

## Risk, Assurance and Information Management Branch

### Release Notes RTI 4997

## Right to Information application 4997 - Spreadsheet outlining corporate risks

### Purpose of report

Provide applicant of RTI 4997 a spreadsheet outlining corporate risks meeting the specified Search Criteria.

### Data source

- The data presented was extracted from the Risk and Issue Module of RiskMan within the Department of Health;
- The Risk and Issue Module of RiskMan in RiskMan within the Department of Health is designed to record and generate report products by Department of Health staff.
- The data is created and maintained in accordance with the Department's Risk Management Framework.
- The data was current in RiskMan as of March 2019 and is subject to change, e.g.:
  - Risk 50 which has moved from a current risk rating of High and a projected risk rating of High to new ratings of Medium and Low respectively; and
  - Risk 247 which has gone from Undefined to new ratings of High and Medium.

### Search Criteria

The applicant requested a spreadsheet containing corporate risks meeting one or more of the following criteria:

- require Department Leadership Team (DLT) oversight or benefit in awareness
- are high or very high and cannot be further moderated
- are high or very high and cannot be further moderated within approved budget
- are high or very high where recommendation is made to accept the risk

### Search Methodology

The Risk and Issue Module of RiskMan was used to generate a report of relevant risks based on the search criteria above. The report format included the following fields and data:

- Risk ID – a number autogenerated by the Risk and Issue Module of RiskMan to uniquely identify each risk.
- Risk title – a short summary description of the risk
- Division – the Division within the Department where risk ownership is seated
- Current risk rating – the severity of the risk at the time of the last assessment, being a product of likelihood and consequence, described qualitatively and quantitatively.
- Projected risk rating - the severity of the risk after it has been treated, being a product of likelihood and consequence, described qualitatively and quantitatively.

### Search Results

At the time of the search, 33 records matched the search criteria.

## Department of Health - Corporate risks at at 4 March 2019

Risk ID	Risk title	Division	Current risk rating	Projected risk rating
148	A failure of the unsupported (by Vendor) LATTICE Human Resources application	Queensland Ambulance Service	Very high (24)	Low (1)
178	Ageing infrastructure, systems and technology, and failing interoperability platform	eHealth Queensland	Very high (23)	Medium (12)
50	Unplanned outage to the Finance and Materials Management Information System (FAMMIS)	Corporate Services Division	High (21)	High (19)
144	Volume of demand exceeds capacity of Queensland Ambulance Service (QAS) resources, resulting in a decline in response performance	Queensland Ambulance Service	High (20)	High (20)
147	An unplanned outage or failure of critical Information and Communication Technology (ICT) systems could lead to a failure to deliver a timely response to patients resulting in harm to patients	Queensland Ambulance Service	High (20)	Medium (14)
13	Maximum value for money for government investment is not achieved and service delivery is undermined		High (18)	Medium (12)
23	Increased exposure to fraud and reduced productivity and efficiency as a result of restructures or other business change programs	Corporate Services Division	High (16)	High (15)
2	Loss of funds through manipulation of systems (e.g. Finance / banking systems, corporate card)	Corporate Services Division	High (15)	High (15)
40	Infrastructure and capacity is not effectively planned	Strategy Policy and Planning Division	High (15)	Medium (12)
99	If no action is taken to activate EPCs where required, DoH will not be compliant with Australian Standards or Work Health and Safety legislation	Corporate Services Division	High (15)	Medium (8)
45	Inadequate response to a change in security threat level results in harm, disruptions or infrastructure damage	Corporate Services Division	Medium (14)	Medium (14)
181	Risk of inequality in health service provision due to differing levels of adoption of digital health initiatives by HHSs	eHealth Queensland	Medium (12)	Medium (12)
179	Threats and vulnerabilities to ICT and information assets	eHealth Queensland	Medium (12)	Medium (12)
35	Financial loss or misappropriation of funds through abuse of QH employee entitlements or human resource processes and systems	Corporate Services Division	Medium (12)	Medium (12)
11	Failure to provide safe and supportive departmental workplaces	Corporate Services Division	Medium (12)	Medium (12)
8	Fraudulent acts associated with real estate/property transactions	Corporate Services Division	Medium (12)	Medium (12)
61	Fixed Wing Aeromedical - contract terms	Prevention Division	Medium (12)	Medium (8)
41	Business continuity processes	Corporate Services Division	Medium (12)	Medium (8)
3	Weak controls in the procurement process and sub-optimal supplier arrangements resulting in financial loss, fraudulent activity or reputation damage	Health Support Queensland	Medium (12)	Medium (8)
180	Incomplete Portfolio View at an enterprise level across the eHealth ecosystem	eHealth Queensland	Medium (12)	Low (5)

Risk ID	Risk title	Division	Current risk rating	Projected risk rating
20	A lack of sound governance of fraud and corruption control could undermine the effectiveness of the fraud and corruption control program	Corporate Services Division	Medium (12)	Low (4)
93	Incorrect application of employee entitlements	Corporate Services Division	Medium (9)	Medium (9)
58	Failure to comply with the privacy principles leads a reputation and/or legal impact	Corporate Services Division	Medium (9)	Medium (9)
46	Financial loss or misappropriation of funds occurs through deliberate manipulation of Rostering and Payroll Solution by users with 'update' access	Health Support Queensland	Medium (9)	Medium (9)
5	Questionable or corrupt recruitment and selection outcome	Corporate Services Division	Medium (9)	Medium (9)
9	Unauthorised released of, or access to confidential corrupt conduct information	Office of the Director-General	Low (5)	Low (5)
25	Procurement and systems to manage contracts with NGOs and other external agencies may be targeted for fraud	Healthcare Purchasing and System Performance Division	Low (4)	Low (4)
7	Failure to declare a conflict of interest	Corporate Services Division	Low (2)	Low (2)
6	Working privately during contracted hours	Corporate Services Division	Low (2)	Low (2)
244	Fragmentation of governance for workforce management, planning and strategy development	Corporate Services Division		
245	Investment in the department's workforce capability is not supported by sound analysis of individual roles and corresponding gaps in individual capability and performance	Corporate Services Division		
246	The department's technologies and systems do not keep pace with contemporary and emerging departmental workforce practices and expectations	Corporate Services Division		
247	Impacts of innovation and new technology on the department's workforce are not adequately assessed and managed	Corporate Services Division		