



## USER MANUAL

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# IWK RISK MANAGEMENT SYSTEM (IRMS)

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<b>CONTENTS</b>	<b>PAGE</b>
INTRODUCTION .....	3
SYSTEM OBJECTIVES .....	3
USERS OF THE SYSTEM .....	3
CRMS /ORMS .....	3
ARMS .....	3
PROCESS FLOW .....	4
CRMS /ORMS .....	4
ARMS .....	7
1.0 GETTING STARTED .....	11
1.1 Menu .....	12
1.2 Log Out .....	13
2.0 MENU .....	14
2.1 HOME .....	14
2.2 SEARCH .....	15
2.3 RISK REGISTER .....	18
2.3.1 Risk Identification .....	19
2.3.2 Risk Evaluation .....	29
2.3.3 Risk Treatment Plan .....	37
2.4 REPORTS .....	42
2.5 MINUTES OF MEETING .....	43
2.6 RISK LISTING .....	45
2.7 WORKING INBOX .....	46
2.8 ABOUT .....	47
2.9 CODES & CONTROL .....	47
3.0 APPENDIX .....	54
3.1 IMPACT AND LIKELIHOOD .....	54
3.2 RISK MATRIX .....	55

## INTRODUCTION

This document is prepared to guide user to use new IWK Risk Management System (IRMS). IRMS is developed by IT Department based on requirements for an asset/department related risk management database as provided by AMPSS - PED (Asset Management Planning Services Section – Planning & Engineering Department), Risk Management & Compliance Unit (RMCU) and Operation & Maintenance Department (O&M). The system was designed to register the identification, evaluation, control and report the risk related to asset/department.

## SYSTEM OBJECTIVES

As per the user requirement, the system was developed to meet the following objectives:

- a) Allow data entry by users.
- b) Workflow for risk identification, evaluation, review, escalation & closing.
- c) Availability of up-to-date information to all users.
- d) Eliminate need for manual records or duplicate entries and minimizing paper work.
- e) Effective communication via email alerts and reminders.
- f) Automation of reports and analysis.
- g) Historical record of risks sharing trends.

## USERS OF THE SYSTEM

There are 3 types of risks in IRMS with different user role:

- 1) Corporate Risk – Corporate Risk Management System (CRMS)
- 2) Operational Risk – Operational Risk Management System (ORMS)
- 3) Asset Risk – Asset Risk Management System (ARMS)

## CRMS /ORMS

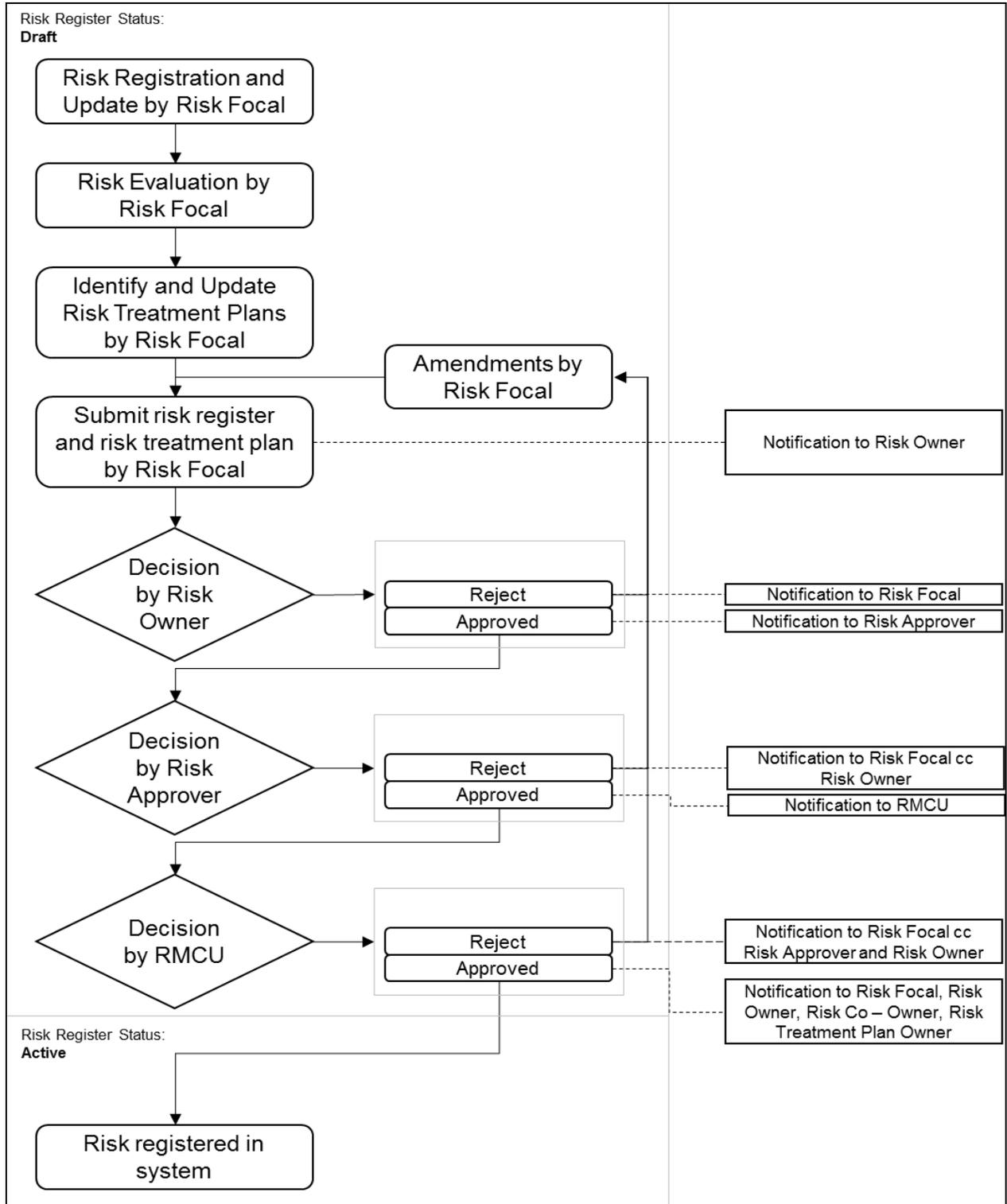
<b><i>Roles</i></b>	<b><i>Description</i></b>
Risk Focal	DRMC members.
Risk Owner	Person who shall be accountable for the risk.
Risk Co-Owner	Person who shall be responsible in managing the risk with Risk Owner
Risk Approver	Head of Department who shall endorse the risk
Risk Administrator	Risk Management & Compliance Unit RMCU who monitor and review the risk.
Risk Treatment Plan Owner	Person who will be accountable for the risk treatment plan.

## ARMS

<b><i>Roles</i></b>	<b><i>Description</i></b>
Risk Focal	Person who register the risk.
Risk Owner	Person who shall be accountable for the risk.
Risk Treatment Owner	Risk Owner
Risk Approver	Person who approve the risk.
Risk Expert	Person who monitor and review the risk.

**PROCESS FLOW**

**CRMS /ORMS**

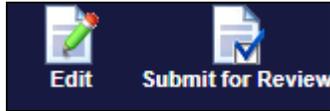


Below are the list of actions based on roles during workflow. This list located at upper-left page.

### Risk Focal

Action icon will be displayed as below when :

- a) **Risk Owner** click on **Revert to Risk Focal** icon.



Action	Description
Edit	Edit/Change risk information.
Submit	Re-submit registered risk to Risk Owner.

### Risk Owner

Action icon will be displayed as below when :

- a) **Risk Focal** submit registered risk by click on **Save & Submit** push button.  
 b) **Risk Focal** click on **Submit for Review** icon.



Action	Description
View Details	To allow Risk Owner click on view details button and review the data.
Submit for Review	Risk Owner submit risk to Risk Approver (HOD)
Revert to Risk Focal	If Risk Owner do not agree with the risk info, they can revert back the risk to Risk Focal.

### Risk Approver (HOD)

Action icon will be displayed as below when :

- a) **Risk Owner** click on **Submit for Review** icon.



Action	Description
View Details	To allow Risk Approver click on view details button and review the data.
Revert to Risk Focal	If Risk Approver do not agree with the risk info, they can revert back the risk to Risk Focal.
Approve	If approved, risk will be escalated to RMCU.

**RCMU**

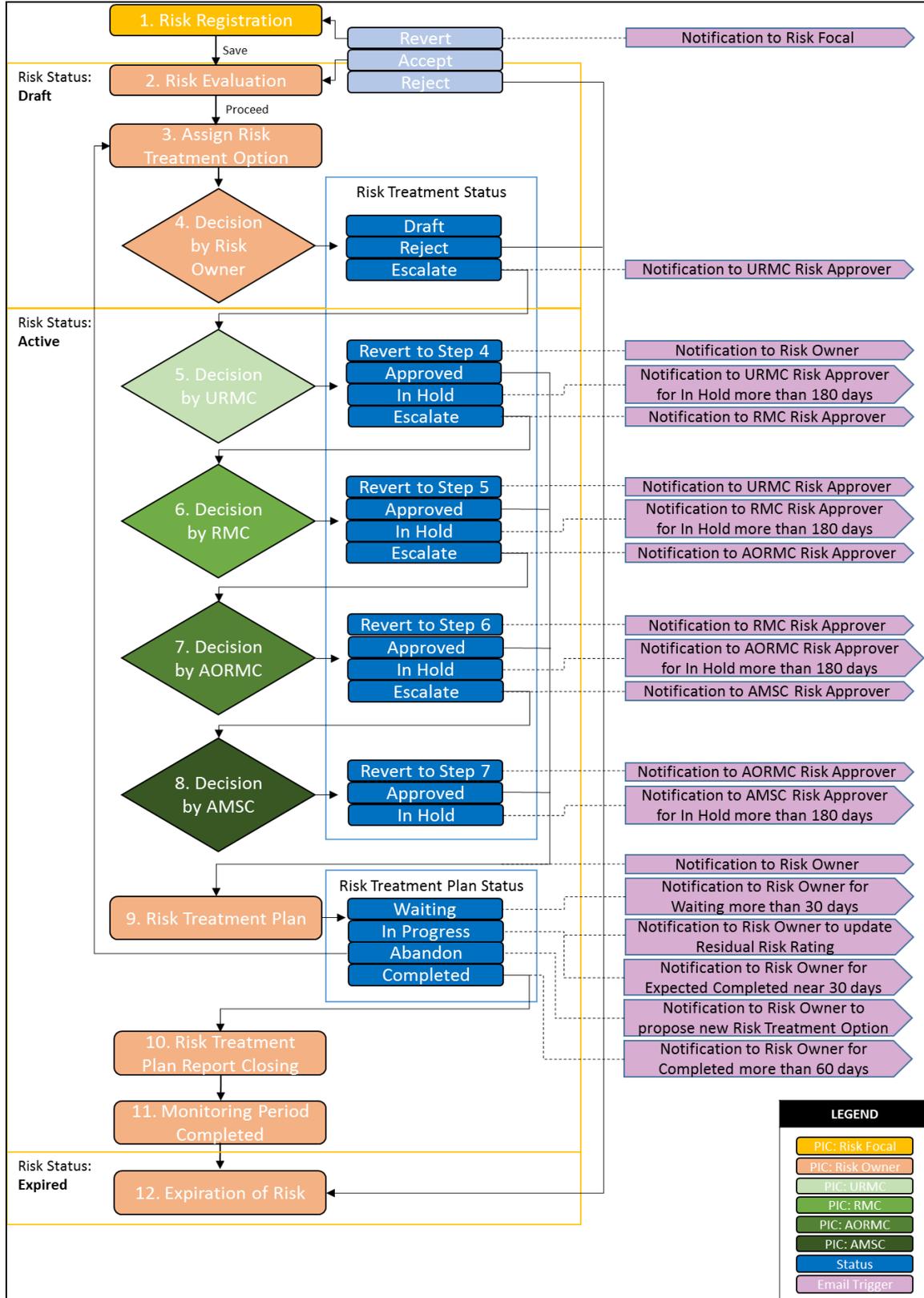
Action icon will be displayed as below when :

- a) **Risk Approver** click on **Approve** icon.



<b>Action</b>	<b>Description</b>
View Details	To allow RMCU click on view details button and review the data.
Revert to Risk Focal	If RMCU do not agree with the risk info, they can revert back the risk to Risk Focal.
Approve	If approved, Risk Focal can proceed to update status in Risk Treatment Plan screen..

**ARMS**



Below are the list of actions based on roles during workflow. This menu icon located at upper-left page.

**Risk Owner**

Action icon will be displayed as below when :

- a) **Risk Focal** submit registered risk by click on **Save & Submit** push button
- b) **Risk Focal** click on **Submit** icon



Action	Description
Edit	Edit/Change Risk Evaluation info.
Reject	Reject the risk and status will set as <b>Expired</b> .
Escalate to URM	Risk Owner escalate the risk to URM.
Revert to Risk Focal	If Risk Owner do not agree with the info in Risk Identification, they can revert back the risk to Risk Focal.



**Before the risk escalated to URM, Risk Owner need to fill up Gross Risk Rating, Planned Residual Risk Rating and Risk Treatment Option completely. If not, the validation message will be displayed as below:**



**Risk Focal**

Action icon will be displayed as below when :

- a) **Risk Owner** click on **Revert to Risk Focal** icon

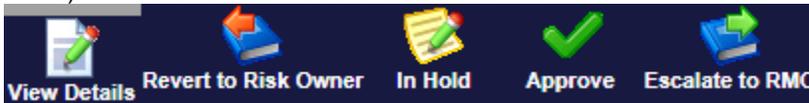


Action	Description
Edit	Edit/Change Risk Identification info.
Submit	Re-submit registered risk to Risk Owner.

**URMC**

Action icon will be displayed as below when :

- a) **Risk Owner** click on **Escalate to URM** icon
- b) **URMC** click on **Revert to URM** icon



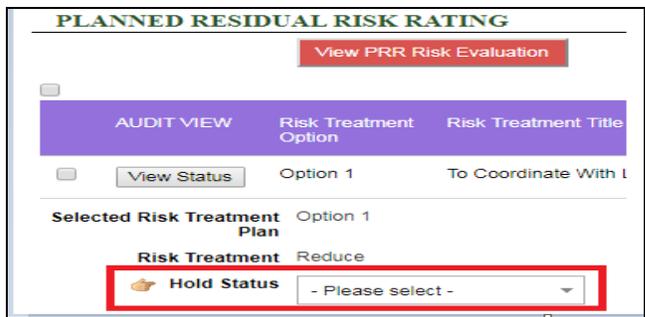
Action	Description
View Details	To allow URM click on view details button and review/edit the details info (Hold Status).
Revert to Risk Owner	If URM do not agree with the info, they can

	revert back the risk to Risk Owner.
In Hold	If required, URMC can set risk status to hold for certain reason.
Approve	Risk is approved by URMC and Risk Focal can proceed to the Risk Treatment Plan.
Escalate to RMC	If the actions are not within the authority & resources of the Unit Office, the risk will be escalated to the RMC.



**Before risk status changed to In Hold, URMC/RMC/AORMC/AMSC need to fill Hold Status info in Risk Evaluation tab (Planned Residual Risk Rating section). If not, the validation message will be displayed as below:**

• Please click Edit and Select Hold Status to Proceed



**RMC**

Action icon will be displayed as below when :

- a) **URMC** click on **Escalate to RMC** icon
- b) **AORMC** click on **Revert to RMC** icon



Action	Description
View Details	To allow URMC click on view details button and review/edit the details info (Hold Status).
Revert to URMC	If RMC do not agree with the info, they can revert back the risk to URMC.
In Hold	If required, RMC can set risk status to hold for certain reason.
Escalate to AORMC	If the actions are not within the authority & resources of the RMC, the risk will be escalated to the AORMC.
Approve	Risk is approved by RMC and Risk Focal can proceed to the Risk Treatment Plan.

**AORMC**

Action icon will be displayed as below when :

- a) **RMC** click on **Escalate to AORMC** icon
- b) **AMSC** click on **Revert to AORMC** icon



Action	Description
View Details	To allow AORMC click on view details button and review/edit the details info (Hold Status).
Escalate to AMSC	If the actions are not within the authority & resources of the AORMC, the risk will be escalated to the AMSC
In Hold	If required, AORMC can set risk status to hold for certain reason.
Revert to RMC	If AORMC do not agree with the info, they can revert back the risk to RMC.
Approve	Risk is approved by AORMC and Risk Focal can proceed to the Risk Treatment Plan.

**AMSC**

Action icon will be displayed as below when :

- a) **AORMC** click on **Escalate to AMSC** icon



Action	Description
View Details	To allow AMSC click on view details button and review/edit the details info (Hold Status).
Revert to AORMC	If AMSC do not agree with the info, they can revert back the risk to AORMC.
In Hold	If required, AMSC can set risk status to hold for certain reason.
Approve	Risk is approved by AMSC and Risk Focal can proceed to the Risk Treatment Plan.

Every action will have Remarks and need to be entered by users. If not, work flow will not able to execute.

**Submit an action - 'Rejected'**  
 You can use this screen to submit your action

**Digital Fingerprint**  
 This ensures that the content of the submission is exactly the same as when it was submitted

This submission, its data and uploaded file contents have been checked and verified to be untampered with.

**Remarks \***  
 These remarks will be saved together with your action in the history area

Confirm
Discard Changes

## 1.0 GETTING STARTED

To start the application, follow the steps below :

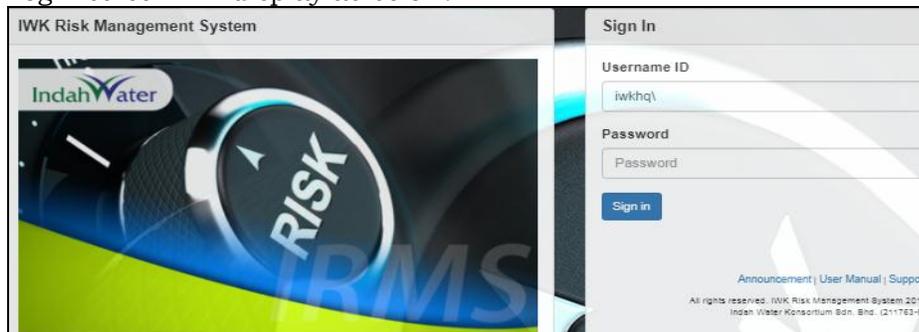
- Go to **Google Chrome**. Type the following URL at the Address bar :  
<http://i.iwk.com.my>



- Click on icon below:

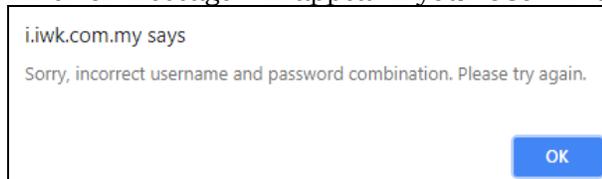


- Login screen will display as below:



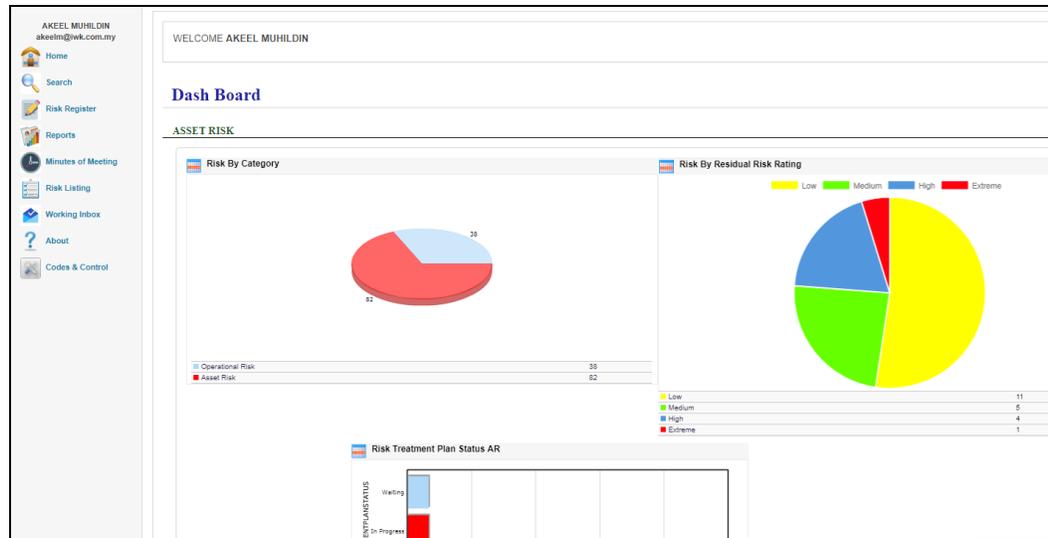
Kindly use your Network ID and add **iwk\hq\** in-front of your ID.

- Click on the **Sign In** push button if you want to proceed with **IRMS** application.
- An error message will appear if your **User ID** or **Password** are invalid.

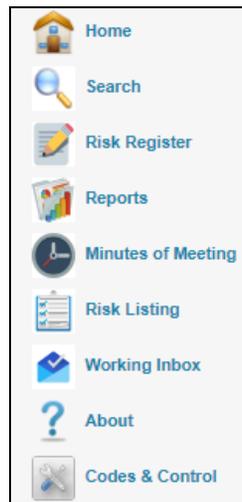


**User ID and Password are case-sensitive. Make sure you enter the correct case with your User ID and Password.**

- Once the **User ID** and **Password** are validated and the system recognizes users as a valid **IRMS** user, the following screen will be displayed.



This screen will show dashboard based on your role/department/unit office and IRMS menu on left sidebar.



### 1.1 Menu

There are 9 menus in the IRMS application :

<b>No.</b>	<b>Menu</b>	<b>Description</b>
i.	Home	To display Dashboard based on role / department / unit office
ii.	Search	To search existing data based on certain criteria
iii.	Risk Register	To register new risk by using screen in this menu
iv.	Reports	To view reports by using this menu

v.	Minutes of Meeting ( <b>For URMIC only</b> )	To generate MOM for unit office
vi.	Risk Listing	To list out all of risk registered in system
vii.	Working Inbox	To list out all of pending action by user
viii.	About	Display name and version of system
ix.	Codes & Control ( <b>For Admin only</b> )	To maintain reference data in IRMS tables.



**The detailed description for every menu will be explained at the next chapter.**

## 1.2 Log Out

To log out/exit from **IRMS** application, follow the steps below :  
Go to Log Out menu on the upper right corner called **Logout** and click on that icon:



## 2.0 MENU

### 2.1 HOME

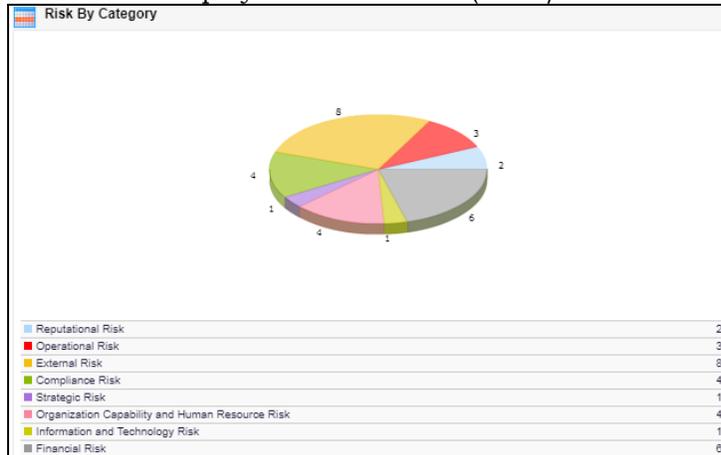
Click **Home** on left sidebar menu.



Dashboard screen will be displayed. There are 3 types of graphs in Dashboard:

- **Risk By Category**

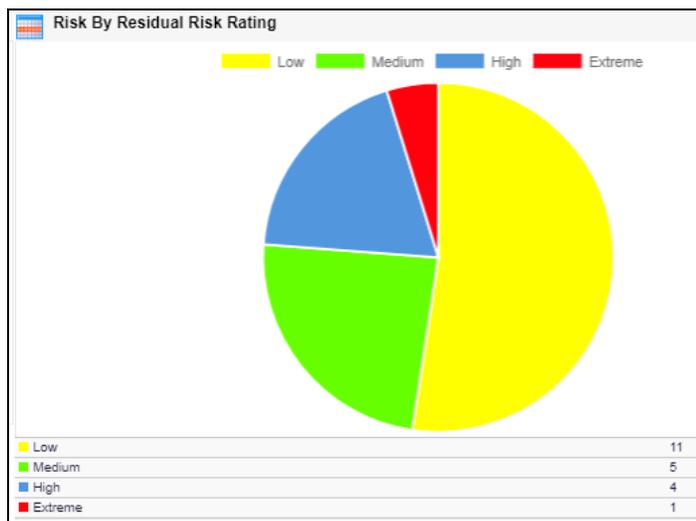
Pie Chart – Display the total of risk (Draft/Active status) by Risk Category



- **Risk By Residual Risk Rating**

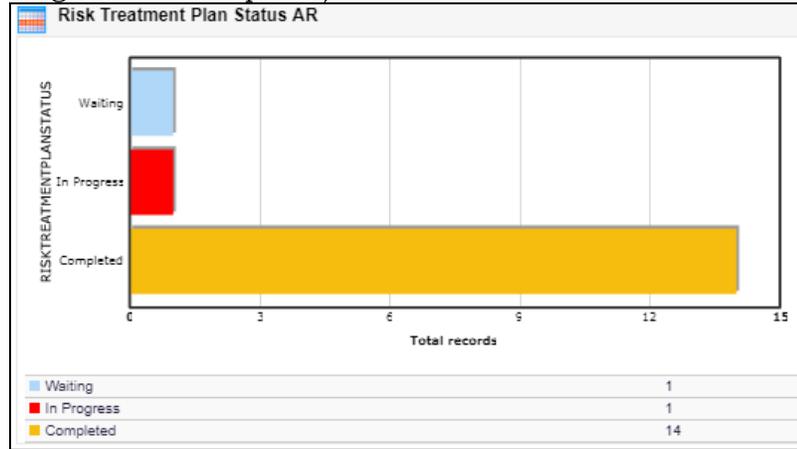
Pie Chart – Display Residual Risk Rating in color matrix format.

<b>Scoring Level</b>	<b>Color</b>
Extreme	Red
High	Blue
Medium	Green
Low	Yellow



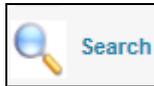
- **Risk Treatment Plan Status**

Bar Chart – Display the total of risk by Treatment Plan Status (Waiting, In Progress and Completed)



## 2.2 SEARCH

Click **Search** on left sidebar menu.



**Search** screen will be displayed:

### RISK SEARCH

Form Reference No :

Asset No

Risk Category :

Sub Risk Category :

Risk Treatment Status

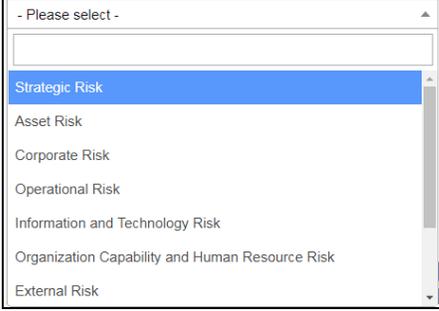
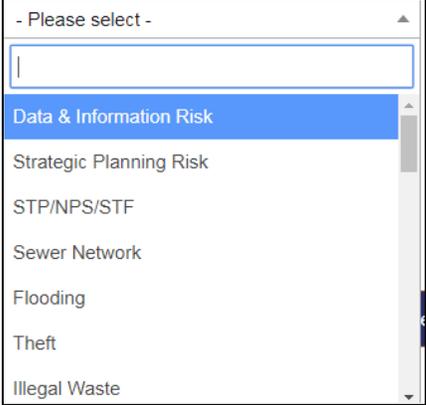
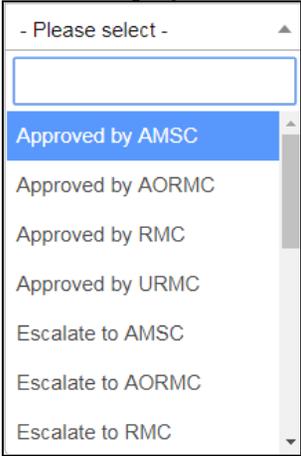
Risk Status :

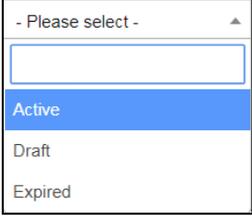
Risk Focal

Risk Owner

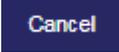
User can search existing risk data by certain criteria as below:

<b>Fields</b>	<b>Description</b>
Form Reference No	Unique Identifier for every risk data.
Asset No	STP unique identifier
Risk Category	Category of risk. Click on drop down menu and figure as below will be displayed.

	 <p>- Please select -</p> <ul style="list-style-type: none"> <li>Strategic Risk</li> <li>Asset Risk</li> <li>Corporate Risk</li> <li>Operational Risk</li> <li>Information and Technology Risk</li> <li>Organization Capability and Human Resource Risk</li> <li>External Risk</li> </ul>
<p>Sub Risk Category</p>	<p>Sub Category of risk. Click on drop down menu and figure as below will be displayed.</p>  <p>- Please select -</p> <ul style="list-style-type: none"> <li>Data &amp; Information Risk</li> <li>Strategic Planning Risk</li> <li>STP/NPS/STF</li> <li>Sewer Network</li> <li>Flooding</li> <li>Theft</li> <li>Illegal Waste</li> </ul>
<p>Risk Treatment Status</p>	<p>Risk Treatment status of risk. Click on drop down menu and figure as below will be displayed.</p>  <p>- Please select -</p> <ul style="list-style-type: none"> <li>Approved by AMSC</li> <li>Approved by AORMC</li> <li>Approved by RMC</li> <li>Approved by URMIC</li> <li>Escalate to AMSC</li> <li>Escalate to AORMC</li> <li>Escalate to RMC</li> </ul>
<p>Risk Status</p>	<p>Status of risk. Click on drop down menu and figure as below will be displayed.</p>

	
Risk Focal	Risk Focal of risk. This list will be displayed based on role/unit office/department.
Risk Owner	Risk Focal of risk. This list will be displayed based on role/unit office/department.

If user don't want to enter any criteria, click on **Search Risk Register** push button and all risk data will be displayed based on user role/unit office/department.

<b>Buttons</b>	<b>Functions</b>
	To search risk record, click on the <b>Search Risk Register</b> push button.
	To add new risk in system, click on the <b>Create New Risk Register</b> push button.
	To cancel any criteria entered in <b>Search</b> screen, click on the <b>Cancel</b> push button.

### 2.3 RISK REGISTER

Click **Risk Register** on left sidebar menu.



**Risk Register** screen have 3 types of tabs:

**RISK IDENTIFICATION | RISK EVALUATION | RISK TREATMENT PLAN**

- Risk Identification
- Risk Evaluation
- Risk Treatment Plan

**Every tab in Risk Register** screen will be displayed differently based on user role and risk type. IRMS have 3 types of risks:

- Corporate Risk (CRMS)
- Operational Risk (ORMS)
- Asset Risk (ARMS)
- Top Risk



**Top Risk can only be registered by RMCU and no workflow for this risk.**

### 2.3.1 Risk Identification

**Risk Identification** can be entered based on role below:

<b>Risk Type</b>	<b>Role</b>
CRMS	Risk Focal
ORMS	Risk Focal
ARMS	Risk Focal
Top Risk	RMCU

Below are the screen under **Risk Identification** tab based on type of risk.

#### CRMS

**RISK REGISTER**

RISK IDENTIFICATION | RISK EVALUATION | RISK TREATMENT PLAN

Risk Type : Corporate Risk  
 Form Reference No : -  
 Registration Date : 13-Aug-2018  
 Department : HUMAN CAPITAL & ADMINISTRATION

**RISK IDENTIFICATION**

\* Risk Category :  \* Sub Risk Category :

\* Risk Title :

\* Description :

Attachment  No file chosen

\* Root Cause(s) :

Risk Cause

There are currently no records

\* Consequence(s) :

Consequences

There are currently no records

Risk Focal : Azhan Mohd Lazim Designation : Senior Manager  
 Risk Owner :   Designation :  
 Risk Co Owner :

Risk Co Owner Designation :

There are currently no records

Existing Control(s) :  Complete the Gross Risk Rating before update this field  
 There are currently no records

Control Effectiveness :

Entered by : Azhan Mohd Lazim

Risk Treatment Status :  
 Risk Status :  
 GRR Scoring 0 GRR Scoring Level  
 RR Scoring - RR Scoring Level

**ORMS**

### RISK REGISTER

**RISK IDENTIFICATION | RISK EVALUATION | RISK TREATMENT PLAN**

Risk Type : Operational Risk

Form Reference No : -

Registration Date : 13-Aug-2018

\* Unit Office :

Section :

Date Identified :

Expiration Date : -

Asset No :

---

#### RISK IDENTIFICATION

\* Risk Category : -

\* Risk Title :

\* Sub Risk Category : -

\* Description :

Attachment :  No file chosen

\* Root Cause(s) :  Add  Delete

Risk Cause
There are currently no records

\* Consequence(s) :  Add  Delete

Consequences
There are currently no records

Risk Focal : Norhafiza Misno

Risk Owner :

Risk Co Owner :  Add  Delete

Risk Co Owner	Designation :
There are currently no records	Designation :

Existing Control(s) :  Add  Delete

Complete the Gross Risk Rating before update this field

Existing Control
There are currently no records

Control Effectiveness :

Entered by : Norhafiza Misno

Risk Treatment Status :

Risk Status :

GRR Scoring

RR Scoring -

GRR Scoring Level

RR Scoring Level

### ARMS

#### RISK REGISTER

**RISK IDENTIFICATION | RISK EVALUATION | RISK TREATMENT PLAN**

Risk Type : Asset Risk

Form Reference No : -      \* Date Identified :

Registration Date : 13-Aug-2018      Expiration Date : 01-Jan-9999

Unit Office : NEGERI SEMBILAN

---

#### ASSET INFORMATION

\* Asset No :

Location :      State :  
Takeover Date :      Plant Type :  
Source Code :      Connected PE :  
Effluent Standard DOE :      Design PE :  
DOE Category :      Object ID :

---

#### RISK IDENTIFICATION

Risk Category : -      Sub Risk Category : -

\* Risk Title :

Location : -

Sewer Length (km) : -

From Longitude (x) : -      From Longitude (y) : -  
To Longitude (x) : -      To Longitude (y) : -

\* Description :

\* Root Cause(s) :

**Risk Cause**

There are currently no records

\* Consequence(s) :

**Consequences**

There are currently no records

\* Existing Control :

Control Effectiveness :

Risk Focal : Akeel Muhidin      Designation : Engineer

\* Risk Owner :        Designation :

Risk Treatment Status :

Risk Status :

GRR Scoring       GRR Scoring Level  
PRR Scoring -      PRR Scoring Level  
RR Scoring -      RR Scoring Level

**TOP RISK**

### RISK REGISTER

RISK IDENTIFICATION | RISK EVALUATION | RISK TREATMENT PLAN

Risk Type : Top Risk  
 Form Reference No : -  
 Registration Date : 15-Aug-2018  
 Department : RISK MANAGEMENT & COMPLIANCE UNIT  
 Top Ranking

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**RISK IDENTIFICATION**

\* Risk Category :  \* Sub Risk Category :

\* Risk Title :

\* Description : -  
 Attachment  No file chosen

\* Root Cause(s):    

Risk Cause

 There are currently no records

\* Consequence(s):    

Consequences

 There are currently no records

Risk Focal : Gobi Palanandy Designation : HOD  
 Risk Owner :   Designation :  
 Risk Co Owner    

Risk Co Owner

 Designation :  
 There are currently no records

Existing Control(s) :  
 Complete the Gross Risk Rating before update this field  

Existing Control

 There are currently no records

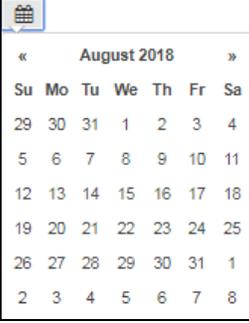
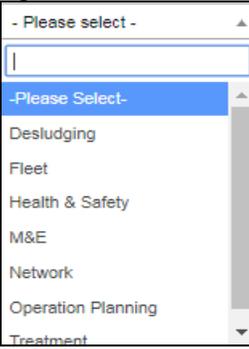
Control Effectiveness

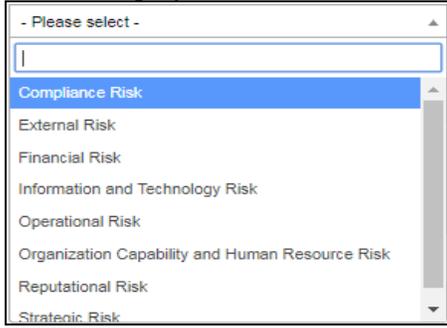
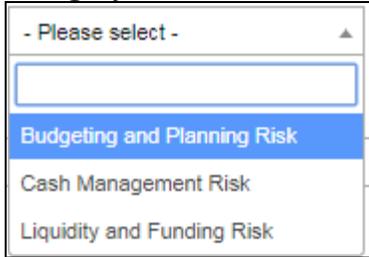
Entered by Gobi Palanandy

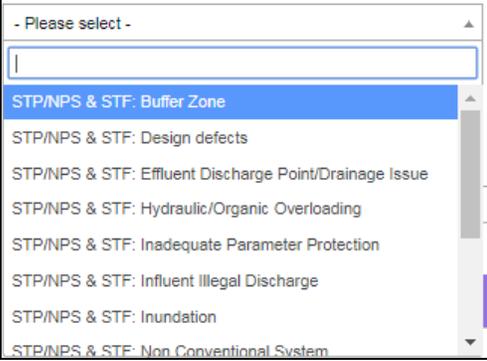
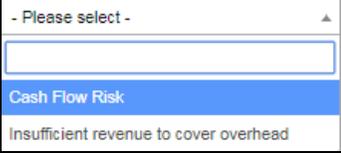
Risk Treatment Status :  
 Risk Status :  
 GRR Scoring  GRR Scoring Level  
 RR Scoring - RR Scoring Level

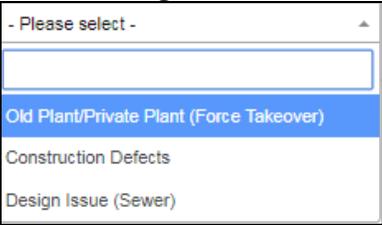
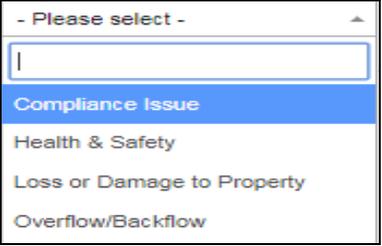
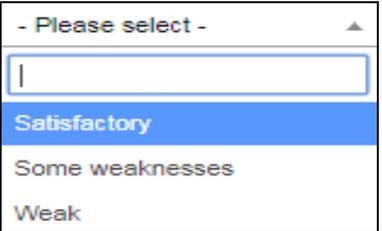
This screen is used to register and edit risk information. The fields displayed are:

<b>Fields</b>	<b>Description</b>
Risk Type	Auto display based on user role. <ul style="list-style-type: none"> <li>Corporate Risk</li> <li>Asset Risk</li> <li>Operational Risk</li> </ul>
Form Reference No	Auto generated by system in sequential manner.
Registration Date	Auto on date of registration of data in system.
<b>** Identified Date (ARMS/ORMS)</b>	Pop up calendar and allow to be back dated.

		
<p>Department <b>(CRMS/Top Risk)</b></p>	<p>Auto display based on user login.</p>	
<p>Unit Office <b>(ORMS)</b></p>	<p>Unit Office of risk. Click on drop down menu and figure as below will be displayed.</p> 	
<p>Section <b>(ORMS)</b></p>	<p>Section of risk. Click on drop down menu and figure as below will be displayed.</p> 	
<p>Asset No <b>(ORMS)</b></p>	<p>STP unique identifier.</p>	
<p>Expiration Date <b>(ARMS)</b></p>	<p>The date when risk will be changed to Expired. Default value – 01/01/9999</p>	
<p><b>**</b> Asset No <b>(ARMS)</b></p>	<p>STP unique identifier. Once Asset No is entered, below field will be displayed automatically and user can't edit this 9 fields. This fields are retrieved from AMIS:</p> <ul style="list-style-type: none"> <li>• Location</li> <li>• Takeover Date</li> </ul>	

	<ul style="list-style-type: none"> <li>• Source Code</li> <li>• Effluent Standard DOE</li> <li>• DOE Category</li> <li>• State</li> <li>• Plant Type</li> <li>• Connection PE</li> <li>• Design PE Object ID</li> </ul>
<p><b>** Risk Category</b></p>	<p><b>ARMS/ORMS</b> Auto display based on selected <b>Risk Title</b>.</p> <p><b>CRMS/Top Risk</b> Click on drop down menu and figure as below will be displayed.</p> 
<p><b>** Sub Risk category</b></p>	<p><b>ARMS/ORMS</b> Auto display based on selected <b>Risk Title</b>.</p> <p><b>CRMS/Top Risk</b> Click on drop down menu and figure as below will be displayed. This list filter by <b>Risk Category</b>.</p> 
<p><b>** Risk Title</b></p>	<p><b>ARMS/ORMS</b> The list will be filter by <b>Risk Type</b>. Click on drop down menu and figure as below will be displayed.</p>

	 <p><b>CRMS/Top Risk</b> The list will be filter by <b>Sub Risk Category</b>. Click on drop down menu and figure as below will be displayed.</p> 
<p>Location <b>(ARMS)</b></p>	<p>Free text. This field will only be displayed when <b>Sub Risk Category</b> is set as <b>Sewer Network</b>.</p>
<p>Sewer Length (km) <b>(ARMS)</b></p>	<p>Number field type. This field will only be displayed when <b>Sub Risk Category</b> is set as <b>Sewer Network</b>.</p>
<p>From Longitude (x) <b>(ARMS)</b></p>	<p>Number field type. This field will only be displayed when <b>Sub Risk Category</b> is set as <b>Sewer Network</b>.</p>
<p>From Longitude (y) <b>(ARMS)</b></p>	<p>Number field type. This field will only be displayed when <b>Sub Risk Category</b> is set as <b>Sewer Network</b>.</p>
<p>To Longitude (x) <b>(ARMS)</b></p>	<p>Number field type. This field will only be displayed when <b>Sub Risk Category</b> is set as <b>Sewer Network</b>.</p>
<p>To Longitude (y) <b>(ARMS)</b></p>	<p>Number field type. This field will only be displayed when <b>Sub Risk Category</b> is set as <b>Sewer Network</b>.</p>
<p><b>**</b> Description</p>	<p><b>ARMS</b> Auto entered upon entering of <b>Risk Title</b> and can be edited.</p> <p><b>CRMS/ORMS</b> Free text.</p>
<p>Attachment <b>(CRMS/ORMS/Top)</b></p>	<p>Allow to upload more then 1 file related to the risk.</p>

<b>Risk)</b>	
<p><b>**</b> Root Cause(s)</p>	<p><b>ARMS</b> Only 1 Cause can be selected from drop down menu and figure as below will be displayed.</p>  <p><b>CRMS/ORMS/Top Risk</b> Free text with auto numbering (1,2,3..)</p>
<p><b>**</b> Consequence(s)</p>	<p><b>ARMS</b> Only 1 Consequence can be selected from drop down menu and figure as below will be displayed.</p>  <p><b>CRMS/ORMS/Top Risk</b> Free text with auto alphabet (a,b,c..)</p>
<p>Risk Focal</p>	<p>Auto display based on user login.</p>
<p><b>**</b> Risk Owner</p>	<p>Click on drop down menu and the list is filter by Unit Office (<b>ARMS</b>) or Department (<b>CRMS/ORMS</b>)</p>
<p><b>**</b> Existing Control</p>	<p><b>ARMS</b> Free text.</p> <p><b>CRMS/ORMS/Top Risk</b> Free text with auto roman numerals (i,ii,iii..)</p>
<p>Control Effectiveness</p>	<p>Click on drop down menu and figure as below will be displayed.</p> 
<p>Risk Treatment Status</p>	<p>Auto display. This will show the current status of workflow. For example:</p>

	<ul style="list-style-type: none"> <li>• Escalate to URM</li> <li>• Escalate to RM</li> <li>• Revert to Risk Focal</li> </ul>
Risk Status	Auto display. This will show the current status of risk: <ul style="list-style-type: none"> <li>• Draft</li> <li>• Active</li> <li>• Expired</li> </ul>
GRR Scoring	Auto display. This will show total scoring of Gross Risk Rating
GRR Scoring Level	Auto display. This will show scoring level of Gross Risk Rating
PRR Scoring <b>(ARMS)</b>	Auto display. This will show total scoring of Planned Residual Risk Rating
PRR Scoring Level <b>(ARMS)</b>	Auto display. This will show scoring level of Planned Residual Risk Rating
RR Scoring	Auto display. This will show total scoring of Residual Risk Rating
RR Scoring Level	Auto display. This will show scoring level of Residual Risk Rating
Top Ranking <b>(Top Risk)</b>	Number field type.

\*\* Mandatory field



**If risk is registered without entering any mandatory field, the risk will never be saved into database.**

<b>Buttons</b>	<b>Functions</b>
	To save the data, click on the <b>Save</b> push button and <b>Risk Status</b> will set as <b>Draft</b> .  
	To edit the data, click on the <b>Edit</b> push button.

<b>Save and submit</b>	<p><b>Save and submit</b> push button only enabled for <b>ARMS</b>. Once user click on this button, below screen will be displayed and <b>Risk Treatment Status</b> will set as <b>Submitted by Risk Focal</b>.</p>
	<div style="border: 1px solid black; padding: 10px;">  <p><b>Thank you. Your submission ID is 005812</b>          Thank you for your submission. Please choose one of the following actions below:</p> <ul style="list-style-type: none"> <li>Key in a new entry</li> <li>View the submitted entry</li> <li>View the status of the submitted entry</li> <li>Return to the default view</li> </ul> </div>
	<div style="border: 1px solid black; padding: 5px;"> <p><b>Risk Treatment Status : Submitted by Risk Focal</b></p> <p><b>Risk Status : Draft</b></p> </div>
	<p>At this stage, <b>Risk Owner</b> will received email notification for their next action.</p>
	<div style="border: 1px solid black; padding: 10px;">  <p>No-Reply Appdev &lt;no-reply-appdev@iwk.com.my&gt; <span style="float: right;">mark as read</span>          Mon 8/13/2018 5:27 PM</p> <p>To: Asset Risk Management System;          Dear Sabrina Tajudin,</p> <p>Please be informed that New Risk Identification with Form Ref No TPG/100 has been registered by Saiful Iswal Saiful Bahry. Please login to IRMS for your action</p> <p>IRMS Address : <a href="http://i.iwk.com.my/">http://i.iwk.com.my/</a></p> <p>Thanks,          IRMS Admin</p> </div>
	<p><b>Risk Focal</b> not able to edit the existing data after submitted the data to <b>Risk Owner</b>.</p> <p><b>*** Save and submit</b> push button only enabled for <b>CRMS/ORMS</b> when <b>Gross Risk Rating, Residual Risk Rating</b> and <b>Risk Treatment Plant</b> completely entered.</p>

### 2.3.2 Risk Evaluation

**Risk Evaluation** can be entered based on role below:

<b>Risk Type</b>	<b>Role</b>
CRMS	Risk Focal
ORMS	Risk Focal
ARMS	Risk Owner
Top Risk	RMCU

Below are the screen under **Risk Evaluation** tab based on type of risk.

#### CRMS/ORMS/Top Risk

### RISK REGISTER

RISK IDENTIFICATION
RISK EVALUATION
RISK TREATMENT PLAN

View Evaluation History

#### GROSS RISK RATING

	IMPACT SCORE	IMPACT LEVEL	IMPACT DESCRIPTION
Operating Costs	0 1 2 3 4 5 <span style="background-color: #2980b9; color: white; padding: 2px 5px; border-radius: 3px;">Info</span>	N/A	N/A
Cash Flow Impact	0 1 2 3 4 5 <span style="background-color: #2980b9; color: white; padding: 2px 5px; border-radius: 3px;">Info</span>	N/A	N/A
Total Revenue (RMmil)	0 1 2 3 4 5 <span style="background-color: #2980b9; color: white; padding: 2px 5px; border-radius: 3px;">Info</span>	N/A	N/A
Legal / Regulatory / Compliance	0 1 2 3 4 5 <span style="background-color: #2980b9; color: white; padding: 2px 5px; border-radius: 3px;">Info</span>	N/A	N/A
Adverse Publicity/Reputation	0 1 2 3 4 5 <span style="background-color: #2980b9; color: white; padding: 2px 5px; border-radius: 3px;">Info</span>	N/A	N/A
Customer Service (Enquiry/Complaints)	0 1 2 3 4 5 <span style="background-color: #2980b9; color: white; padding: 2px 5px; border-radius: 3px;">Info</span>	N/A	N/A
Business Process & System	0 1 2 3 4 5 <span style="background-color: #2980b9; color: white; padding: 2px 5px; border-radius: 3px;">Info</span>	N/A	N/A
Service/Business Interruption	0 1 2 3 4 5 <span style="background-color: #2980b9; color: white; padding: 2px 5px; border-radius: 3px;">Info</span>	N/A	N/A
Human Resource	0 1 2 3 4 5 <span style="background-color: #2980b9; color: white; padding: 2px 5px; border-radius: 3px;">Info</span>	N/A	N/A
Safety and Health	0 1 2 3 4 5 <span style="background-color: #2980b9; color: white; padding: 2px 5px; border-radius: 3px;">Info</span>	N/A	N/A
	LIKELIHOOD SCORE	LIKELIHOOD LEVEL	LIKELIHOOD DESCRIPTION
Likelihood	0 1 2 3 4 5 <span style="background-color: #2980b9; color: white; padding: 2px 5px; border-radius: 3px;">Info</span>		

#### OVERALL SCORING

Total Impact Score    0

Total Likelihood Score    0

Scoring Level

#### RESIDUAL RISK RATING

Add
 Delete

AUDIT VIEW	Date Update	Total Impact Score	Total Likelihood Score	Total Scoring
There are currently no records				

**ARMS**

### RISK REGISTER

RISK IDENTIFICATION
RISK EVALUATION
RISK TREATMENT PLAN

View Evaluation History

---

#### GROSS RISK RATING

IMPACT SCORE	IMPACT LEVEL	IMPACT DESCRIPTION
Operating Costs <span style="float: right;">0 1 2 3 4 5 Info</span>	Minor	Increase of 5% - 10%
Cash Flow Impact <span style="float: right;">0 1 2 3 4 5 Info</span>	N/A	N/A
Total Revenue (RM'mil) <span style="float: right;">0 1 2 3 4 5 Info</span>	N/A	N/A
Legal / Regulatory / Compliance <span style="float: right;">0 1 2 3 4 5 Info</span>	N/A	N/A
Adverse Publicity/Reputation <span style="float: right;">0 1 2 3 4 5 Info</span>	N/A	N/A
Customer Service (Enquiry/Complaints) <span style="float: right;">0 1 2 3 4 5 Info</span>	N/A	N/A
Business Process & System <span style="float: right;">0 1 2 3 4 5 Info</span>	N/A	N/A
Service/Business Interruption <span style="float: right;">0 1 2 3 4 5 Info</span>	N/A	N/A
Human Resource <span style="float: right;">0 1 2 3 4 5 Info</span>	N/A	N/A
Safety and Health <span style="float: right;">0 1 2 3 4 5 Info</span>	N/A	N/A

LIKELIHOOD SCORE	LIKELIHOOD LEVEL	LIKELIHOOD DESCRIPTION
Likelihood <span style="float: right;">0 1 2 3 4 5 Info</span>	Possible	The risk is expected to occur at least once in the next 12 months.

**OVERALL SCORING**

Total Impact Score: 2

Total Likelihood Score: 3

Scoring Level: Medium

---

#### PLANNED RESIDUAL RISK RATING

Add
 Delete

AUDIT VIEW	Risk Treatment Option	Risk Treatment Title	Risk Treatment Cost	Estimate Time Of Project Completion	Total Scoring	Scoring Level
There are currently no records						

Selected Risk Treatment Plan: - Please select -

Risk Treatment: -

Hold Status: -

---

#### RESIDUAL RISK RATING

Add
 Delete

AUDIT VIEW	Date Update	Total Impact Score	Total Likelihood Score	Total Scoring	Scoring Level
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This screen is used for risk rating evaluation. There are 3 type of risk rating:

<b>Risk Rating</b>	<b>Risk Type</b>
Gross Risk Rating	<ul style="list-style-type: none"> <li>CRMS</li> <li>ORMS</li> <li>ARMS</li> <li>Top Risk</li> </ul>
Planned Residual Risk Rating	<ul style="list-style-type: none"> <li>ARMS</li> </ul>
Residual Risk Rating	<ul style="list-style-type: none"> <li>CRMS</li> <li>ORMS</li> <li>ARMS</li> <li>Top Risk</li> </ul>

**ARMS**

To add/edit data in **Risk Evaluation** tab, **Risk Owner** need to click on **Edit** menu icon at upper-left page as below:



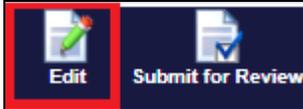
**CRMS/ORMS/Top Risk**

To add/edit data in this tab, **Risk Focal/RMCU** need to click on **Edit data** push button at the bottom page as below:



**CRMS/ORMS**

If risk have submitted to the next level, **Risk Focal** need to click on **Edit** menu icon at upper-left page as below:



The fields displayed are:

<b>Fields</b>	<b>Description</b>
Gross Risk Rating	<p><b>Impact Score</b> There are 10 impact factors for every risk rating.</p> <ul style="list-style-type: none"> <li>• Operating Costs</li> <li>• Cash Flow Impact</li> <li>• Total Revenue (RM 'mil)</li> <li>• Legal/Regulatory/Compliance</li> <li>• Adverse Publicity/Reputation</li> <li>• Customer Service(Enquiry/Complaints)</li> <li>• Business Process &amp; System</li> <li>• Service/Business Interruption</li> <li>• Human Resource</li> <li>• Safety and Health</li> </ul> <p>User need to give score between 0 to 5 and no minimum limit on impact factors.</p> <p><b>Likelihood Score</b> User need to give score between 0 to 5.</p> <p><b>Total Impact Score</b> Auto generated from system. The formula is: <i>Sum of Risk Score/Total number of box selected</i></p> <p><b>Total Likelihood Score</b> Auto generated from system. It will take <b>Likelihood Score</b> value.</p> <p><b>Scoring Level</b> Auto generated from system. It is the combination of</p>

	<p><b>Impact</b> and <b>Likelihood Score</b>, and will be presented by <b>Low, Medium, High</b> or <b>Extreme</b> rating according to <b>Risk Matrix</b>.</p> <p>For <b>ARMS</b>, once <b>Gross Risk Rating</b> are saved, the <b>Residual Risk Rating</b> will be automatically updated same as input in <b>Gross Risk Rating</b>. User are allowed to update this <b>Residual Risk Rating</b>.</p> <p>User can view the details of scoring by click on  push button. Pop-up screen as below will be displayed :</p> <div data-bbox="597 562 1161 945"> <p><b>Operating costs</b></p> <table border="1"> <thead> <tr> <th>IMPACT_CODE</th> <th>IMPACT_DESC</th> <th>IMPACT_DETAILS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Insignificant</td> <td>Increase of &lt; 5%</td> </tr> <tr> <td>2</td> <td>Minor</td> <td>Increase of 5% - 10%</td> </tr> <tr> <td>3</td> <td>Moderate</td> <td>Increase of 11% - 15%</td> </tr> <tr> <td>4</td> <td>Major</td> <td>Increase of 16% - 20%</td> </tr> <tr> <td>5</td> <td>Catastrophic</td> <td>Increase of &gt;20%</td> </tr> <tr> <td>0</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table> </div>	IMPACT_CODE	IMPACT_DESC	IMPACT_DETAILS	1	Insignificant	Increase of < 5%	2	Minor	Increase of 5% - 10%	3	Moderate	Increase of 11% - 15%	4	Major	Increase of 16% - 20%	5	Catastrophic	Increase of >20%	0	N/A	N/A
IMPACT_CODE	IMPACT_DESC	IMPACT_DETAILS																				
1	Insignificant	Increase of < 5%																				
2	Minor	Increase of 5% - 10%																				
3	Moderate	Increase of 11% - 15%																				
4	Major	Increase of 16% - 20%																				
5	Catastrophic	Increase of >20%																				
0	N/A	N/A																				
<p>Planned Residual Risk Rating (<b>ARMS</b>)</p>	<p>Click on <b>Add</b> push button to add new <b>Option</b> and <b>Planned Residual Risk Rating</b>. Maximum of 3 Option are allowed.</p> <div data-bbox="597 1100 1075 1243"> <p><b>PLANNED RESIDUAL RISK RATING</b></p> <p> </p> <p>AUDIT VIEW Risk Treatment Ris</p> </div> <p>Screen as below will be displayed:</p>																					

### PRR

**Risk Treatment Option** - Please select -

**Risk Treatment Title** - Please select -

**Risk Treatment** -

**Risk Treatment Cost (RM)**

**Estimate Time Of Project Completion (months)**

**IMPACT SCORE**

Operating Costs	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<a href="#">Info</a>
Cash Flow Impact	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<a href="#">Info</a>
Total Revenue (RM'mil)	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<a href="#">Info</a>
Legal /Regulatory /Compliance	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<a href="#">Info</a>
Adverse Publicity/Reputation	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<a href="#">Info</a>
Customer Service (Enquiry/Complaints)	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<a href="#">Info</a>
Business Process & System	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<a href="#">Info</a>
Service/Business Interruption	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<a href="#">Info</a>
Human Resource	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<a href="#">Info</a>
Safety and Health	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<a href="#">Info</a>

**LIKELIHOOD SCORE**

Likelihood	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<a href="#">Info</a>
------------	---	----------------------

**Total Impact Score** -

**Total Likelihood Score** 0

**Scoring Level**

#### Risk Treatment Option

Only 3 option are allowed to be entered. Click on drop down menu and figure as below will be displayed.

- Please select -

Option 1

Option 2

Option 3

#### Risk Treatment Title

Click on drop down menu and figure as below will be displayed. This list are filter by **Risk Title**.

- Please select -

TO4 - To Coordinate With CA

Non TO4 - To Coordinate With PED

To Coordinate With Local Authority And Regulator

Minor Modification To Suit Site Condition

TM - STP Modification (Effluent Pipe)

TU - STP Upgrading

TR - STP Refurbishment

RT - Rationalisation

#### Risk Treatment

Auto display based on **Risk Treatment Title** selected.

**Risk Treatment Cost(RM)**

Money field type.

**Estimate Time Of Project Completion (month)**

Number field type.

**Impact Score**

Same as **Gross Risk Rating**

**Likelihood Score**

Same as **Gross Risk Rating**

**Total Impact Score**

Same as **Gross Risk Rating**

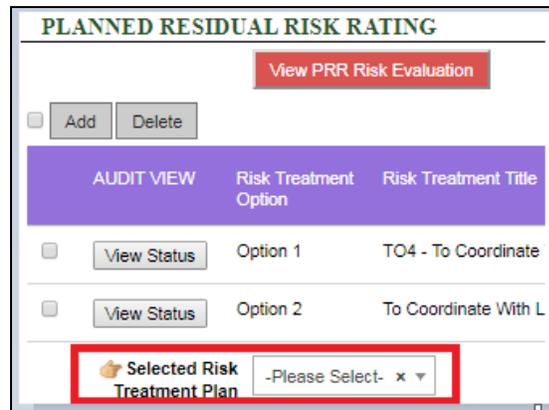
**Total Likelihood Score**

Same as **Gross Risk Rating**

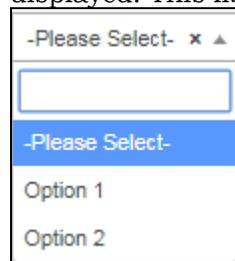
**Scoring Level**

Same as **Gross Risk Rating**

Click on **Save** push button to save the data. **PRR** screen will be closed automatically and user will be moved to the previous screen (**Risk Evaluation** tab). User are allowed to choose **Selected Risk Treatment Plan** in the **Risk Evaluation** tab (**Planned Residual Risk Rating Section**)



Click on drop down menu and figure as below will be displayed. This list based on data entered in **PRR** screen.



There are 2 buttons display in **Risk Evaluation** tab:

**View Evaluation History**

**View Evaluation History** button is used to display Gross Risk Rating, Planned Residual Risk Rating and Residual Risk Rating summary in chart and table format.

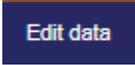
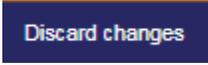


**View PRR Risk Evaluation**

**View PRR Risk Evaluation** button is used to display Planned Residual Risk Scoring and Risk Treatment Cost in chart format.



Residual Risk Rating	<p>Click on <b>Add</b> push button to add new <b>Residual Risk Rating</b>.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center; color: green; font-weight: bold;">RESIDUAL RISK RATING</p> <div style="display: flex; justify-content: space-around;"> <span style="border: 2px solid red; padding: 2px 10px;">Add</span> <span>Delete</span> </div> </div> <p>Screen as below will be displayed:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center; color: blue; font-weight: bold;">RISK REGISTER &gt; RR</p> <p style="text-align: right; font-size: small;">Date Update 14-Aug-2018 10:08 AM</p> <p style="text-align: center; font-weight: bold; font-size: small;">IMPACT SCORE</p> <table style="width: 100%; font-size: x-small;"> <tr> <td>Operating Costs</td> <td>0 1 2 3 4 5</td> <td>Info</td> </tr> <tr> <td>Cash Flow Impact</td> <td>0 1 2 3 4 5</td> <td>Info</td> </tr> <tr> <td>Total Revenue (RM/mil)</td> <td>0 1 2 3 4 5</td> <td>Info</td> </tr> <tr> <td>Legal/Regulatory/Compliance</td> <td>0 1 2 3 4 5</td> <td>Info</td> </tr> <tr> <td>Adverse Publicity/Reputation</td> <td>0 1 2 3 4 5</td> <td>Info</td> </tr> <tr> <td>Customer Service (Enquiry/Complaints)</td> <td>0 1 2 3 4 5</td> <td>Info</td> </tr> <tr> <td>Business Process &amp; System</td> <td>0 1 2 3 4 5</td> <td>Info</td> </tr> <tr> <td>Service/Business Interruption</td> <td>0 1 2 3 4 5</td> <td>Info</td> </tr> <tr> <td>Human Resource</td> <td>0 1 2 3 4 5</td> <td>Info</td> </tr> <tr> <td>Safety and Health</td> <td>0 1 2 3 4 5</td> <td>Info</td> </tr> </table> <p style="text-align: center; font-weight: bold; font-size: small;">LIKELIHOOD SCORE</p> <table style="width: 100%; font-size: x-small;"> <tr> <td>Likelihood</td> <td>0 1 2 3 4 5</td> <td>Info</td> </tr> </table> <p style="font-size: x-small;">             Total Impact Score     -              Total Likelihood Score     0              Scoring Level         </p> </div> <p><b>Impact Score</b> Same as <b>Gross Risk Rating</b></p> <p><b>Likelihood Score</b> Same as <b>Gross Risk Rating</b></p> <p><b>Total Impact Score</b> Same as <b>Gross Risk Rating</b></p> <p><b>Total Likelihood Score</b> Same as <b>Gross Risk Rating</b></p> <p><b>Scoring Level</b> Same as <b>Gross Risk Rating</b></p> <p>Click on <b>Save</b> push button to save the data. <b>RR</b> screen will be closed automatically and user will be moved to the previous screen (<b>Risk Evaluation</b> tab).</p>	Operating Costs	0 1 2 3 4 5	Info	Cash Flow Impact	0 1 2 3 4 5	Info	Total Revenue (RM/mil)	0 1 2 3 4 5	Info	Legal/Regulatory/Compliance	0 1 2 3 4 5	Info	Adverse Publicity/Reputation	0 1 2 3 4 5	Info	Customer Service (Enquiry/Complaints)	0 1 2 3 4 5	Info	Business Process & System	0 1 2 3 4 5	Info	Service/Business Interruption	0 1 2 3 4 5	Info	Human Resource	0 1 2 3 4 5	Info	Safety and Health	0 1 2 3 4 5	Info	Likelihood	0 1 2 3 4 5	Info
Operating Costs	0 1 2 3 4 5	Info																																
Cash Flow Impact	0 1 2 3 4 5	Info																																
Total Revenue (RM/mil)	0 1 2 3 4 5	Info																																
Legal/Regulatory/Compliance	0 1 2 3 4 5	Info																																
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Customer Service (Enquiry/Complaints)	0 1 2 3 4 5	Info																																
Business Process & System	0 1 2 3 4 5	Info																																
Service/Business Interruption	0 1 2 3 4 5	Info																																
Human Resource	0 1 2 3 4 5	Info																																
Safety and Health	0 1 2 3 4 5	Info																																
Likelihood	0 1 2 3 4 5	Info																																

<b>Buttons</b>	<b>Functions</b>
	To save the data, click on the <b>Save</b> push button.
	To edit the data, click on the <b>Edit data</b> push button. <b>Edit data</b> push button only enabled for <b>CRMS/ORMS</b> , if risk is not submitted to the next level.
	To cancel any changes, click on the <b>Discard changes</b> push button.

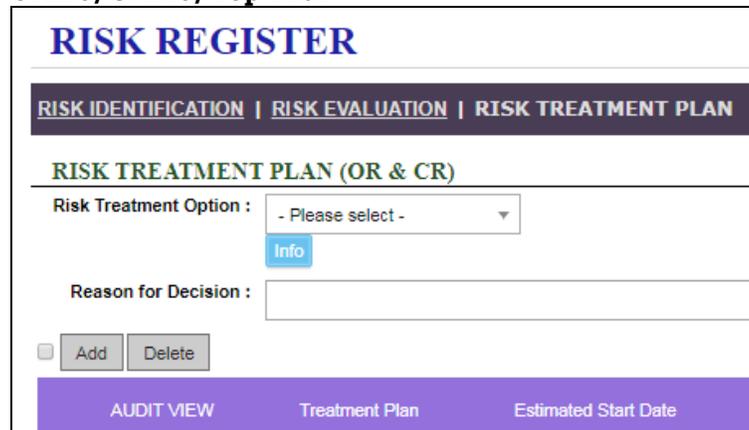
### 2.3.3 Risk Treatment Plan

**Risk Treatment Plan** can be entered based on role below:

<b>Risk Type</b>	<b>Role</b>
CRMS	Risk Focal
ORMS	Risk Focal
ARMS	Risk Owner
Top Risk	RMCU

Below are the screen under **Risk Treatment Plan** tab based on type of risk.

#### CRMS/ORMS/Top Risk



**RISK REGISTER > RISK TREATMENT PLAN**

Treatment Plan

Priority  [Info](#)

Estimated Start Date

Estimated End Date

% of Completion -

Status -

Risk Treatment Owner  [Find a user](#)

Risk Treatment Cost  (RM)

Revenue Opportunity  (RM)

Attachment  No file chosen

Status Update

Update Date -

Status Update -

% of Completion -

Status -

Attachment

Reviewed -

**ARMS**

**RISK REGISTER**

RISK IDENTIFICATION | RISK EVALUATION | RISK TREATMENT PLAN

**RISK TREATMENT PLAN(ASSET RISK)**

Treatment Plan:

\* Description:

Status:

Risk Treatment Owner:  [Find a user](#)

Estimate time of project completion:  (months)

\* Estimated Start Date:

\* Estimated End Date:

% of Completion:  (%)

\* AMP Project:

Project Definition: -

Project Status: -

\* Risk Treatment Cost:  (RM)

Revenue Opportunity:  (RM)

[Abandon Risk Treatment Plan](#)

Abandon Date:

[Risk Treatment Plan Report Closing](#)

Reason for Closing:

RISK TREATMENT PLAN AUDIT TRAIL	Risk Treatment Title	Status	% of Completion	Expected Start Date	Expected End Date
There are currently no records					

This screen is used to record treatment plan for each registered risk.

**ARMS**

**Risk Owner** allowed to edit **Risk Treatment Plan** only when the risk is **approved** by **URMC/RMC/AORMC/AMSC**.

To add/edit data in this tab, **Risk Owner** need to click on **Edit** menu icon located at left upper page as below:



**CRMS/ORMS/Top Risk**

To add/edit data in this tab, **Risk Focal/RMCU** need to click on **Edit data** push button located at the bottom page as below:

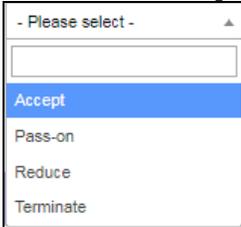


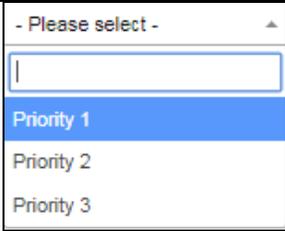
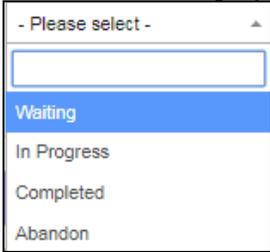
**CRMS/ORMS**

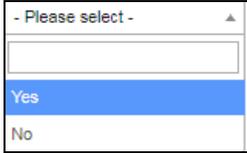
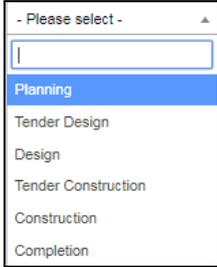
If risk have submitted to the next level, **Risk Focal** need to click on **Edit** menu icon located at left upper page as below:



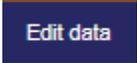
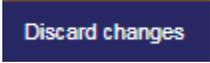
The fields displayed are:

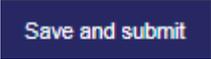
<b>Fields</b>	<b>Description</b>
Risk Treatment Option <b>(CRMS/ORMS/Top Risk)</b>	Click on drop down menu and figure as below will be displayed. 
Reason for Decision <b>(CRMS/ORMS/Top Risk)</b>	Free text. Reason for risk treatment option decision.
Treatment Plan	<b>CRMS/ORMS/Top Risk</b> Free text  <b>ARMS</b> Auto display and the value from <b>Risk Treatment Title</b> in <b>PRR</b> screen.
Priority <b>(CRMS/ORMS/Top Risk)</b>	Click on drop down menu and figure as below will be displayed.

	
Estimated Start Date	Pop up calendar. Allow to be back dated or future date.
Estimated End Date	Pop up calendar. Allow to be back dated or future date, however can't be same or before the date of <b>Estimated Start Date</b> .
% of Completion	Percentage format.
Status	Click on drop down menu and figure as below will be displayed. 
Risk Treatment Owner	<b>CRMS/ORMS/Top Risk</b> Drop down menu and will list out all IRMS users.  <b>ARMS</b> Auto display. Will set Risk Owner as Risk Treatment Owner.
Risk Treatment Cost	Number field type.
Revenue Opportunity	Number field type.
Attachment <b>(CRMS/ORMS/Top Risk)</b>	Allow to upload more then 1 file related to the risk.
Update Date <b>(CRMS/ORMS/Top Risk)</b>	Pop up calendar.
Status Update <b>(CRMS/ORMS/Top Risk)</b>	Status update of treatment plan.
Reviewed <b>(CRMS/ORMS/Top Risk)</b>	Flag status to know whether the treatment plan reviewed or not.

Description <b>(ARMS)</b>	Free text. The description of treatment plan.
Estimate time of project completion(months) <b>(ARMS)</b>	Auto display the value from <b>Estimate time of project completion</b> in <b>PRR</b> screen.
AMP Project <b>(ARMS)</b>	Click on drop down menu and figure as below will be displayed. 
Project Definition <b>(ARMS)</b>	Enabled when <b>AMP Project</b> set as <b>Yes</b> . Free text.
Project Status <b>(ARMS)</b>	Enabled when <b>AMP Project</b> set as <b>Yes</b> . Click on drop down menu and figure as below will be displayed. 
Abandon Date <b>(ARMS)</b>	Pop up calendar. The date when risk is set to abandon.
Reason for Closing <b>(ARMS)</b>	Free text.

Click on **Save** push button to save the data or **Cancel** push button to cancel any changes in **Treatment Plan** tab.

<b>Buttons</b>	<b>Functions</b>
	To save the data, click on the <b>Save</b> push button.
	To edit the data, click on the <b>Edit data</b> push button. <b>Edit data</b> push button only enabled for <b>CRMS/ORMS</b> , if risk not submitted to the next level.
	To cancel any changes, click on the <b>Discard changes</b> push button.

	<p><b>Save and submit</b> push button only enabled for <b>CRMS/ORMS</b>. Risk Focal will see this button if:</p> <ul style="list-style-type: none"> <li>• Gross Risk Rating, Residual Risk Rating and Risk Treatment Plan entered completely, and,</li> <li>• Risk not submitted to the next level.</li> </ul> <p>Asset Risk will not able to see this button.</p>
---	--



**For ARMS, if status in Treatment Plan changed to Abandon, Planned Residual Risk Rating and Residual Risk Rating value will set back to empty and Risk Status will set as Draft.**

### 2.4 REPORTS

Click **Reports** on left sidebar menu.



User can view the reports based on role as below:

#### **ARMS**

LIST OF REPORTS
▶ Asset Risk
Risk Treatment Cost
Revenue Opportunity
Risk Summary by Risk Category
Section 1 : All Risk by Unit Office
Section 2 : Risk Summary by Unit Office
Section 3 : Risk Summary by Risk Category
Section 6 : Risk Details by Unit Office and Risk Category
Section 7 (i) : Risk Status
Section 7 (iii) : Risk Treatment Status
Section 7 (iv) : Risk - Hold Status
Section 7 (v) : Risk Summary by Risk Treatment Plan Status
Section 7 (iv) : Roles

**CRMS**

<b>LIST OF REPORTS</b>	
➤Corporate Risk	
All Risk By Department	
Revenue Opportunity	
Risk Treatment Cost	
Risk By Residual Risk Rating	
Risk Summary by Risk Category	
Risk Treatment Plan Status by Department	
ARMS : Risk Treatment Plan Status	
ARMS : Risk Summary By Risk Title	

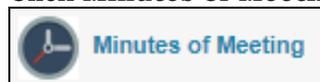
**ORMS**

<b>LIST OF REPORTS</b>	
➤Operational Risk	
All Risk - ORMS	
Revenue Opportunity	
Risk Treatment Cost	
Gross Risk Rating	
Residual Risk Rating	
Risk By Category	
Risk By Unit Office	
Risk Summary by Risk Category	
Risk Treatment Plan Status	

**2.5 MINUTES OF MEETING**

This menu enable for **ARMS** only and **URMC** allowed to generate the MOM.

Click **Minutes of Meeting** on left sidebar menu.



List of Minutes of Meeting (MOM) will be displayed as below.  
 Double click on the row to see the details.  
 Click on \*.pdf to open the MOM document.

MINUTES OF MEETING				
Add a new entry Export as: CSV XLS XML				
Displaying rows: 1 to 8 (of 8 rows) Page: 1				
Date created	Meeting No	Meeting Date	Venue	MOM
23-May-2018 04:21 PM	1	05-Feb-2018	Meeting Room	1MOM.pdf
10-Jul-2018 11:40 AM	1	10-Jul-2018	UO Seremban Meeting Room	1MOM.pdf
23-May-2018 04:21 PM	2	08-Apr-2018	Meeting Room	2MOM.pdf

URMC MINUTES OF MEETING			
<b>Meeting No/Year</b> : 4/2018			
<b>Unit Office</b> : UOSE			
<b>Date</b> : 14 <sup>th</sup> August 2018			
<b>Venue</b> : Meeting Room Seremban Unit Office			
<b>URMC Members Present</b>			
1. URMC Chairman (Unit Manager)			
2. URMC Secretariat (Risk Focal)			
3. Risk Manager (HOS or Manager - Treatment/Network/M&E)			
4. Regional Planning Manager			
5. Planning Manager			
6. Safety & Health Officer			
<b>By Invitation</b>			
1. Risk Owners (by invitation) - Engineer/Executives/Supervisors			
<b>Absent with Apology</b>			
1.			
No.	Matters Discussed	Action By	Dateline
1.0	Chairman welcomed the members for the 4 <sup>th</sup> URMC Meeting for year 2018. The previous URMC Minutes of Meeting was confirmed.		
2.0	<b>Risk Identified as of 14<sup>th</sup> August 2018</b> Number of risk registered in the system: 121 Number of new risks identified as of the last URMC meeting: 121		
3.0	<b>Analysis of Risk Inherent Scoring</b> Number of Risk Extreme: 15 Number of Risk High: 44 Number of Risk Medium: 22 Number of Risk Low: 8		
4.0	<b>Review of Risk Treatment Status</b> Number of Risk Treatment Status Draft: 32 (indicate reason for closing in general – details can be provided in attachment) Number of Risk Treatment Status Rejected: 0 (indicate reason for closing in general – details can be provided in attachment) Number of Risk Treatment Status Approved: 23 (indicate reason for closing in general – details can be provided in attachment) Number of Risk Treatment Status Reverted to URMC: 0 (indicate reason for closing in general – details can be provided in attachment) Number of Risk Treatment Status Escalated to URMC: 8 (indicate reason for closing in general – details can be provided in attachment)		
5.0	<b>Review of Risk Treatment Plan Status</b> Number of response plan in Waiting: 1 (indicate reason for closing in general – details can be provided in attachment) Number of response plan In Progress: 2 (indicate reason for closing in general – details can be provided in attachment) Number of response plan Completed: 14 (indicate reason for closing in general – details can be provided in attachment)		

To generate new MOM, click on **Add a new entry** menu:

MINUTES OF MEETING	
<a href="#">Add a new entry</a>	Export as: CSV XLS XML

**Minutes of Meeting** screen will be displayed as below:

## MINUTES OF MEETING

**Created by** Ismail Yunus

**Date created** 14-Aug-2018 01:44 PM

**Meeting No** 4

**Meeting year:**

**Meeting Date**

**Venue**

**MOM**

The fields displayed are:

<b>Fields</b>	<b>Description</b>
Created by	Auto display based on user login.
Date Created	Auto display based on current date.
Meeting No	Auto generated from maximum no of meeting.
Meeting Year	Auto generated from current year. User able to edit the data.
Meeting Date	Pop up calendar.
Venue	Free text.
MOM	PDF file name. Double click this field to open this file.

<b>Buttons</b>	<b>Functions</b>
	To save the data, click on the <b>Save</b> push button.
	To cancel any changes, click on <b>Cancel</b> push button.

## 2.6 RISK LISTING

This menu will list out all registered risk and filter by role/unit office/department.

Click **Risk Listing** on left sidebar menu.



**Risk Listing** screen will be displayed as below:

Form Ref No	Risk Type	Date Identified	Unit Office	Risk Status	Risk Treatment Status	Risk Focal
SED/1	Asset Risk	16-Apr-2018	NEGERI SEMBILAN	Active	Submitted by Risk Focal	Akeel Muh
SED/10	Asset Risk	10-Jul-2018	NEGERI SEMBILAN	Active	Submitted by Risk Focal	Akeel Muh
SED/11	Asset Risk	10-Jul-2018	NEGERI SEMBILAN	Active	Escalate to URM	Akeel Muh
SED/12	Asset Risk	03-Jul-2018	NEGERI SEMBILAN	Active	Escalate to RMC	Akeel Muh
SED/13	Asset Risk	11-Jul-2018	NEGERI SEMBILAN	Active	Submitted by Risk Focal	Akeel Muh

Users can export this listing into CSV, XLS or XML format by click on menu below:



## 2.7 WORKING INBOX

This menu will list out all pending task list based on user role.

Click **Working Inbox** on left sidebar menu.



**Working Inbox** screen will be displayed as below:

Registration Date	Form Ref No	Risk Type	Date Identified	From	Risk Owner	Risk Focal
13-Aug-2018	SEN/70	Asset Risk	06-Aug-2018	Akeel Muhildin	Nor Azura Massabir Ali	Akeel Muhi
08-Aug-2018	SEN/69	Asset Risk	06-Aug-2018	Akeel Muhildin	Nor Azura Massabir Ali	Akeel Muhi
07-Aug-2018	SEN/61	Asset Risk	06-Aug-2018	Akeel Muhildin	Nor Azura Massabir Ali	Akeel Muhi
07-Aug-2018	SEN/67	Asset Risk	06-Aug-2018	Akeel Muhildin	Nor Azura Massabir Ali	Akeel Muhi

Users can export this listing into CSV, XLS or XML format by click on below menu:



Besides using this menu, user can check their pending task list by click on **Inbox** icon at the upper-right corner of the page.



Filter my inbox tasks by Pending ...*		
Received	Submission No	Task
 21-May-2018 02:55 PM	005569	URMC Approver
 17-May-2018 04:48 PM	005543	URMC Approver

## 2.8 ABOUT

This menu will display about basic IRMS information.

Click **About** on left sidebar menu.



**About** screen will be displayed as below:



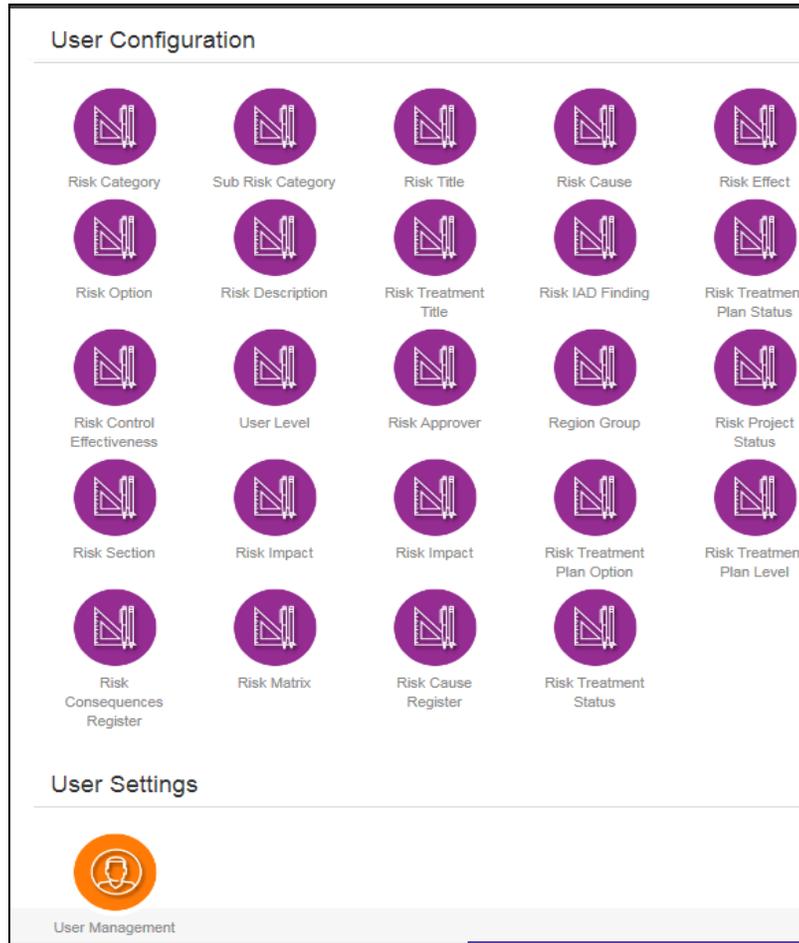
## 2.9 CODES & CONTROL

This menu enable for **Admin User** only to maintain reference data in IRMS tables.

Click **Codes & Control** on left sidebar menu.



**Codes & Control** screen will be displayed as below:

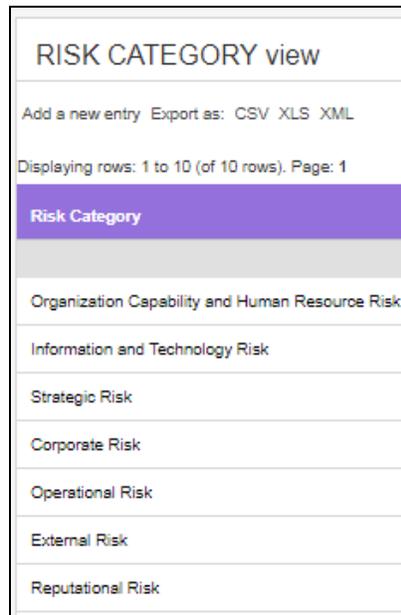


There are 2 sections in this screen:

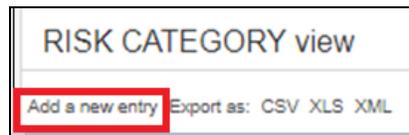
<b>Section</b>	<b>Codes</b>
User Configuration	Allow <b>Admin User</b> to create new or edit existing reference IRMS data. <ul style="list-style-type: none"> <li>• Risk Category</li> <li>• Sub Risk Category</li> <li>• Risk Title</li> <li>• Risk Cause</li> <li>• Risk Effect</li> <li>• Risk Option</li> <li>• Risk Description</li> <li>• Risk Treatment Title</li> <li>• Risk IAD Finding</li> <li>• Risk Treatment Plan Status</li> <li>• Risk Control Effectiveness</li> <li>• User Level</li> <li>• Risk Approver</li> <li>• Region Group</li> <li>• Risk Project Status</li> </ul>

- Risk Section
- Risk Impact
- Risk Treatment Plan Option
- Risk Treatment Plan Level
- Risk Consequences
- Risk Cause
- Risk Matrix
- Risk Treatment Status

For example, to add/edit Risk Category, click on Risk Category icon and below screen will be displayed:



To edit the data, double click on row.  
To create new data, click on **Add a new entry** menu and below screen will be displayed:

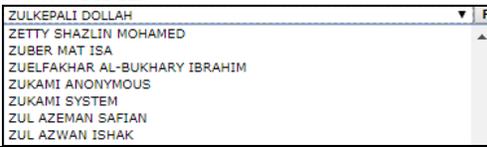
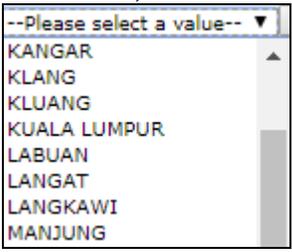
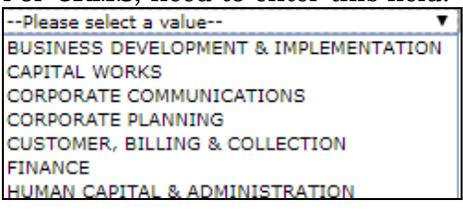


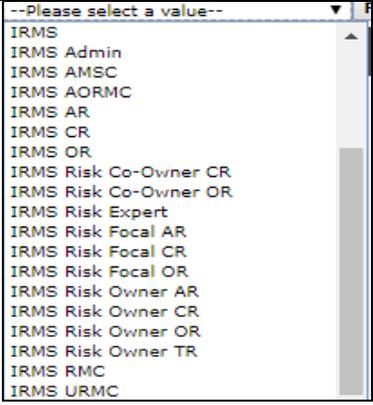
The screenshot shows the 'RISK CATEGORY' form. It includes the following fields and controls:

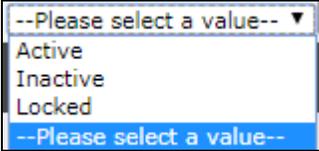
- Created by: Norhafiza Misno
- Date created: 14-Aug-2018 05:10 PM
- Risk Category:
- Active:
- Top Risk Category:
- Buttons: Save, Cancel

Click on **Save** push button to save the data.  
Click on **Cancel** push button to cancel any changes.

<p>User Settings</p>	<p><b>Admin User</b> allowed to add or edit information of IRMS users.</p> <p>Click on <b>User Management</b> icon:</p> <div style="text-align: center; margin: 10px 0;">   <span>User Management</span> </div> <p>Below screen will be displayed:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center; font-size: 1.2em; font-weight: bold;">User Management</p> <p style="text-align: center; background-color: #0070C0; color: white; padding: 2px; margin-bottom: 5px;">Register New User</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.9em;"> <thead> <tr style="background-color: #4F81BD; color: white;"> <th style="text-align: left;">Username ID</th> <th style="text-align: left;">Full Name</th> <th style="text-align: left;">Employee</th> </tr> </thead> <tbody> <tr> <td><a href="#">BalaN</a></td> <td><a href="#">A N BALAKRISHNAN S K A NADARAJAH</a></td> <td><a href="#">1111</a></td> </tr> <tr> <td><a href="#">rodzie</a></td> <td><a href="#">A RODZI SHARIF</a></td> <td><a href="#">3201</a></td> </tr> <tr> <td><a href="#">ghanim</a></td> <td><a href="#">ABD GHANI MOHAMED</a></td> <td><a href="#">4772</a></td> </tr> <tr> <td><a href="#">ghanis</a></td> <td><a href="#">ABDUL GHANIS SHUKOR</a></td> <td><a href="#">5201</a></td> </tr> </tbody> </table> </div> <p>To edit the data, double click on row.                  To create new data, click on <b>Register New User</b> push button and below screen will be displayed:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <div style="text-align: center; font-weight: bold; font-size: 0.8em;">MASTER ADMINISTRATIVE</div> <hr/> <div style="background-color: #333; color: white; padding: 5px; font-weight: bold; font-size: 0.8em;">USER_MANAGEMENT</div> <div style="padding: 5px;"> <p>EMPLOYEE ID <input style="width: 100%;" type="text"/></p> <p>* USERNAME <input style="width: 90%;" type="text"/> --Please select a value-- <span style="float: right;">Find</span></p> <p>USERNAME SELECTED :</p> <p>* FULLNAME <input style="width: 90%;" type="text"/></p> <p>* EMAIL <input style="width: 90%;" type="text"/> @iwrk.com.my</p> <p>ORACLE USERID <input style="width: 90%;" type="text"/></p> <p>* DESIGNATION <input style="width: 90%;" type="text"/> --Please select a value-- <span style="float: right;">Find</span></p> <p>UNIT OFFICE <input style="width: 90%;" type="text"/> --Please select a value-- <span style="float: right;">Find</span></p> <p>DEPARTMENT <input style="width: 90%;" type="text"/> --Please select a value-- <span style="float: right;">Find</span></p> <p>SYSTEM  <input type="checkbox"/> CERT  <input checked="" type="checkbox"/> IRMS  <input type="checkbox"/> HSMS</p> <p>ROLES  <input type="button" value="Add record"/> <input type="button" value="Delete"/></p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.7em;"> <thead> <tr> <th style="width: 30%;">ROLE</th> <th style="width: 30%;">ROLEID</th> <th style="width: 40%;">APPROVER</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="text-align: center;">There are currently no records</td> </tr> </tbody> </table> </div> <div style="background-color: #ccc; padding: 5px; font-weight: bold; font-size: 0.8em;">IRMS</div> <p>* USER STATUS <input style="width: 90%;" type="text"/> --Please select a value-- <span style="float: right;">Find</span></p> <p style="text-align: center;"><input type="button" value="Save"/> <input type="button" value="Cancel"/></p> </div>	Username ID	Full Name	Employee	<a href="#">BalaN</a>	<a href="#">A N BALAKRISHNAN S K A NADARAJAH</a>	<a href="#">1111</a>	<a href="#">rodzie</a>	<a href="#">A RODZI SHARIF</a>	<a href="#">3201</a>	<a href="#">ghanim</a>	<a href="#">ABD GHANI MOHAMED</a>	<a href="#">4772</a>	<a href="#">ghanis</a>	<a href="#">ABDUL GHANIS SHUKOR</a>	<a href="#">5201</a>	ROLE	ROLEID	APPROVER	There are currently no records		
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	<p>Network ID.</p> 
Username Selected	Auto display.
Fullname	Auto display.
Email	Auto display.
Oracle Userid	Auto display.
Designation	Designation
Unit Office	<p>Click on drop down menu and figure as below will be displayed. For <b>ARMS</b>, need to enter this field.</p> 
Department	<p>Click on drop down menu and figure as below will be displayed. For <b>CRMS</b>, need to enter this field.</p> 
System	Choose <b>IRMS</b> check box.
Roles	<p>Click on <b>Add Record</b> push button and screen will be displayed as below:</p>   <p>Click on drop down menu and figure as below will be displayed.</p>

		 <p>List of roles in IRMS.</p> <table border="1"> <thead> <tr> <th><b>Roles</b></th> <th><b>Risk Type</b></th> </tr> </thead> <tbody> <tr> <td>IRMS</td> <td>View Only</td> </tr> <tr> <td>IRMS Admin</td> <td>Allow to access/edit Codes &amp; Control menu</td> </tr> <tr> <td>IRMS AMSC</td> <td>ARMS</td> </tr> <tr> <td>IRMS AORMC</td> <td>ARMS</td> </tr> <tr> <td>IRMS AR</td> <td>ARMS</td> </tr> <tr> <td>IRMS CR</td> <td>CRMS</td> </tr> <tr> <td>IRMS OR</td> <td>ORMS</td> </tr> <tr> <td>IRMS Risk Co-Owner CR</td> <td>CRMS</td> </tr> <tr> <td>IRMS Risk Co-Owner OR</td> <td>ORMS</td> </tr> <tr> <td>IRMS Risk Expert</td> <td>Allow to view all of risk type</td> </tr> <tr> <td>IRMS Risk Focal AR</td> <td>ARMS</td> </tr> <tr> <td>IRMS Risk Focal CR</td> <td>CRMS</td> </tr> <tr> <td>IRMS Risk Focal OR</td> <td>ORMS</td> </tr> <tr> <td>IRMS Risk Owner AR</td> <td>ARMS</td> </tr> <tr> <td>IRMS Risk Owner CR</td> <td>CRMS</td> </tr> <tr> <td>IRMS Risk Owner OR</td> <td>ORMS</td> </tr> <tr> <td>IRMS Risk Owner TR</td> <td>Top Risk</td> </tr> <tr> <td>IRMS RMC</td> <td>ARMS</td> </tr> <tr> <td>IRMS URMC</td> <td>ARMS</td> </tr> </tbody> </table> <p><b>Admin User</b> need to update below role first before they select another roles.</p> <table border="1"> <thead> <tr> <th><b>Risk Type</b></th> <th><b>Roles</b></th> </tr> </thead> <tbody> <tr> <td>CRMS</td> <td>IRMS CR</td> </tr> <tr> <td>ORMS</td> <td>IRMS OR</td> </tr> <tr> <td>ARMS</td> <td>IRMS AR</td> </tr> </tbody> </table> <p>Click on <b>Save</b> push button to save the data.</p> <p>To add another role, click on <b>Add Record</b> push button.</p>	<b>Roles</b>	<b>Risk Type</b>	IRMS	View Only	IRMS Admin	Allow to access/edit Codes & Control menu	IRMS AMSC	ARMS	IRMS AORMC	ARMS	IRMS AR	ARMS	IRMS CR	CRMS	IRMS OR	ORMS	IRMS Risk Co-Owner CR	CRMS	IRMS Risk Co-Owner OR	ORMS	IRMS Risk Expert	Allow to view all of risk type	IRMS Risk Focal AR	ARMS	IRMS Risk Focal CR	CRMS	IRMS Risk Focal OR	ORMS	IRMS Risk Owner AR	ARMS	IRMS Risk Owner CR	CRMS	IRMS Risk Owner OR	ORMS	IRMS Risk Owner TR	Top Risk	IRMS RMC	ARMS	IRMS URMC	ARMS	<b>Risk Type</b>	<b>Roles</b>	CRMS	IRMS CR	ORMS	IRMS OR	ARMS	IRMS AR
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		as below will be displayed. 
	<p><b>**</b> Mandatory field</p> <p><b>If users' data is registered without entering any mandatory field, the data will never be saved into database.</b></p>	

**3.0 APPENDIX**  
**3.1 IMPACT AND LIKELIHOOD**

Factors	Impact				
	Insignificant	Minor	Moderate	Major	Catastrophic
	1	2	3	4	5
<b>Financial</b>					
<b>Operating costs</b>	Increase of < 5%	Increase of 5% - 10%	Increase of 11% - 15%	Increase of 16% - 20%	Increase of >20%
<b>Cash Flow Impact</b>	Minimal/ No impact	Cash flow impact absorbed under normal operating condition.	Expected to result in cash flow reserve being 1.5 to 2 months of operating expenses.	Expected to result in cash flow reserve being less than 1.5 months of operating expenses.	Inability to meet financial obligation.
<b>Total revenue (RM 'mil)</b>	Decrease by < 5%	Decrease by 5% - 10%	Decrease by 10% - 20%	Decrease by 21% - 30%	Decrease by >30%
<b>Non-financial</b>					
<b>Legal / Regulatory / Compliance</b>	<ul style="list-style-type: none"> <li>No litigation consequences</li> <li>Minimal impact</li> </ul>	Written notice is received but no amounting to payment of compound or core actions and can be rectified easily.	Compound is imposed for non-compliance but can be rectified within a week or before the deadline.	Stop work order and/ or summons court action are received - issues maybe prolonged and take several week to be rectified.	<ul style="list-style-type: none"> <li>Bankruptcy</li> <li>Petitions to Wind Up</li> <li>Company license revoked</li> <li>Closure of operations</li> <li>Jail sentence for directors</li> </ul>
<b>Adverse Publicity/ Reputation</b>	<ul style="list-style-type: none"> <li>Minimum impact</li> <li>Rumors, no media coverage.</li> <li>Little effect on staff morale.</li> </ul>	<ul style="list-style-type: none"> <li>Minor impact due to complaints</li> <li>Some public embarrassment.</li> <li>Minor effect on staff morale/ public attitude</li> </ul>	<ul style="list-style-type: none"> <li>Significant media coverage</li> <li>Significant effect on staff morale and public perception of the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>Serious media coverage / negative public image</li> <li>Public confidence in the organisation undermined.</li> <li>Use of service affected.</li> </ul>	<ul style="list-style-type: none"> <li>Adverse international media coverage with authority intervention that could cause the organisation's reputation to sustain long-term / permanent damage / disruption to business</li> <li>Court enforcement.</li> <li>Public Inquiry.</li> </ul>
Factors	Impact				
	Insignificant	Minor	Moderate	Major	Catastrophic
	1	2	3	4	5
<b>Customer Service (Enquiry/ Complaints)</b>	Responded to enquiry/ complaint received below LoS.	Responded to enquiry/ complaint within LoS.	Responded to enquiry/ complaint within 3-5 days above LoS.	Responded to enquiry/ complaint <5 days above LoS.	<ul style="list-style-type: none"> <li>Not responded to enquiry/ complaint</li> <li>Media intervention</li> </ul>
<b>Business Process &amp; System</b>	Minor errors in systems or processes requiring corrective action, or minor delay without impact on overall schedule.	Policy procedural rule occasionally not meet or services do not fully meet needs.	One or more key accountability requirements not met. Inconvenient but not client welfare threatening.	Strategies not consistent with Company/ Shareholders' agenda. Trends show service is degraded.	Critical system failure, bad policy advice or ongoing non-compliance. Business severely affected.
<b>Service/ Business Interruption</b>	Interruption in service which does not impact to the customer or the ability to continue to provide service.	Short term disruption to service with minor impact on delivery of service to customer.	Some disruption in service with unacceptable impact on service deliver to customer. Temporary loss of ability to provide service.	Sustained loss of service which has various impact on delivery of service to customer resulting in major contingency plans being invoked.	Permanent loss of core service or facility. Disruption to facility leading to significant "knock on" effect.
<b>Human Resource</b>	No turnover, operation resume as usual.	Turnover rate of 5-10% with minor disruption to operation.	Turnover rate of 10-20% with moderate disruption to operation.	Turnover rate of 20-30% with major disruption to operation.	Turnover rate of >30% with extreme disruption to operation.
<b>Safety and Health</b>	First aid or near miss accident.	Absent from normal occupation for <4 consecutive days.	Absent from normal occupation for 4 days and above consecutive days.	Loss of limb/ serious illness which required hospitalization.	Fatality.
Likelihood					
Almost Certain	Likely	Possible	Unlikely	Rare	
1	2	3	4	5	
The risk is expected to occur in most circumstances or certainly occur within the 12 months period.	The risk is expected to occur several times in a year.	The risk is expected to occur at least once in the next 12 months.	The risk is likely to occur less frequently but at least once in the next 3 years.	The risk may occur in exceptional circumstances and is unlikely to occur in the next 5 years.	

**3.2 RISK MATRIX**

		<b>IMPACT</b>					
		An event where the impact can be absorbed / managed through routine control activity.	An event where the impact can be absorbed / managed with minimum Management effort.	An event that causes the business to sustain negative financial / non-financial impacts that would require some work / planning from Management to manage the issue.	An event that could lead the business to sustain huge adverse financial / non-financial impacts that would require hard work from Management to manage the issue.	An event that could potentially crumple the entire business in the long term.	
<b>LIKELIHOOD</b>		Insignificant	Minor	Moderate	Major	Catastrophic	
		1	2	3	4	5	
<b>Almost Certain</b>	The risk is expected to occur in most circumstances or certainly occur within the 12 months period.	5	Medium	High	High	Extreme	Extreme
<b>Likely</b>	The risk is expected to occur several times in a year.	4	Medium	Medium	High	High	Extreme
<b>Possible</b>	The risk is expected to occur at least once in the next 12 months.	3	Low	Medium	High	High	High
<b>Unlikely</b>	The risk is likely to occur less frequently but at least once in the next 3 years.	2	Low	Low	Medium	Medium	High
<b>Rare</b>	The risk may occur in exceptional circumstances and is unlikely to occur in the next 5 years.	1	Low	Low	Medium	Medium	High