

Manage a Task

Quick Reference Guide

Enterprise Risk Management



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DOCUMENT CHANGE CONTROL

Issue	Date	Amended By	Change
Version 0.1	11/11/2021	Risk and Compliance Officer	Manage a Task - Quick Reference Guide for Enterprise Risk Management
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Version 0.3	12/01/2022	Risk and Compliance Officer	Amendments
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Task Management

Task Management refers to Step 9 of the Risk Assessment Form (Appendix 1). The Risk Owner can assign a person responsible for the treatment of the risk. The assigned person tasked with treating the risk is typically known as a Task Owner (can also be referred to as the Control Owner). The Task Owner is assigned a task with some or all of the mitigating actions required to treat the risk.

Key functions of Task Management:

- The Task Owner is a member of staff who can also refer to internal (staff) or external (contractor, regulator, etc.) people in the management of the treatment of the risk.
- The Task Owner will have a due date to complete the assigned Task.
- The Task Owner can transfer the task to another Task Owner.
- Only one Task Owner can be assigned to a Treatment Plan at any one time.
- Multiple Treatment Plans can be created.
- Emails will automatically workflow to the assigned Task Owners to inform them of their Tasks to complete.

The screenshot displays the 'Enterprise Risk Assessment' form. It is organized into several sections:
1. **CONTEXT** (Steps 1-2): Step 1 involves classifying the risk with fields for Date Risk Identified, Risk Owner, Business Unit, Business Function, and Risk Category. Step 2 involves selecting impacted Risk Consequence Categories.
2. **IDENTIFY** (Step 3): A large text area for Risk Description.
3. **ANALYSE** (Step 4): Risk Source/Causal Factor.
4. **EVALUATE** (Steps 5-6): Step 5 covers Existing Control(s) and their effectiveness. Step 6 covers Current Risk Rating.
5. **TREAT** (Steps 7-10): Step 7 is Risk Treatment Option. Step 8 is Risk Treatment Plan. Step 9, 'Who is responsible and by when?', is highlighted with a red border and includes a dropdown for person and date. Step 10 is Residual Risk Rating.
The top of the form has a navigation bar with icons for Back, New, Save, Submit, Attach, Note, and Help. The bottom right has links for Home, My Tasks, Analyse, Maintenance, Feedback, and Logout.

Figure 1: Risk Assessment Form



Refer to QR Guide – ‘Create a Risk’ for more information

The Risk Owner is responsible for assigning a Task Owner and providing a due date for when the Risk Treatment to be due.

Step 9

Person Responsible, Due Date and the Percentage Complete

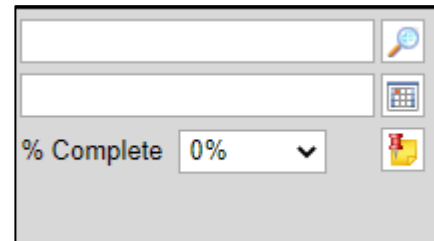
In Step 9 of the Risk Assessment form, enter the **Person Responsible**, **Due Date** and the **Percentage Complete** to ensure your **Treatment Plan** specified in Step 8 is implemented and a Task Owner is assigned.

Once the Risk Assessment Form is Submitted by the Risk Owner, an email will automatically workflow to the Task Owner with a link to complete the assigned task.

Step 9

Who is responsible and by when?

Select the person and due date



A task assigned to a Task Owner usually requires some work/investigation/review/consultation to be done to treat a risk. A record of the management and progress of the task must be updated in the Risk Assessment Form.

My Tasks

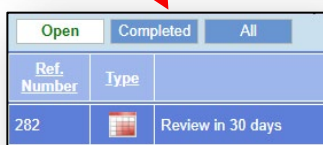
[Home](#) [My Tasks](#) [Analysis](#) [Maintenance](#) [Feedback](#) [Logout](#)

The Task Owner can click on the link provided in the email or log into the Riskware system and click on '**My Tasks**'.

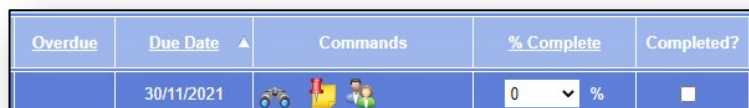
[My Tasks \(1\)](#)



Ref. Number	Type	Task / Action Description	Overdue	Due Date	Commands	% Complete	Completed?
282		Review in 30 days		30/11/2021		0 %	<input type="checkbox"/>



Ref. Number	Type
282	



Overdue	Due Date	Commands	% Complete	Completed?
	30/11/2021		0 %	<input type="checkbox"/>

Update the '% Complete' as the Task Owner progresses with managing the task to treat the risk.

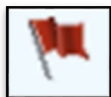
If a task has been completed, tick 'Completed?'. This will send an email to the Risk Owner that the task is complete and will automatically update the ERM Register.

Tasks Due and Overdue

Tasks must be completed before the Due Date.

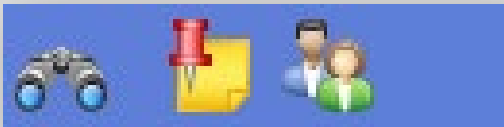



When a Task is Due for Completion, a reminder will be emailed to the Task Owner a week before the Task is due.

If a Task is not completed by the Due Date, a Task Overdue notice will be emailed to both the Task Owner and Risk Owner that the Task is Due or is Overdue.



This icon indicates an Overdue Task in the ERM Register.

Commands

Commands	
The available Commands allow the Task Owner to 'View the Task', 'Make a Note', and 'Transfer a Task to a New Task Owner'.	
	View the Risk Assessment Form and make necessary updates to the assigned Treatment Plan.
	Write a Note that can be referenced later.
	Transfer Task to a new Task Owner.








For more information on Risk Management processes, policies and procedures, please refer to the [JCU Risk Management Policy](#) and [Risk Management Framework and Plan](#)

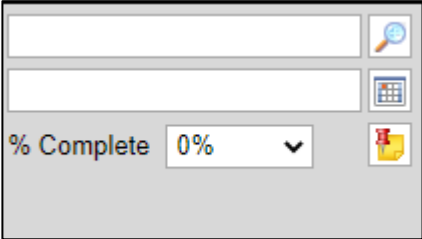

Appendices

Appendix 1 - Risk Treatment

Based on the result in Step 6 of the Risk Assessment form, **if the *current risk rating* is greater than the organisations *risk tolerance level* then you should treat the risk to reduce the level of risk to an acceptable level.**

The objective here is not necessarily to eliminate risks but rather to reduce the risk to the point where it is as low as reasonably practicable and acceptable by the organisation.

Step 7	Risk Treatment Option
In Step 7 of the Risk Assessment form, select your <i>Treatment Option</i> .	
<p>Part of the Risk Evaluation Process is to consider what course of action to take.</p> <p>This decision can lead to:</p> <ul style="list-style-type: none">• Accept the Risk, or• Treat the Risk	<div>Step 7 Risk Treatment Option Select your Treatment Option to mitigate/manage this risk</div> <div>-- Treatment Options --</div> <div>1. Treat the Risk</div> <div>2. Accept the Risk</div>
Step 8	Risk Treatment Plan
In Step 8 of the Risk Assessment form, enter your <i>Treatment Plan</i> to mitigate and reduce the risk to an acceptable level.	
<p>The purpose of the risk treatment is to select and implement options for addressing risk.</p> <p>Consider:</p> <ul style="list-style-type: none">• Formulating risk treatment options most suitable• Planning and implementation of treatment• Assessing the effectiveness of that treatment• Deciding whether the remaining risk is acceptable• If not, taking further treatment	<div>Step 8 Risk Treatment Plan Describe your Treatment Plan to mitigate/manage the Risk</div> <div>-- How effective is the Control? --</div> <div>Key Control <input type="checkbox"/></div> <div>     ABC</div>

Step 9	Person Responsible, Due Date and the Percentage Complete
In Step 9 of the Risk Assessment form, enter the Person Responsible , Due Date and the Percentage Complete to ensure your Treatment Plan specified in Step 8 is implemented and a Task Owner is assigned.	
	<div data-bbox="622 306 970 575"> <p>Step 9</p> <p>Who is responsible and by when?</p> <p>Select the person and due date</p> </div> <div data-bbox="1021 329 1445 566">  </div>
Step 10	Residual Risk Rating
In Step 10 of the Risk Assessment form, click the Matrix button and determine the Residual Level of Risk based on <u>if the Treatment Plan(s) you have entered</u> in the above steps <u>were to be implemented</u> . Risks are measured against two key criteria:	
<p>The likelihood of the event occurring.</p> <p>The consequence or impact of an adverse event.</p> <p>Based on the likelihood and consequence click on the appropriate box and click OK.</p>	<div data-bbox="643 925 815 1193"> <p>Step 10</p> <p>Residual Risk Rating</p> <p>Level of Risk after Treatment</p> </div> <div data-bbox="873 1019 1016 1104"> <p>Matrix</p> </div> <div data-bbox="1035 958 1455 1193">  </div> <p>See Appendix 4 for an example Risk Matrix.</p> <p>Ensure Risk Consequence Categories have been selected (described in Step 2)</p>



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