <p>Users are unprepared at go-live; errors increase; support demand overwhelms; productivity drops; stabilisation extends.</p> </div> | | | | | | |

| Risk (three-part) Statement | | | Current Risk | | | Response Type | Manageability | Residual Risk | Risk Owner | Due Date | Close Date | Last Review Date Notes |
|--|--|--|--------------|--------------------------|-------------|---------------|---------------|---------------|---------------|----------|------------|---------------------------|
| Cause | Risk Event [uncertainty] | Consequence | Probability | Impact | Score (Pxl) | | | | | | | |
| Training and reinforcement are under-budgeted relative to the size and diversity of the user population. | Users go live without sufficient practice, support, or understanding of new processes. | Operational disruption, poor data quality, and delayed benefits realisation. | 4 | 3 | 12 | Mitigate | 4 | 9 | Winter, David | 19Jul26 | Open | 16Feb26 |
| | | | | H-1 C-3 Q-3 S-1 | | | | | | | | |

Mitigating Actions / Response

| ID | Actions | Action Owner | Due Date | Close Date |
|----|--|---------------|----------|------------|
| #1 | Develop role-based curricula | Winter, David | 17Apr26 | Open |
| #2 | Schedule repeated training waves | Winter, David | 17Apr26 | Open |
| #3 | Provide sandbox practice facilities | Winter, David | 17Apr26 | Open |
| #4 | Implement hypercare and floorwalking | Winter, David | 17Apr26 | Open |
| #5 | Measure competency and adoption outcomes | Winter, David | 17Apr26 | Open |

Last 10 RM Events (Meetings/Interviews/Workshops).

| Mtg. | Date | Title / Person / Department | Objective | (0 Events held.) |
|------|------|-----------------------------|-----------|------------------|
| | | | | |

Comments **History**

| <u>Top Risk</u> | <u>Summary</u> | <u>Top Risk Mitigation</u> |
|---|-----------------------|---|
| Training and Adoption Effort Underestimated | | Develop role-based curricula; schedule repeated training waves; provide sandbox practice; implement hypercare and floorwalking; measure competency and adoption outcomes. |