

**State of Idaho Consolidated Messaging Project
Unified Options Messaging Document
CURRENT FUTURE BUSINESS AND TECHNICAL RISKS**

Category	Risk Description	Weight	State-Hosted Exchange				External Exchange				Open Solution			
			JB	JJ	LR	TP	JB	JJ	LR	TP	JB	JJ	LR	TP
BUSINESS & OPERATIONAL RISKS														
B 1	Solution is not market-proven by use in state agencies and/or as a basis for consolidated email in one or more state governments.		1	1	1	1	1	1	2	1	3	3	3	3
B 2	Solution requires a substantial amount of set-up and installation time, delaying the agency conversions.		2	3	-	2	1	1	-	3	3	1	-	1
B 3	Solution requires a substantial amount of agency staff retraining (i.e.: using client software other than Outlook or changing archieval methods).		1	2	1	1	2	2	2	2	3	2	3	3
B 4	Demonstrated history by the host of management and technical skills, financial resources and strong customer service.		3	3	1	1	1	1	3	2	1	1	2	3
B 5	Legal ownership of the historical data if the contract is terminated.		1	1	1	1	3	3	2	1	3	3	2	-
B 6	Operational and technical risk of transferring data if rebidding (in 5 years) results in the selection of a new external vendor.		1	1	1	2	3	3	3	2	3	3	3	2
B 7	Solution does not provide the range of service levels (SLA's) required by the diverse agencies (Help Desk, Tech Support, Response Time, etc.).		1	1	1	1	1	3	1	1	1	3	1	2
B 8	Solution offers less functionality than agencies currently have.		1	1	1	1	1	1	2	1	1	2	2	3
B 9	Solution requires highly skilled IT personnel that are difficult to recruit and retain.		3	3	2	2	1	1	1	2	1	1	1	1
B 10	Solution does not meet the standards set by Section 508 of the Federal Rehabilitation Act (regarding disability accomodation)		1	1	1	1	1	1	1	1	1	1	1	-
B 11	Solution could make Public Information Requests and other archive retrieval difficult or time consuming.		2	1	1	2	2	2	3	2	2	2	3	3
B 12	Impact after agency rollout is completed of additional agencies electing to participate or consolidated agencies wanting to opt out.		1	2	1	2	3	3	2	2	3	2	2	2
B 13	Legislature might believe this solution means agencies need less FTEs.		2	1	2	2	2	3	1	1	2	3	1	1

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PRIVACY & SECURITY RISKS														
PS 1	Risk created by data residing at a location external to the State's firewall and physical security.		1	3	1	1	3	1	3	3	3	1	3	3
PS 2	Risk created by data communicated over the internet.		1	1	-	1	3	1	-	2	3	1	-	2
PS 3	Risk created by data administered by non-state employees.		1	1	1	1	3	2	3	3	3	2	3	3
PS 4	Ability of the solution to satisfy the regulatory compliance requirements (HIPPA, NIST, ect.) and to accommodate future changes.		3	2	1	1	1	1	2	1	1	1	2	-
PS 5	Solution exposes the privacy and confidentiality of citizen information		1	1	1	1	3	3	2	2	3	3	2	2
PS 6	Solution exposes the confidentiality of privileged executive information.		1	1	1	1	3	3	2	2	3	3	2	2
FINANCIAL RISKS														
F 1	Financial impact if the solution caused one or more large agencies to be unresponsive and not participate.		1	1	1	-	2	1	3	-	3	1	3	-
F 2	Solution could make Public Information Requests and other archive retrieval costly.		1	1	2	2	3	2	3	3	3	2	3	3
F 3	Ability to absorb material changes in the volume of email traffic without a material cost impact.		2	2	-	2	3	1	-	2	3	1	-	2
F 4	Ability to accommodate a loss or reduction in state funding		2	1	2	1	3	3	3	3	3	3	3	3
F 5	Solution could make it expensive to add new features in the future		2	2	1	1	3	1	2	2	3	1	2	3
F 6	Solution requires investment in new hardware/software in order to achieve long range cost savings/avoidance		-	3	3	2	-	1	1	1	-	1	1	1
F 7	Solution does not provide an accurate method to charge each agency for their level of service (SLA).		2	1	1	2	2	3	1	2	2	3	1	2

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TECHNICAL RISKS														
T 1	Exposure to system performance and response time problems.		2	2	1	1	1	2	3	2	1	2	3	2
T 2	Ability to handle surges in traffic volume.		2	1	-	2	1	2	-	1	1	2	-	1
T 3	Ability to avoid denial of service attacks.		2	1	-	2	3	2	-	1	3	2	-	1
T 4	Exposure to reliability and recovery problems.		2		1	2	1		2	2	1		2	2
T 5	Solution does not allow for easy integration of external software.		1	1	-	1	2	2	-	1	3	2	-	3
T 6	Solution limits or restricts the integration of additional future applications.		1	1	-	1	2	1	-	1	3	2	-	3
T 7	Inflexibility to accommodate future technologies (hardware, software or communication) that offer a superior or less expensive solution.		2	2	1	1	1	1	2	1	1	1	2	3
CULTURAL RISKS														
C1	Solution restricts agency control over functions such as active directory maintenance.		1	1	1	1	2	1	3	1	2	1	3	2
C2	Fear of agency losing control of their messaging system		1	1	1	1	2	2	3	3	2	3	3	3
C3	Lack of cooperation from agencies because of concern that another agency is "empire building"		3	2	3	2	2	1	1	1	2	1	1	1
TOTALS by PERSON & CATEGORY														
	Business & Operational Risks		20	21	14	19	22	25	23	21	27	27	24	24
	Privacy & Security Risks		8	9	5	6	16	11	12	13	16	11	12	12
	Financial Risks		10	11	10	10	16	12	13	13	17	12	13	14
	Technical Risks		12	8	3	10	11	10	7	9	13	11	7	15
	Cultural Risks		5	4	5	4	6	4	7	5	6	5	7	6
	TOTALS		55	53	37	49	71	62	62	61	79	66	63	71

