

Individual results

Test (CA48)

The individual results for Test are presented under the following headings:

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Owner: Unspecified

Part of enterprise: Citicus Barista

Assessment submission date: 01 Dec '10

Purpose of evaluation: Volunteered



Target of evaluation

Test (CA48)

Type: Supplied product / service
 Category: Business processing

Accountability

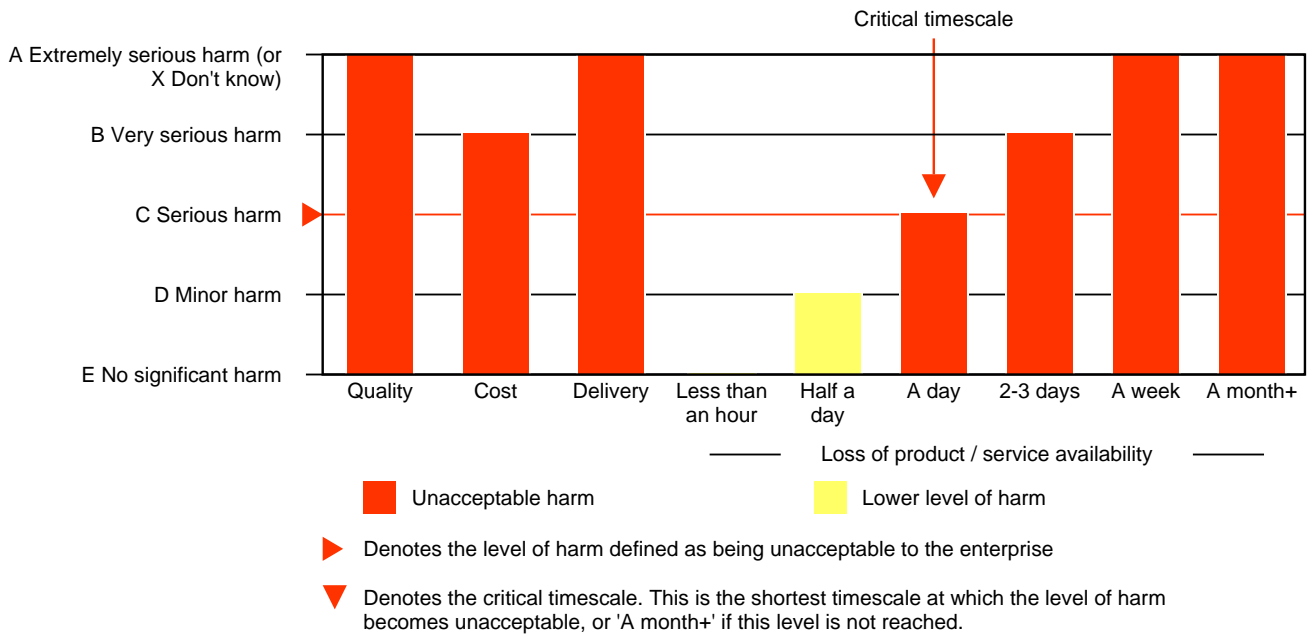
The designated 'owner' of the product(s) / service(s) is Unspecified.
 The evaluation is based on data provided by Matthias Haemmerle.

Exposure

The enterprise could suffer 'Extremely serious harm' if costs were to overrun or become uncompetitive.
 The enterprise could suffer 'Very serious harm' if the quality of product(s) / service(s) were to fall short of requirements.
 The enterprise could suffer 'Extremely serious harm' if delivery dates were not met.
 The enterprise could suffer 'Serious harm' if the product(s) / service(s) were unavailable for 'A day' or longer.
Overall, the product / service appears to be extremely critical to the well-being of the enterprise.
 Based on its criticality, you should complete a risk scorecard for this product / service 'Every 2 months'.

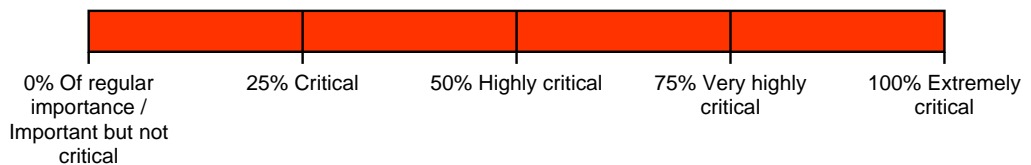
Need for protection

The maximum harm that could be suffered if the quality, cost or delivery of product(s) / service(s) were compromised



Your measured criticality

Your overall criticality rating is 100%: Extremely critical



Your criticality ratings

The criticality of this product / service is rated as follows.

| Criticality ratings | Value |
|----------------------------|--------------------------|
| Overall criticality rating | 100% Extremely critical |
| Quality rating | A Extremely serious harm |
| Cost rating | B Very serious harm |
| Delivery rating | A Extremely serious harm |
| Critical timescale | A day |

Target of evaluation

Test (CA48)

Type: Supplied product / service

Category: Business processing

What's driving your criticality

A harm reference table has been used to identify the specific business impacts that could arise from a failure to meet the quality, cost and delivery requirements for this supplied product / service. These are listed below.

| A Extremely serious harm | |
|---|--|
| Inadequate quality | Financial impact - Financial loss: \$10 + million; Depressed share price: 25%+ Degraded performance - Key targets under-achieved by: 10%+; Number of staff-hours wasted: 10,000+ staff-hours Loss of management control - Key records not up-to-date or accurate: 1 month+ delay, all entries unreliable Damaged reputation - Reputation eroded with customers representing: 10%+ of sales; Regulatory action taken: Serious sanctions imposed; Extent of litigation: Prolonged court case Impaired growth - Aborted initiatives or deadlines missed: Strategic initiative aborted Other - Other (eg injury, death): Extremely serious impact |
| Inadequate delivery | Overall assessment - Extremely serious harm |
| Loss of product/service availability for: A week | Overall assessment - Extremely serious harm |
| Loss of product/service availability for: A month+ | Overall assessment - Extremely serious harm |
| B Very serious harm | |
| Unexpected cost | Financial impact - Financial loss: \$1 - 10 million |
| Loss of product/service availability for: 2-3 days | Overall assessment - Very serious harm |
| C Serious harm | |
| Loss of product/service availability for: A day | Overall assessment - Serious harm |
| D Minor harm | |
| Loss of product/service availability for: Half a day | Overall assessment - Minor harm |
| E No significant harm | |
| Loss of product/service availability for: Less than an hour | Overall assessment - No significant harm |

Assessment completed by:

Matthias Haemmerle

Evaluation date:

01 Dec '10

The supplied product / service



A1. Please identify the product / service covered by this assessment:

- Product / service title:
- Brief description:

| |
|------|
| Test |
| |

A2. When was the product / service last subject to a rigorous, independent review (eg using comprehensive checklists to evaluate the status of your arrangements)?

Day: Month: Year:

No such review conducted Don't know Please select a date or another option

A3. Which of the following best describes the supplied product / service?

- Application development
- Help desk
- Hosting
- Telecoms
- Business processing
- Other

Yes

| |
|-------------------------------------|
| <input type="checkbox"/> |
| <input type="checkbox"/> |
| <input type="checkbox"/> |
| <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |
| <input type="checkbox"/> |

Please click the box that best applies

Accountability



B1. Please identify who is the business 'owner' of the supplied product / service covered by this assessment:

- Owner's name:
- Job title:
- Location:
- Telephone number:
- E-mail address:

| |
|-------------|
| Unspecified |
| Unspecified |
| Unspecified |
| Unspecified |
| Unspecified |

Criticality



C1. What is the maximum level of harm that your business could suffer if the supplier failed to meet your product / service goals in terms of:

- Quality (ie service(s) poorer than required)?
- Cost (eg overruns or uncompetitive pricing)?
- Delivery (eg key dates not met)?

| |
|---|
| A |
| B |
| A |

C2. What is the maximum level of harm that your organization could suffer if the product(s) / service(s) provided by this supplier were unavailable for:

- Less than an hour?
- Half a day?
- A day?
- 2-3 days?
- A week?
- A month+?

| |
|---|
| E |
| D |
| C |
| B |
| A |
| A |

Please select one of the following in each box to indicate the maximum possible level of harm:
A Extremely serious harm
B Very serious harm
C Serious harm
D Minor harm
E No significant harm
X Don't know

Completion details



D1. Please identify yourself and how you may be contacted:

- Your name:
- Your job title:
- Your location:
- Your telephone number:
- Your e-mail address:

| |
|--------------------|
| Matthias Haemmerle |
| BC Manager |
| Unspecified |
| Unspecified |
| Admin@BCM-News.de |

D2. Please enter the assessment's completion date: Day: Month: Year:

| Citicus Barista | | Recorded notes and comments |
|---|--|-----------------------------|
| Target of evaluation | Test (CA48) Type: Supplied product / service Category: Business processing | |
| This report draws together information from this evaluation that indicates a need for action. It contains notes generated to highlight points raised by the evaluation and comments recorded by the evaluator. Each note or comment has a unique ID appended in parentheses. Where the note or comment is addressed by an Action item in an Action plan or an issue in a Schedule of issues, a cross-reference to the Action plan or Schedule of issues is provided. The relevant question text and rating is also included so you can look at notes and comments in context. | | |
| Source | First evaluation of Test. Completed on 01 Dec '10. | |
| Question: | A2. When was the product / service last subject to a rigorous, independent review (eg using comprehensive checklists to evaluate the status of your arrangements)? | |
| Response: | Don't know | |
| Comment: | This criticality assessment was completed using Citicus MoCA . The response has been set automatically because no answer was received. (C1) | |
| Question: | B1. Please identify who is the business 'owner' of the supplied product / service covered by this assessment: | |
| | <ul style="list-style-type: none"> Owner's name: | |
| Response: | Unspecified | |
| Comment: | This criticality assessment was completed using Citicus MoCA . The response has been set automatically because no answer was received. (C2) | |
| Question: | B1. Please identify who is the business 'owner' of the supplied product / service covered by this assessment: | |
| | <ul style="list-style-type: none"> Job title: | |
| Response: | Unspecified | |
| Comment: | This criticality assessment was completed using Citicus MoCA . The response has been set automatically because no answer was received. (C3) | |
| Question: | B1. Please identify who is the business 'owner' of the supplied product / service covered by this assessment: | |
| | <ul style="list-style-type: none"> Location: | |
| Response: | Unspecified | |
| Comment: | This criticality assessment was completed using Citicus MoCA . The response has been set automatically because no answer was received. (C4) | |
| Question: | B1. Please identify who is the business 'owner' of the supplied product / service covered by this assessment: | |
| | <ul style="list-style-type: none"> Telephone number: | |
| Response: | Unspecified | |
| Comment: | This criticality assessment was completed using Citicus MoCA . The response has been set automatically because no answer was received. (C5) | |
| Question: | B1. Please identify who is the business 'owner' of the supplied product / service covered by this assessment: | |
| | <ul style="list-style-type: none"> E-mail address: | |
| Response: | Unspecified | |
| Comment: | This criticality assessment was completed using Citicus MoCA . The response has been set automatically because no answer was received. (C6) | |
| Section: | C. Criticality | |
| Rating: | 100%: Extremely critical | |
| Note: | Based on its criticality, you should: <ul style="list-style-type: none"> give utmost priority to reducing or controlling your level of risk (eg by driving all factors into the comfort zone). To reduce your risk gap for this factor, consider initiating action to: <ul style="list-style-type: none"> confirm the accuracy of your responses to questions that probe criticality (N12) | |

| Citicus Barista | Recorded notes and comments |
|---|--|
| <p>Question:</p> <p>Response:</p> <p>Comment:</p> <p>Description of harm:</p> | <p>C1. What is the maximum level of harm that your business could suffer if the supplier failed to meet your product / service goals in terms of:</p> <ul style="list-style-type: none"> Quality (ie service(s) poorer than required)? <p>A Extremely serious harm</p> <p>[See Description of harm] (C7)</p> <p>Overall level of harm: A Extremely serious harm Financial impact - Financial loss: \$10 + million (A Extremely serious harm); Depressed share price: 25%+ (A Extremely serious harm); Degraded performance - Key targets under-achieved by: 10%+ (A Extremely serious harm); Number of staff-hours wasted: 10,000+ staff-hours (A Extremely serious harm); Loss of management control - Key records not up-to-date or accurate: 1 month+ delay, all entries unreliable (A Extremely serious harm); Damaged reputation - Reputation eroded with customers representing: 10%+ of sales (A Extremely serious harm); Extent of negative publicity: Any negative publicity (B Very serious harm); Regulatory action taken: Serious sanctions imposed (A Extremely serious harm); Extent of litigation: Prolonged court case (A Extremely serious harm); Impaired growth - Aborted initiatives or deadlines missed: Strategic initiative aborted (A Extremely serious harm); Other - Other (eg injury, death): Extremely serious impact (A Extremely serious harm);</p> |
| <p>Question:</p> <p>Response:</p> <p>Comment:</p> <p>Description of harm:</p> | <p>C1. What is the maximum level of harm that your business could suffer if the supplier failed to meet your product / service goals in terms of:</p> <ul style="list-style-type: none"> Cost (eg overruns or uncompetitive pricing)? <p>B Very serious harm</p> <p>[See Description of harm] (C8)</p> <p>Overall level of harm: B Very serious harm Financial impact - Financial loss: \$1 - 10 million (B Very serious harm);</p> |
| <p>Question:</p> <p>Response:</p> <p>Comment:</p> | <p>D1. Please identify yourself and how you may be contacted:</p> <ul style="list-style-type: none"> Your location: <p>Unspecified</p> <p>This criticality assessment was completed using Citibus MoCA. The response has been set automatically because no answer was received. (C9)</p> |
| <p>Question:</p> <p>Response:</p> <p>Comment:</p> | <p>D1. Please identify yourself and how you may be contacted:</p> <ul style="list-style-type: none"> Your telephone number: <p>Unspecified</p> <p>This criticality assessment was completed using Citibus MoCA. The response has been set automatically because no answer was received. (C10)</p> |
| <p>Question:</p> <p>Response:</p> | <p>D2. Please enter the assessment's completion date:</p> <p>01 Dec '10</p> |