

Ranking	MOE Objectives	Risk Description	Inherent Risk		Residual Risk		Actions to Improve Management of the Risk	Progress to Date
2	Ensuring efficient, economic and effective service delivery to clients, customers and stakeholders	Inability to implement the Outdoor Advertising Strategy	Very High	25	Very High	22.5	<ol style="list-style-type: none"> 1. Establishment of the Project Management Office (PMO). 2. Upskilling of staff with the emphasis on contract management in accordance with set JPC standards. 3. Establishment of the contract management system. 	<ol style="list-style-type: none"> 1. We are working with the City to establish and develop reporting tools. A workshop has been held with all project managers. 2. Will be done in the next financial year due to budget constrains. 3. The Nicor module on contract management has been activated. Busy with data cleansing.
3	Supporting community development and social initiatives	Illegal occupation and use of property	Very High	20	High	18	<ol style="list-style-type: none"> 1. Monitoring of high-risk properties, with the assistance of CRUM and ward councillors. 2. Campaigns in communities/hotline. 3. Improving communications with relevant stakeholders. 4. Entering into maintenance agreements with tenants. 5. Completion and implementation of Land Strategy. 	<ol style="list-style-type: none"> 1. Attendance at VSD and council forums as well as attending to client servicing escalations. 2. Planning in progress. 3. Timeous responses to media queries are largely beneficial and provide some coverage. Attendance at VSD and council forums as well as attending to client servicing escalations. 4. As and when leases are finalised, user agreements for short-term requirements are concluded. 5. The Land Strategy has been developed. It is currently at its finalisation stages with the final draft being prepared for Board approval.