



RISK ANALYSIS WORKSHEET

Unit/Division/Institute Name: University Library

WORKSHEET 5

Inherent Risk:
Moderate
Assessed Risk:
Low

Risk description: Customer dissatisfaction due to inadequate service.

Risk category: Operational

Related objective: Provision of quality service.

Possible causes/risk factors:

- Slow response to changes in demand for services.
- Increased expectations of users
- Insufficient staff.
- Staff lack necessary skills and training
- Breach of contract –Client charter.
- Lack of clarity or acceptance by clients of different conditions of access.
- Library services or staff cut because of loss or reduction of funding in real terms or rise in costs (including through Enterprise Bargaining).

Possible effects:

- Loss of reputation.
- Range or quality of Library services reduced.
- Reduction in revenue available to Library.
- Low staff morale.
- Inability to develop new services

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

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

Current controls/mitigating factors:

- Quality feedback loops.
- Multi-skilling of staff.
- Performance management.
- Strategic planning process aligned with University Plan.
- Internal lobbying and marketing of the Library.
- Networking – a voice within the University.
- Responsiveness to change.

ASSESSED RISK SCORE (considering controls)	Consequence C	Likelihood L	Total* C+L	Total Score:
Revenue, cost or liability				2 – 5 = Low 6 = Moderate 7 = High 8 – 10 = High+
People				
Reputation and Political	3	2	5	
Project performance				

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