

Riskware ERM Module – Actioning emails from the Riskware system

The Riskware ERM module automatically sends out action emails and notification emails, as listed below:

Action emails:

1. Risk logged on your behalf
2. Risk requires approval
3. Risk approver required additional information
4. A risk mitigation task has been allocated to you
5. Risk is due for review
6. Risk overdue emails (Risk overdue and task overdue)

Notification emails:

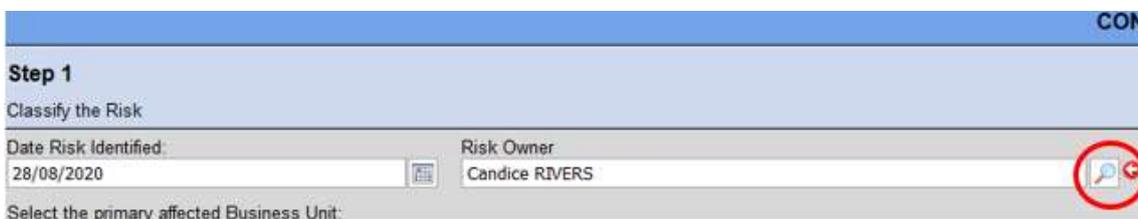
- Risk Approved (no action required)

1. Risk logged on your behalf

If someone has logged a risk and listed you as the risk owner, you will receive an email. It allows you to follow the 'click here' hyperlink (circled in red) to go to the risk to review.



If you are not the correct risk owner, you are able to re-allocate the risk to a new owner by selecting the magnifying glass next to 'Risk Owner'



From here, type the persons name, click search, and then select the name

Find a person

Enter one or more fields and click the search button to find a person

Search for: Supervisors/Managers Everyone

Search

First Name: Surname: Employee ID: Login Name: Title: Location: Email:

Name	Title	Login Name	Employee ID	Location
Carah HUTCHINSON	Risk and Insurance Adviser	c.hutchinson@iamqa.ecu.edu.au		Joondalup

Click 'save'

Back New **Save** Print Archive Attach Note Bow Tie Help

CONT

Step 1

2. Risk requires approval

Once the risk has been entered into the system and submitted for approval. Risks require approval from the risk owners line manager to ensure that line managers are aware of and agree with the risks in their area. The approver will receive the below email. It allows you to follow the 'click here' hyperlink (circled in red) to go to the risk to review.

A risk has been submitted for your approval



Dear Risk Approver

You have been assigned as the Approver for a risk that has been submitted by Candice RIVERS.

The details of the risk are as follows:

Risk number: # 110

Risk description: Test Risk for Emails

Please [click here](#) to review and approve the risk assessment.

Kind regards,

Edith Cowan University
Enterprise Risk | Strategic and Governance Services Centre
Email: riskmanagement@ecu.edu.au | Website: [Enterprise Risk](#)

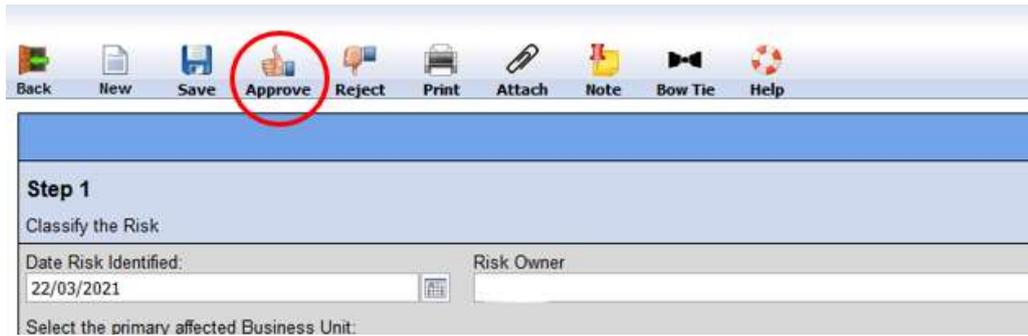
PLEASE DO NOT REPLY TO THIS EMAIL - THIS IS AN AUTOMATED SERVICE FROM ECU'S ENTERPRISE RISK MANAGEMENT SYSTEM

The 'click here' will take you to the risk, where you will have the option to 'Approve' or 'Reject' the risk

- Approve the risk if you feel the risk has been captured accurately and is relevant
- Reject the risk if you require additional information from the Risk Owner

Approving the risk:

Click 'Approve'



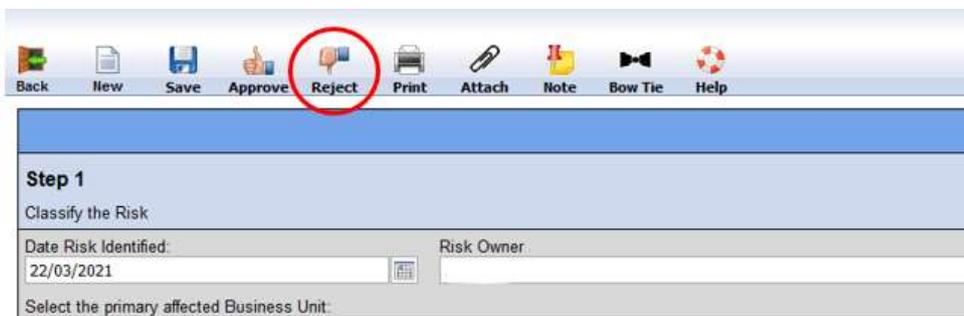
A pop-up box will appear requiring you to enter a reason for approving the risk. Once a reason has been entered, click 'approve':



The risk owner will now receive an email notifying them that the risk has been approved.

Rejecting the risk

Click 'Reject'



A pop-up box will appear requiring you to enter a reason for rejecting the risk. Once a reason has been entered, click 'reject':



The risk owner will now receive an email notifying them that the risk approver requires additional information to be able to approve the risk. The Risk Owner is then able to update the risk and re-submit for approval.

3. Risk approver required additional information

If a risk approver requires additional information prior to approving a risk, they will reject the risk and provide feedback. The Risk Owner will receive the below email. It allows you to follow the 'click here' hyperlink (circled in red) to go to the risk to review. Please note, the risk will be in your drafts (if you do not follow the email link), as its submission was rejected.



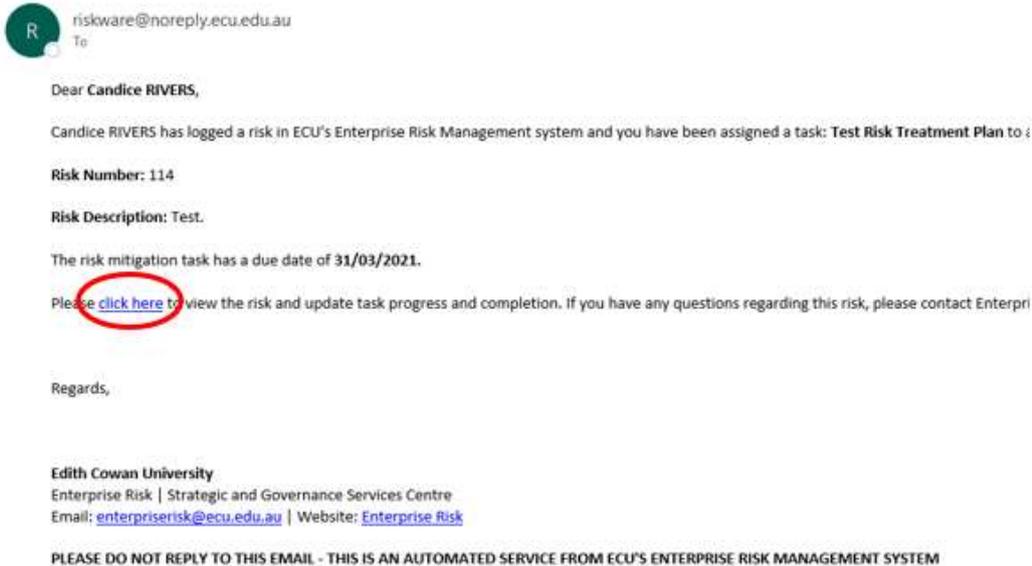
Once you have actioned the items required for update, save, and then submit the risk.

This will send the risk back to the Risk Approver for approval.

4. A risk mitigation task has been allocated to you

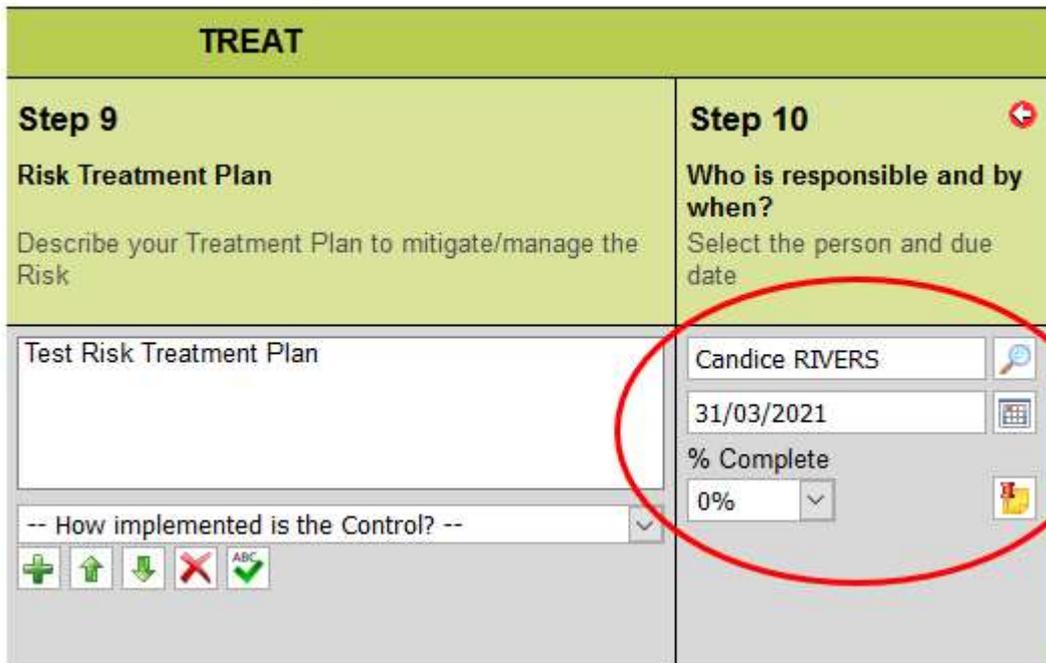
Whilst a risk can only belong to one individual, there may be multiple treatment options which sit with different individuals. Therefore, someone can allocate an individual a task in Riskware for the mitigation of the risk. In this case, the person who has been allocated a risk treatment plan will

receive the below email. It allows you to follow the 'click here' hyperlink (circled in red) to go to the risk treatment that has been allocated



Using the options in Step 10, you can:

- Re-allocate the task if it was incorrectly allocated.
- Extend the due date; and
- List the % of completion



5. Risk is due for review

Risk review dates are set automatically in Riskware, based on the level of risk. The Risk Owner will receive the below email when a risk is due for review. It allows you to follow the 'click here' hyperlink (circled in red) to go to the risk to review.



Dear Candice RIVERS

You are receiving this email as the Risk Owner for Risk Assessment # 115, [Test](#).

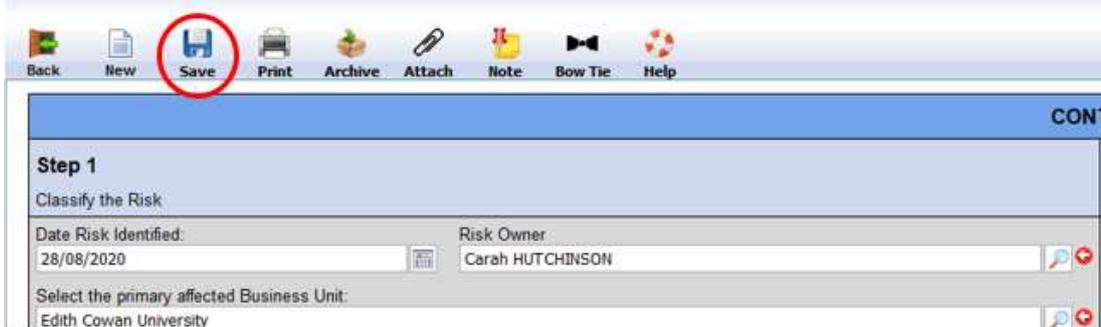
This risk was registered on the 20/02/2020 and requires your attention.

Please [click here](#) to review and approve the risk assessment. If you have any questions regarding this risk, please contact Enterprise Risk on

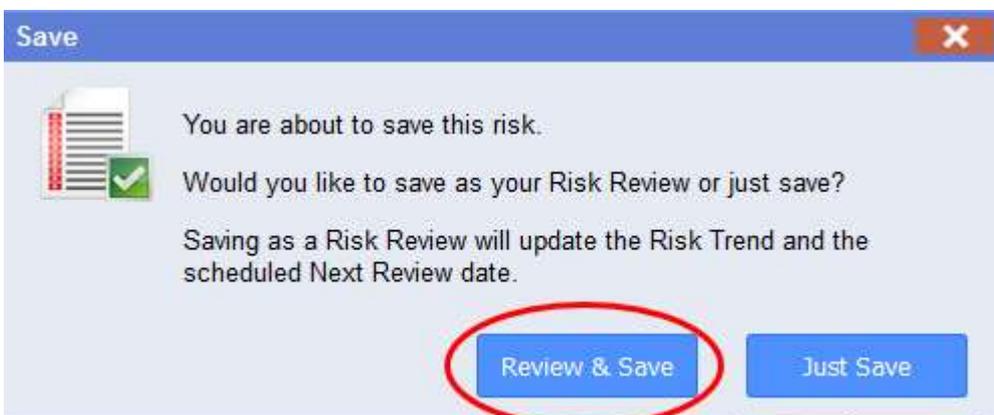
Edith Cowan University
Risk and Assurance Services | Strategic and Governance Services Centre
Phone: 6304 2426 | Email: riskmanagement@ecu.edu.au

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Review the risk (make updates if required), and then to reset the due date, click 'save'



Then click 'Review & Save'



Enter in any review notes you have (mandatory field) and click 'review & Save'. The risk due date will now be updated (as per the risk acceptance criteria).

Save and review

Enter your Review Notes

Periodic review of risk as per the risk acceptance criteria

Review & Save Cancel

6. Risk overdue emails (Risk overdue and task overdue)

In addition to the notification that a risk is due for review, when the risk then becomes overdue the system will send out an overdue risk email.

This can be actioned as per the instructions in the 'Risk is due for review' section.

Please contact Enterprise Risk on enterpriserisk@ecu.edu.au or (08) 6304 6206 if you have any questions.