



RMA Online

Risk maturity self-assessment service

User Guide



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Overview

RMA Online is a free online risk maturity self-assessment service available to all VGRMF agencies and departments. It's web-based so you can access it anytime, anywhere using a variety of devices including tablet, laptop or mobile phone.

Use this Quick Reference Guide to learn how to:

- Log on and navigate RMA Online
- Perform user maintenance (add and change user roles)
- Complete a risk maturity assessment
 - Answer self-assessment questions
 - Review results
 - Develop an action plan
 - Implement and update action plan
 - Submit assessment
 - View benchmarking via My Dashboard
- Generate reports

Log on to RMA Online

First time log on?




You'll receive a Welcome to RMA Online email. Note: if the email doesn't arrive, please check your junk mail folder.

1. **Open** the **email**.
2. **Click** the **link**.
3. **Enter** your **username** (email address) and temporary **password**. You'll be prompted to change your password. The RMA Online homepage displays.

Handy tip

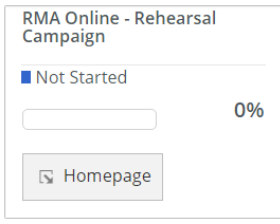
Save the website to your Favourites for future access.

Log out

1. From the top right page, **click**   .
2. **Click**  **Log Out** .



RMA Online homepage

Use the RMA Online homepage to:

View	<p>RECENT ASSESSMENTS</p> <ol style="list-style-type: none">1. Click on Homepage button to go to the assessment. 
Read	<p>LATEST NEWS</p>

Handy tip

If RMA Online is not displaying correctly in your browser window (e.g. you have to scroll across), you can adjust the browser zoom:

- Internet Explorer: **click**  > zoom in/out or on the keyboard **press Ctrl -** or **Ctrl +**
- Google Chrome: **click**  . **Click Zoom -** or **+**

Navigating in RMA Online

There are three ways to navigate RMA Online:

1. In the Tabs bar, **click a tab**.

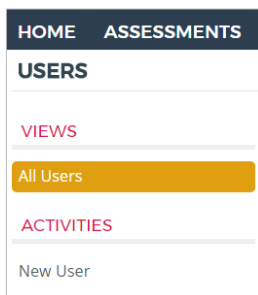


2. Use the menu paths at the top right of a page (not on the homepage) e.g.

▶ [Assessments](#) ▶ [Active Assessments](#)

- a. To go to a page, **click page name**.

3. Use the left hand menu located on each page (not on the homepage) e.g.



User Roles - Senior User & User

User role types

There are two role types in RMA Online:

1. Senior User
2. User

A **Senior User** is responsible for co-ordination, completion and submission of the risk maturity assessment. There can be multiple Senior Users. One Senior User is designated as the **Primary Contact**. The Primary Contact is the person who receives RMA Online campaign related emails.

As a **Senior User** you can add:

- other Senior User roles, or
- User roles

A **User** contributes to the completion of an assessment. There can be multiple users.

Role	Responsibilities
Senior User	<ul style="list-style-type: none"> • Add new roles – Senior User and User • Perform user maintenance – change and reset passwords; change User roles; deactivate a role • Submit an assessment <p><u>Important:</u> one of the Senior User roles is designated by VMIA as a Primary Contact and will receive campaign related emails</p>
User	<ul style="list-style-type: none"> • Contribute to the completion of an assessment

Add Senior Users or Users

1. Click **USERS** tab.
2. From the left hand menu, click New User.
3. **Complete Full Name, Title, Contact Number** fields.
4. In the Privilege Level field, **select option:** Senior User or User.
5. Enter **Email Address**.
6. Ensure **User Active** field is set to **ON**.
7. Ensure **Password** and **Send email notification checkboxes** are **ticked**.
8. Click . The new User receives an email with their logon details.

Perform maintenance on User roles

Only the Senior User role can perform user maintenance.

1. Click **USERS** tab.
2. Click a **user name**. The Users page displays.

To:	Action:
Reset user password	<ol style="list-style-type: none"> 3. RESET PASSWORD > click Confirm password reset checkbox. 4. Click Reset Password.
Change a user password	<ol style="list-style-type: none"> 3. CHANGE PASSWORD > In the Choose new password field, enter new password. 4. Click Change Password. Note: notify the user of the new password manually as no email is sent.
Change user role	<ol style="list-style-type: none"> 3. In the Privilege Level field, select a role. 4. Click <input type="button" value="Save Changes"/>.
Deactivate a Senior User or User role	<ol style="list-style-type: none"> 3. In the User Active field, click ON <input type="checkbox"/>. The slide switches to <input type="checkbox"/> OFF. 4. Click <input type="button" value="Save Changes"/>.
Change the Primary Contact i.e. the person (Senior User) who receives campaign related emails	Contact your Risk Adviser or Client Advisory Team

Risk Maturity Assessments Overview

VMIA will release a RMA Online risk maturity assessment campaign to all VGRMF agencies on a periodic basis (e.g. annually).

Completing a Risk Maturity Assessment

There are six parts to completing a Risk Maturity Assessment:

- A. Answer self-assessment questions
- B. Review results in My Dashboard
- C. Develop an action plan
- D. Implement and update action plan
- E. Submit assessment
- F. View benchmarking via My Dashboard

Important - new terminology

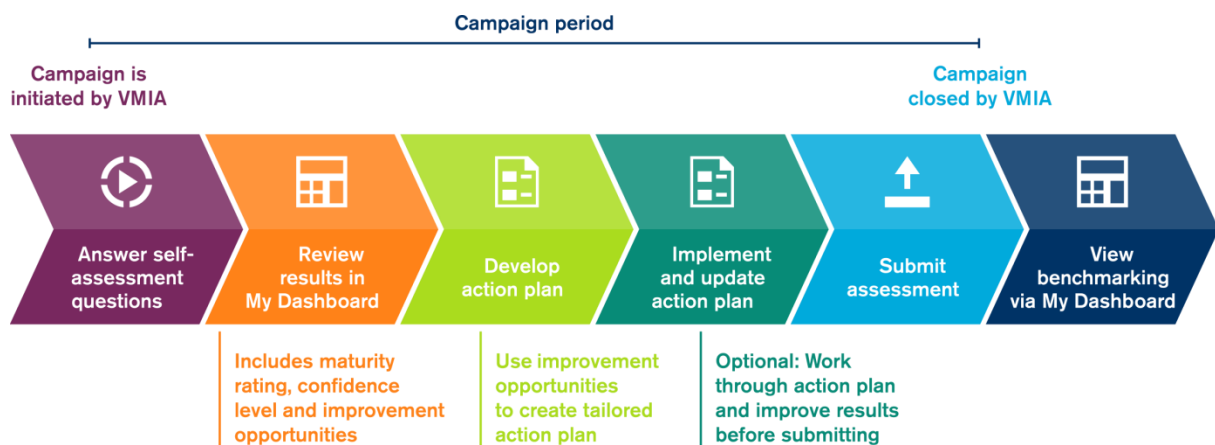
- **Campaign** - refers to VMIA sending out a risk maturity assessment or survey to multiple clients.
- **Assessment** – VMIA maturity risk assessment

For a complete list of definitions used in RMA Online, please refer to Glossary located at the bottom right of the web page

[Contact VMIA Support](#) | [VMIA Disclaimer](#) | [Glossary](#)

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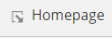
Risk Maturity Assessment – on overview



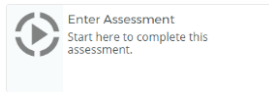


A. Answer self-assessment questions

1. From the VMIA homepage, navigate to Assessments - there are two ways:

From the Tabs bar:	<ol style="list-style-type: none"> 1. Click ASSESSMENTS tab. 2. Click assessment name. The Campaign page displays.
From the Home page, under RECENT ASSESSMENTS	<ol style="list-style-type: none"> 1. Click . The Campaigns page displays.

Note: only the Enter Assessment button is active. Once you have completed the assessment, other buttons become available for use.



2. Click . The questions display.

Important – how questions are structured

There are **three topics**:

1. Risk Management Framework
2. Risk Culture
3. Risk Management Process

Each topic has 12 Risk Maturity Statements. Each statement has one or more questions. In the example below, the Risk Maturity Statement 2.1 indicates it relates to Risk Culture and has two questions numbered 2.1.1 and 2.1.2.

2. Risk Culture

2.1. Approach to develop a positive risk culture documented

2.1.1 Does your agency have a documented approach to develop a positive risk culture? ✓

2.1.2 What is documented to develop a positive risk culture in your agency? ✓

A progress meter located at the top right of the page, shows the number of questions answered.



Navigating the questions






3. Read each question:

- a. **Select Yes or No.**
- b. In the Explanations field, **add comments** if required.

Flag to Remember


Use the Flag to Remember checkbox to identify questions you want to come back to (questions may be answered or unanswered). These questions appear in the Flagged Questions report.

- c. **Click**  Flag to Remember . The  icon displays by the question in the left hand menu.

To:	Action:
Move to the next question or go back a question	1. Click  or  .
In the left hand menu: <ul style="list-style-type: none">• A green tick  = answered question• A grey bar  = unanswered question	
Exit the assessment	1. Scroll down and click  Assessment Homepage

Saving questions

RMA Online has an automatic save feature so you won't see any Save or Save as Draft buttons. Your answers and comments are saved as you progress through the assessment.

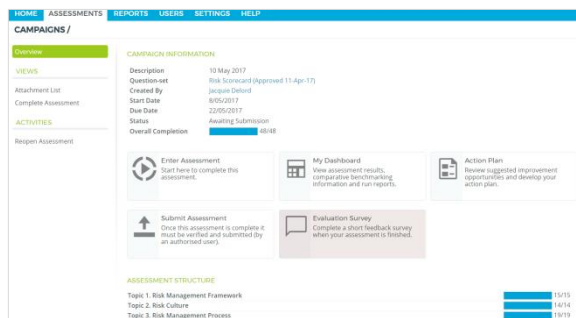
When the final question is completed, the *Ready for Submission* window displays. Note: If the message doesn't display, check the progress indicator – you may have missed a question. Find the unanswered question in the left hand menu (look for the grey  bar).

4. **Click** . The progress indicator shows  48/48 complete .

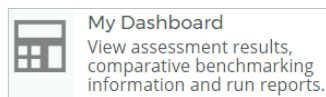


B. Review results in My Dashboard

1. **Click Assessments tab.** The Assessments page displays
2. **Click on assessment name.** The Campaigns/Risk Maturity Assessment page displays.



3. From the Campaigns page, **click**



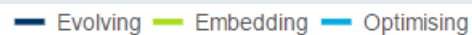
. The Dashboard displays in a new window.

The dashboard is a visual depiction of your assessment results with the following components:

- **Overall Maturity Score** – including Your achieved maturity rating; overall score and number of improvement opportunities
- **Requirements by Category** – displays confidence levels for the selected category against the VGMRF levels of 1-11.
- **Maturity Score Distribution by each topic:** Risk Management Framework; Risk Culture and Risk Management Process. Rest your mouse on the graph bars to get an exact %.
- **Maturity Score Distribution (sub-level)** - % score by topic achieved at each Maturity Level for the topics.

Handy tip – interacting with dashboard charts


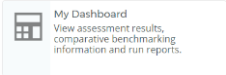
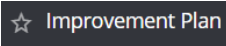
- Hover your mouse over the bar charts to see more detailed information e.g. VGRMF definitions.
- Hide or show chart bars by clicking on the chart series in the legend e.g. clicking on Evolving shows Evolving bar chart only.










C. Develop action plan

An action plan is a list of suggested improvements a client may implement to raise their maturity level.

Navigate to the Action Plan:	
1. From the Homepage, click Assessments tab. Click assessment name.	
Either	Or
2. Click 	2. Click  3. Click 

Based on your results, RMA Online suggests improvement opportunities to help you build your action plan.

You can apply filters (Importance; Effort; VGRMF level; Relates to - Risk Maturity Model) to the opportunities to help you focus on what is achievable in the next 12 months.

To:	Action:
View all the improvement opportunities	1. Scroll down to Items per page field. Click arrow and select All.
Filter the improvement opportunities	1. Click column heading. or 1. To the right of each filter name, click  .
Add an improvement opportunity to the action plan	1. Click OFF <input type="checkbox"/> OFF . The opportunity is switched to <input type="checkbox"/> ON and automatically added to the action plan below.
Move back or forward	1. Click page number. or 1. Click   or   .
Print an action plan report to manage and track progress	1. From the tab bar, click REPORTS . 2. Click on Action Plan Report. 3. Select Assessment name. Click Generate.



D. Implement and update action plan

Use the Action Plan to manage and track progress towards completing actions.

Navigate to the Action Plan:

1. From the Homepage, **click Assessments** tab. **Click assessment name.**

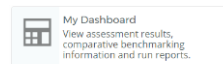
Either

2. **Click**

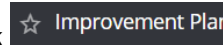


Or

2. **Click**





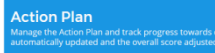
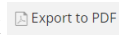
3. **Click**



The Action Plan

Action Plan

Manage the Action Plan and track progress towards completing individual actions. When the progress status is changed to 'Complete', the assessment results will be automatically updated and the overall score adjusted. Go to Reports and run the Action Plan Report for a detailed view of your actions.

To:	Action:
Edit an action	<ol style="list-style-type: none"> 1. Click  Edit. 2. In the Progress Status field, select a status. Note: if the status is updated to Complete the corresponding question in the assessment is also updated to Yes. 3. Add Comments. 4. Click  Save.
Print an action plan report to manage and track progress	<ol style="list-style-type: none"> 1. From the tab bar, click REPORTS. 2. Click on Action Plan Report. 3. Select Assessment name. Click Generate.
Get a PDF of the action plan	<ol style="list-style-type: none"> 1. Scroll down to Action Plan  2. Under the Action Plan heading, click  Export to PDF



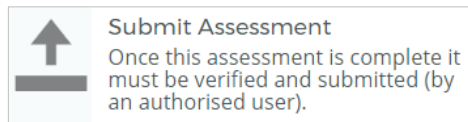
E. Submit assessment

The **Primary Contact** is responsible for:


- verifying the assessment is accurate
- submitting the assessment

Your assessment must be submitted before the campaign closing time and date (you'll receive an email reminder). If the closing date has passed and the assessment remains un-submitted, it automatically locks and no further updates are possible.



1. From the Homepage, click **Assessments** tab. **Click on assessment name.**
2. From the Campaigns page, **click**



The Submit Assessment window displays.

3. **Read** the **Submit Assessment message.**
4. Beside "I Understand what 'Submitting' this assessment means", **click Checkbox.**
5. **Click** . The Campaign shows as submitted.

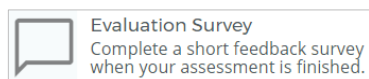
To re-open a submitted assessment:



1. From the Homepage, **click Assessments** tab. **Click on assessment name.** The Campaigns page displays.
2. From the left hand menu, **click** .
3. Beside I understand what "Reopening this assessment means.", **click Checkbox.**
4. **Click** .

Complete Evaluation Survey

Once the Assessment is submitted, the Evaluation Survey button may become active if there is a survey for you to complete.

1. From the Assessment page, **click**



2. **Click** .
3. For each question, **select rating.**
4. **Click** .

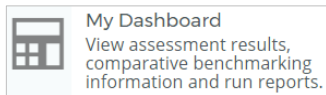



F. View benchmarking via My Dashboard

Note: benchmarking is not available until the campaign period is closed.

1. From the Homepage, **click Assessments** tab. **Click** on **assessment name**. The Campaigns page displays.

2. **Click**



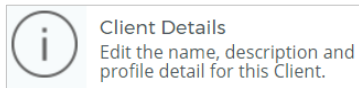
3. From the left hand menu, **click**  **Benchmarking**.

Settings

Is your department or agency changing names? You can update RMA Online to reflect the change.

1. From the Tabs bar, **click** **SETTINGS**.

2. **Click**



3. In the Name field, type **new name**.

4. **Click** **Save Changes**.

Generate reports

Get reports on the results of your risk maturity assessment.

Report Name	Description / use
Assessment Results Report	Reports on your dashboard reports in more detail including visual graphics.
Flagged Questions Report	List of questions 'flagged to remember' as you completed the assessment. Use to remind yourself which questions need completion.
Responses report	Complete list of questions and their answers including text comments/explanations.
Action Plan Report	Report on your action plan



1. From the Tabs bar, **click** **REPORTS**.

2. **Click** on **report name**.

3. In the Select Assessment field, **click** the **drop down** and **select option**.

4. **Click** **Generate**. The report is displayed.

To print a report:

1. From the left hand bottom page, **click**  [Export as XLS](#) or  [Export as PDF](#).
The document displays on the taskbar.

2. **Open document**. **Click File > Print**.

To return to Reports page:

1. From the top right hand page, **click Reports**. [▶ Reports ▶ View Report](#)

Help

Need more help with RMA Online?

- From the Tabs bar, click [HELP](#) . The RMA Online Help displays.
- Ask your Risk Adviser
- Contact Client Advisory Team on 927 06990
- Email Client Advisory Team:
 - At the bottom right of each page, click **Contact VMIA Support**

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