



# RISK ANALYSIS WORKSHEET

Unit/Division/Institute Name: University Library

WORKSHEET 1

**Inherent Risk:**  
Moderate  
**Assessed Risk:**  
Low

**Risk description:** Interruption to service provision through systems failure.

**Risk category:** Organisational

**Related objective:** Improving the information technology environment.  
Quality improvement.

**Possible causes/risk factors:**

- Increased demand (additional technologies)
- Greater performance expectations
- Malicious action (virus, denial of service etc)
- Failure of electricity supply.
- Old equipment.
- Network failures (ISTS responsibility).
- Limited out of hours support.
- Data corruption/loss and insufficient backup
- Vendor discontinues or outsources product

**Possible effects:**

- Reduction in service levels.
- Customer and staff dissatisfaction.
- Selfcheck service is unavailable.
- Electronic access services unavailable.
- Unscheduled Library closures.
- Tasks not completed on time or not at all.
- Technical assistance not available to meet other requests.
- Performance measures not met.

<b>INHERENT RISK SCORE</b> (assuming no controls)	<b>Consequence</b> <b>C</b>	<b>Likelihood</b> <b>L</b>	<b>Total*</b> <b>C+L</b>	<b>Total Score:</b>
Revenue, cost or liability	3	3	6	2 – 5 = Low 6 = Moderate 7 = High 8 – 10 = High+
People				
Reputation and Political	2	3	5	
Project performance				

\*when scored on more than 1 row, select the highest total as the score

**Current controls/mitigating factors:**

- Offline and manual systems.
- Multiple locations.
- Uninterrupted power supplies.
- Loan agreements with other Universities (physical collection only).
- Backup – physical collections, redundancy in service, distributed server.
- Replacement strategy in place.
- Internal and network security processes
- Regular software and security updates.

<b>ASSESSED RISK SCORE</b> (considering controls)	<b>Consequence</b> <b>C</b>	<b>Likelihood</b> <b>L</b>	<b>Total*</b> <b>C+L</b>	<b>Total Score:</b>
Revenue, cost or liability	2	2	4	2 – 5 = Low 6 = Moderate 7 = High 8 – 10 = High+
People				
Reputation and Political	2	2	4	
Project performance				

\*when scored on more than 1 row, select the highest total as the score