Australian Government
Digital Transformation Agency

dta

Escalation Protocol 1

Remediation Plan

Overview

The purpose of the Remediation Plan is to define actionable and achievable steps to address delivery issues and ultimately produce an improved delivery confidence.

The remediation plan template consists of four segments:

- Provision of the Key Investment information including the most current Delivery Confidence Rating.

- Key issues and associated remediation actions.

- Key risks and controls in place to mitigate.

- Program benefits as identified in the original business case and whether these are impacted by issues and/or remediation actions.

The DTA asks you to submit your completed Remediation Plan (including any attachments) to portfolio.assurance@dta.gov.au by the date outlined in your Notice of Escalation.

Key Investment Details

Investment Name	
Lead Agency Name	
Current Delivery Confidence Assessment	
Project SRO	
SRO Email	
DTA Contact	Section 22
DTA Contact Email	Section 22
Plan Creation Date	
Last Modified Date	

Approved by SRO	SRO Name:	
	Date:	
Approved by DTA	Name:	
	Date:	

Overview

[Please provide a high-level summary of the issues the program is facing and how this is impacting program delivery. Please also provide an overview of they key remediation actions required to restore delivery confidence]

Key Issues

Reflecting on the current state of the project, provide a comprehensive record of the key issues that are impeding program delivery. An existing Issues Register or similar artefact, can be used in lieu of completing the table below.

Issue #	Issue Description	Impact Analysis	Priority[1]	Remediation Action	Target resolution date	Status	Final Resolution
	Describe the issue in terms of its cause and impact	*Provide a detailed analysis of the likely impact of the issue*	*High* *Medium* *Low*	*Provide a description of what needs to be done to resolve the issue and why.*	*Provide a deadline for resolving the issue*	*Open/* *actioning/* *resolved[1]*	*Include a brief description of what was done to address the issue.*

[1] Priority ratings and definitions available in Appendix A

Risks

Please provide a comprehensive record of the identified risks relating to the program. Each risk should be assigned a rating based upon an assessment of likelihood and severity as well as the current risk controls in place.

Risk #	Risk Description	Risk Rating [1] (as per Likelihood x Severity Matrix)	Controls	Risk Owner
	Describe the risk in terms of its cause and impact	*Very Low, Low, Moderate, High, or Extreme*	*Outline the controls in place to eliminate, prevent or reduce the occurrence of the risk identified*	

An existing Risk Register or similar artefact can be used in lieu of completing the table below.

[1] Risk rating matrix available in Appendix A

Benefits

Benefit #	Program Benefits	Has the benefit been impacted by delivery issues or remediation actions? If yes, please describe the impact.
	List all benefits as stated in the business case	

Appendix A

Issues Register – Priority Ratings

- **High priority** – A critical issue that will have a high impact on project success and has the potential to stop the project completely.

- **Medium priority** – An issue that will have a noticeable impact but won't stop the project from proceeding.

- **Low priority** – An issue that doesn't affect activities on the critical path, and probably won't have much impact if it's resolved at some point.

Issues Register – Status

- **Open** – The issue has been identified, but no action has yet been taken.
- **Actioning** – The issue resolution is in process.
- **Resolved** – The resolution has been implemented, and the issue is closed.

Risk Rating Matrix

A risk matrix is a way of representing your risk scale in a matrix to rate the risk level. The more likely it is that harm will happen, and the more severe the consequences, the higher the risk.

LIKELIHOOD	CONSEQUENCES				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost certain	Medium	Medium	High	Extreme	Extreme
Likely	Low	Medium	High	High	Extreme
Possible	Low	Medium	Medium	High	High
Unlikely	Low	Low	Medium	Medium	Medium
Rare	Low	Low	Low	Low	Medium