

Risk Management @ SSHA

(The Multidisciplinary approach)

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Smart Systems for Health Agency
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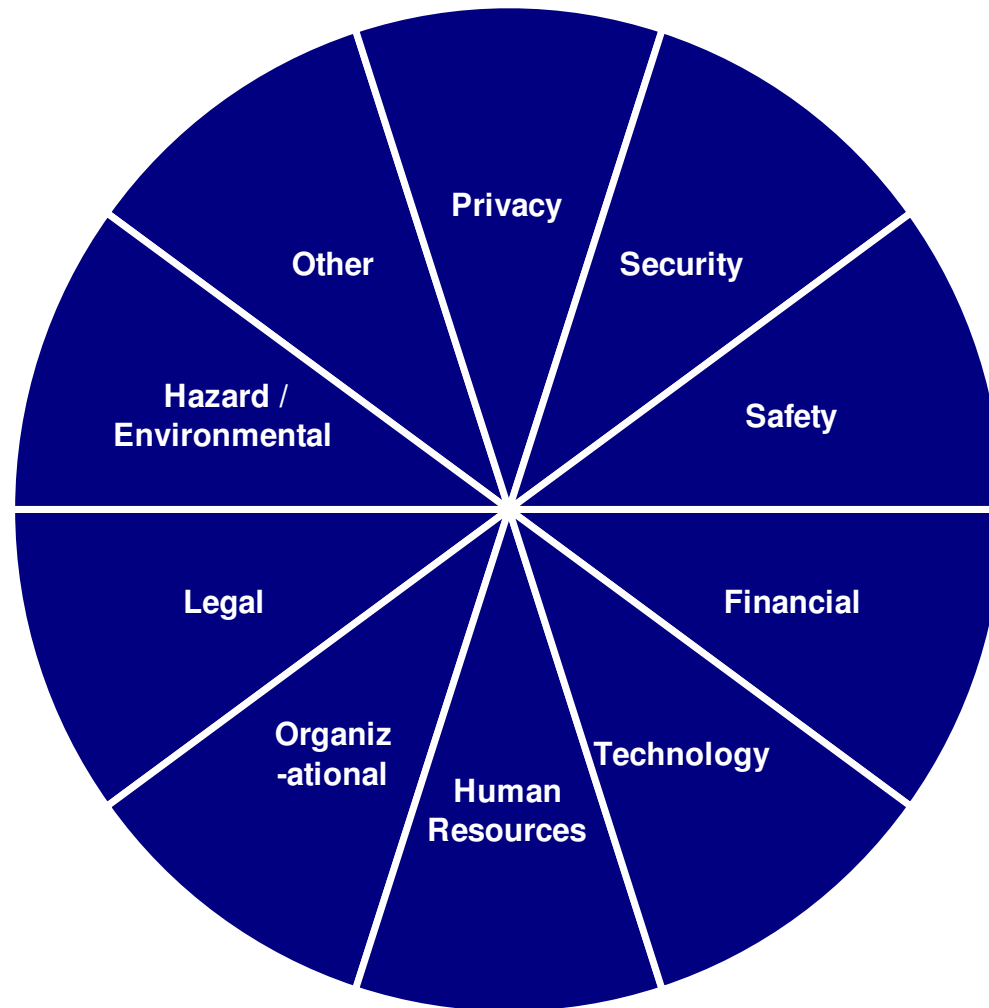
Nobody understands my *problems*.

Nobody listens to my *PIAs*.

Nobody is *doing anything* about the firewall vulnerability threat gaping hole that I found in my *TRA*.

Nobody listens to the QA experts nobody listens to the Architecture experts nobody listens to the Safety experts nobody listens to the Facilities experts or the Financial experts or the Project experts or the Usability experts...

Sample SSHA Risks and Opportunities



Likelihood

Very High	>80%
High	More likely than not: 51-79%
Medium	Fairly Likely: 21-50%
Low	Unlikely: 6-20%
Very Low	Virtually Impossible <5%

Sample SSHA Impact

	Cost	Reputation	Safety	Delivery	
Very High	Capital Cost of > \$100 M	Potential for reduction in SSHA mandate	Potential for multiple fatalities / serious injuries	Six months or more	May not be able to deliver on most critical requirements
High	Capital Cost of \$10M to \$100 M	Serious adverse attention from media, medical establishment and / or public	Potential for single fatality / serious injury	Between two and six months	Major shortfalls in one or more critical requirements
Medium	Capital Cost of \$1M to \$10 M	Minor adverse attention from media, medical establishment and / or public	Potential for minor injury	Between two weeks and two months	Minor shortfalls in one or more key requirements
Low	Capital Cost of \$100,000 to \$1M	Loss of reputation among clients / partners	Potential to reduce quality of health care	Less than two weeks	A few shortfalls in desired functionality
Very Low	Capital Cost of < \$100,000	Internal loss of reputation	Impact does not affect delivery of health care	Less than two days	System should still fully meet mandatory requirements

Risk Map

Risk Map with Risk Mitigation Status					
1. Prevention of Medication Errors					
2. Resource Issues					
3. Disaster Preparedness					
4. Adequacy of Security Practices					
Impact					
Very High	3				1
High	4			2	
Medium					
Low					
Very Low					
	Very Low	Low	Medium	High	Very High
	Likelihood				



Action not yet started
 No progress reported
 Moderate progress reported
 Evidential progress reported
 Action successfully completed

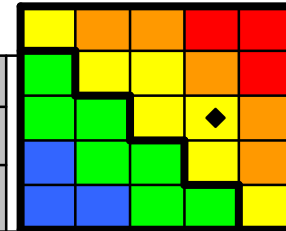
Default
 Risk
 Tolerance
 Line

Risk Register

ID	Issue / Risk	Risk Description	Risk Owner	Impact Category (Financial, Reputation, Safety, Delivery)	Risk Impact (VL, L, M, H, VH)	Risk Likelihood (VL, L, M, H, VH)	Risk (1 - Very Low, 2 - Low, 3 - Medium, 4 - High, 5 - Very High)	Mitigation Actions	Mitigation Owners	Target Date	Risk Mitigation Status	RISK Open/Closed
1	Prevention of Medication Errors	Failure to prevent medication errors jeopardizes patient safety potentially leading to serious illness or death.	John Doe	Safety	Very High	Very High	5 - Very High	Perform root cause analysis on recent incidents to identify causal factors of errors and to aid in mitigation planning.	Jane Doe	Jun-06	Yellow - Moderate progress reported.	Open
2	Resource Issues	Failure to ensure proper allocation of resources (people, equipment, technology, etc.) prevents us from deliver what the patient requires.	Jane Doe	Delivery, Financial	High	High	4 - High	Engage in cost-cutting exercises to identify financial savings.	Jeff Doe	Oct-06	Red - Not enough significant progress has been made to mitigate the risk.	Open
3	Disaster Preparedness	Failure to have preparedness plans for disasters could affect organizational ability to continue operations and to	Jeff Doe	Delivery, Financial	Very High	Very Low	3 - Medium	Develop disaster preparedness plan.	Jeff Doe, Julie Doe	Jan-07	Green - Evidential progress reported	Open
4	Adequacy of Security Practices	Failure to have adequate security practices could lead to improper access or disclosure of personal health information.	Julie Doe	Delivery, Reputation, Safety	High	Very Low	2 - Low				Blue - Action Successfully Completed	Closed

Risk Summary Document

Strategic Theme	Lifecycle Process Maturity	
Risk ID	<to be provided by RM team of PSRD>	
Issue / Risk Title		
Description		
Risk Owner(s)	<insert executive name>	
Impact Category	<use category from impact table>	
Impact	Likelihood	Risk Rating
Potential Risk Scenarios	<What could happen if risk is not resolved?>	
Discussion of Risk	<Details please>	
Related Opportunities	What opportunity does SSHA have in mitigating this risk in the ways suggested?	
Risk Mitigation Activities	<please be detailed>	
Risk Mitigation Owner	<Project manager or person delegated authority to mitigate these risks by the accountable executive.>	
Risk Mitigation Timelines	<date that this risk will be mitigated by>	



The following responsible parties acknowledge this risk:

 <Executive Name>
 <Title>

 Date

Sources / Risk Management Standards

- Australia / New Zealand Risk Management Standard
- Management of Risk: Guidance for Practitioners (UK)
- COSO ERM Framework
- Treasury Board Secretariat Framework
- ISO/IEC 17799:2005 - Code of practice for information security management
- *IHE Risk Management Whitepaper*