



OIA escalation points (15-day turnaround)

Timeline	Timeline risk/accountability			
DAY 3	OIA unassigned in the Hive – TL to follow up with writer.	No response from business group to scoping invitation – Writer to follow up and flag to TL.	Key participant unavailable to attend scoping meeting – Writer to flag to TL and alternative course of action to be agreed. TL to escalate to Manager/GM if necessary.	Timeline risk identified at scoping meeting – Writer to flag to TL and mitigation to be agreed with business group. TL to escalate to Manager/GM if necessary, and/or OIA to be extended if appropriate.
DAY 5	Workflow status still set to Scoping – TL to follow up with Writer. TL to address if workload issues or time management are the cause.	Scoping discussion still pending due to lack of response from business group – Writer to escalate to TL, TL to escalate to Manager/GM.		
DAY 8	Information not yet collated and assessed – Writer to follow up with SME and flag to TL. TL to escalate to Manager/GM if appropriate.	OIA to be extended if appropriate based on genuine availability of internal or external consultees.		
DAY 10	SME review due date likely to be missed – Writer to flag to TL and agree mitigation.	OIA to be extended if appropriate based on genuine availability of internal or external consultees.		
DAY 11	SME not available to review – Writer to flag to TL and agree mitigation.	OIA to be extended if appropriate based on genuine availability of internal or external consultees.		
DAY 12	Manager review due date likely to be missed – Writer to escalate to TL and agree mitigation.	OIA to be extended if appropriate based on genuine availability of internal or external consultees.		
DAY 13-15	Manager not available to review – Writer to escalate to TL and agree mitigation.	OIA to be extended if appropriate based on genuine availability of internal or external consultees.		