	<b>Information Technology - PRAM</b> <b>Process Risk Assessment Matrix</b>		<b>Document Number:</b> PR-SS-07.01
	<b>Department:</b> Information Technology	<b>Effective Date:</b> January 31, 2023	<b>Revision No</b> 6

**Legend:**

Probability of Occurrence		Average No. of Transactions/Cases per month
High	Almost certain will occur	11 above
Medium	Might occur at some time	6 to 10
Low	May not occur at some time	0 to 5


Severity of Risk	
Critical	Will greatly affect stakeholder's satisfaction
Non- critical	Less effect on stakeholder satisfaction

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Implementation of Computer Policy	Employees not aware of the computer policy	Neglect to include the new hires for orientation	Low	Non- critical	Advise the personnel to refer to Intranet for Computer Policy	Computer Policy on Intranet	Constantly Reminding the concerned personnel about the computer policy on Intranet  <i>Conduct disciplinary actions as per Company's COC</i>	Email
	File loss / corrupted	Computer virus	Low	Non- critical	Advise IT helpdesk for resolution	Email  IT Helpdesk Ticket No.	Refresher course on IT Advisory on Data Security  Install updated version of Anti-Virus software  Users to Back up files	Email  Attendance Sheet on refresher course
	Installation of unofficial software/ program	Neglect to include the new hires for orientation	Low	Non- critical	Remove immediately unofficial software/program	Diagnostic report	Immediately put an Admin Account to control installation of new software/program  Conduct PMS based on scheduled  <i>Conduct disciplinary actions as per Company's COC</i>	PMS

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Information Security	Cyber-attack/ Hacking/ Spam	Sabotage/ Syndicate	High	Critical	Regular sending of IT Data Security Advisory thru email and Viber community  Immediate advisory to IT on unusual prompt or pop-up notifications	Email	Strengthen Firewall and anti-virus software  Refresher course on IT Advisory on Data Security  <i>Conduct disciplinary actions as per Company's COC</i>	Email  Approved Budget/PR/PO  Attendance Sheet on refresher course
Network Connectivity	Network interruption	Natural Disaster	Medium	Critical	Multiple internet connection	Email Ticket Number from ISP	Multiple internet connection	Email Ticket Number from ISP
		Line Breakdown	Medium	Critical	Multiple internet connection	Email Ticket Number from ISP	Multiple internet connection  Will embark on solar panel and satellite communication	Email Ticket Number from ISP
Information Technology Service Requisition	Unserviced Service Request	Unavailability of Technical Support	Low	Non-critical	Re-schedule the request	Email	Schedule the service request ahead of time needed	Email
		Mismatch of provided specs from MMD versus acceptable specs from ITD	Low	Non-critical	Advise MMD to review given standard specs	Quotation	Double check the Quotation prior approval	Quotation
	Late/delayed service	Stock out of supplier	Low	Critical	Recommend to MMD alternate suppliers	Email Quotations	MMD to accredit more suppliers for non-regular items	Suppliers Accreditation  Quotation

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Preventive Maintenance	Shorten Life Span of Unit - hardware and software /Breakdown of software	Overheating of Unit	Low	Non- critical	Pull out and clean the unit	Ticket Number	User shall undergo regular preventive maintenance	Preventive Maintenance Form
		Unresponsive unit	Low	Non- critical	Diagnose and evaluate the unit	Ticket Number	User shall undergo regular preventive maintenance	Preventive Maintenance Form
		Unconducted Preventive Maintenance	Low	Non- critical	Diagnose and evaluate the unit	Preventive Maintenance Form	If Okay- Conduct Preventive Maintenance immediately If No- Recommend to replace the unit	Preventive Maintenance Form
		Unit not surrendered by user to IT for PMS	Low	Non- critical	Coordinate with the user for the immediate re- schedule of PMS	Email	Send IT calendar of PMS (semi-annual) to all users in advance	Email  IT calendar on PMS
		Unconducted Preventive Maintenance in branches due to travel restriction caused by pandemic	Low	Non- critical	Outsource preventive maintenance services in branches by a 3 <sup>rd</sup> party selected by branch manager and IT	Preventive Maintenance Form conducted by outsourced 3 <sup>rd</sup> party	If travel restrictions are still in effect in the branch, preventive maintenance will be conducted by 3 <sup>rd</sup> party	Preventive Maintenance Form conducted by outsourced personnel

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SAP F2 Financial Release Three Service Uptime/ Downtime	Delayed processing of transactions	When F2 SAP Adding a New Business Process requirements that effect to usage Transaction Process (Memory/ Database Storage to the system and hardware)	Low	Critical	Request immediately the consultant to review the New Business Process Requirements Implemented to F2 SAP System.	Email	Check the F2 SAP business application twice a year to know the additional needs like Additional Database storage and memory to avoid delay of processing transactions.	Email
	Breakdown	Hardware failure	Low	Critical	1. F2 SAP QAS Server must have duplicate setup to the F2 SAP Production (LIVE) Server. 2. Created F2 SAP Production (LIVE) disk image/backup server setup. 3. For the Item number 1 and 2 with the assistance of our consultant, if needed.	Email	1. Checked/Review twice a year F2 SAP Production (LIVE) Server updated on Operating System and SAP Application updates, same with the F2 SAP QAS Server. 2. Twice a year checking database restoration from F2 SAP Production (LIVE) Server to F2 QAS Server including F2 SAP Business Requirements. 3. Create Twice a year disk image/backup in F2 SAP Production server setup. 4. For the Item number 1-3 with the assistant with our consultant, if needed.	Email

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System Account Creation	No system account for new users	No email coming from HR	Low	Non- critical	HR to email IT helpdesk for account creation request	Email	Reinforce HR 2Ps for mandatory email to IT Helpdesk for account creation	Email
User Account Deactivation	Unauthorized use of account of resigned employees/ Account from resigned employees might be used by other users	No advise for deactivation coming from HR	Low	Critical	HR to email IT helpdesk for account request	Email	Automatic deactivation of email and Systems access upon advisory from HR	Email
Central Back- Up file	File loss / corrupted	No backup occurred by user	Low	Non- critical	User should do regular backup	Email	Constant reminder to do regular backup	Email
		No backup of units that are used for work from home arrangement	Low	Non- critical	Prepare computer unit for work from home arrangement setup	Email Ticket Number	Once advised by HR, IT will configure the computer unit ready for work from home setup	Email Notice from HR Ticket Number
	Un-maximized system capacity	Back up of unofficial files	Low	Non- critical	Immediate removal of unofficial files	Back up of File	Recascade IT guidelines on Back- up of Files	Email
IT System Implementation / Development	Unmet system delivery / implementation deadline	Sudden changes on system requirements	Medium	Critical	Sudden changes after Analysis & Design phase will not be included in current scope	Functional Business Requirements	Consider all requirements on Analysis & Design phase	Functional Business Requirements
		User / client unable to conduct system testing	Medium	Critical	User / client should conduct the system testing	Email UAT Form	Constant reminder on system testing	Email UAT Form

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IT System Enhancements	Unmet delivery deadline	No allotted time for enhancements	Medium	Critical	Allot time for enhancements	Email	Additional manpower to properly allot time	Email
		User / client unable to conduct testing	Medium	Critical	User / client should conduct the testing	Email	Constant reminder to conduct testing	Email
Trouble Ticket	Unmet delivery deadline	User / client unable to conduct testing	Medium	Critical	User / client should conduct the testing	Email	Constant reminder to conduct testing	Email
		User / client unable to conduct testing due to pandemic	Medium	Critical	Evaluate the trouble ticket if it can be done remotely	Email Ticket Number	Evaluate the trouble ticket if it can be done remotely  Hardware category, surrender the unit to IT	Email Ticket Number
		Improper categorization of tickets	High	Critical	Revisions of 2PS to consider the updates in categorization	Trouble Ticket	Implement categorization in IT Helpdesk system	Email Ticket Number

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