**Product / Service:** IT & Telecoms Outsourced Services (incl. Internet Services)

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|  | **Negative Impacts / Risks** |  | **Positive Opportunities** |
| **Environmental** | * Energy use of equipment (carbon impact) e.g. servers at supplier site * Vehicle fuel & emissions (carbon impact) – travel impact of professional resources (may not be locally based) * Vehicle fuel & emissions (carbon impact) – high order frequency of related parts / consumables (small volumes) * Parts / consumables may be delivered in excessive packaging | * Energy efficient equipment (e.g. EnergyStar) * Alternatives to physically attending the site e.g. video conferencing, Skype, online resources * Use of public transport or a car pool, rather than driving to the site * Working from home / remotely * Consolidated orders & reduced delivery frequency of parts / consumables * Low CO2 vehicles for delivery * Reduce levels of packaging / use recycled packaging |
| **Social** | * International supply chains (potential for issues such as poor pay & working conditions) * Working conditions of (national) professional resources (unsocial hours / job security) * Risks of external professional on site (health & safety, exposure to confidential materials) * Disruption to permanent workforce (perceived quality work being given to external suppliers) – exacerbated with offshoring * Frequency & timing of deliveries – congestion & noise impacting residents | * Professional resources (national) – good wages / good development opportunities * Apprenticeship opportunities * Fresh approach to internal challenges – business (and potentially sustainability) impact * Consolidated orders & deliveries (including shared contracts) |
| **Economic** | * Cost of external expertise can be significant * Cost control issues – scope creep * Working time regulations – lack of visibility & management of risk | * Skills & knowledge transfer to staff – benefits local economy / job market * Opportunities for local professional services companies / small & medium enterprises * Internal office space / data centres etc. could become redundant – opportunity to reduce operating costs * Opportunity to leverage individuals’ own devices to deliver services (‘bring your own device’) |

**RELATED PROC HE:** KN / KO