Risk Maturity Benchmark

Client User Guide

Contents

Introduction

The Risk Maturity Benchmark (RMB) is a free risk maturity self-assessment service available to all agencies and departments who are required to attest under the [Victorian Government Risk Management Framework](#). It's an online tool you can access anytime, anywhere using a variety of devices including tablet, laptop, or mobile phone.

The RMB will help you to review, understand and improve your internal risk management systems and practices on an annual basis.

The RMB can be used as part of your annual continuous improvement cycle to:

- Assess how well your current risk management systems and practices are working for your agency.
- Find opportunities to improve your risk management practices.
- Compare your agency's results from year to year.
- Benchmark your agency against similar agencies.

To help you get started, use this quick reference guide to learn how to:

- complete a risk maturity self-assessment:
  › answer questions
  › review results
  › develop an action plan
  › implement and update action plan
  › view benchmarking via My Dashboard.
- generate reports.

Need help?

Contact us by email: contact@vmia.vic.gov.au or phone: (03) 9270 6900

Completing an assessment

Carry out these three steps to complete an assessment:

- Step 1 – Answer self-assessment questions.
- Step 2 – Review results and benchmarking in My Dashboard.
- Step 3 – Develop and implement an action plan.

Enter the assessment

From the Self-assessment Hub homepage, navigate to 'Assessments'. There are two ways:

Click on the Assessment tile

1. From the HOME tab, under 'ACTIVE ASSESSMENTS'.

2. Click anywhere on the Assessment Tile and the campaign page will appear.
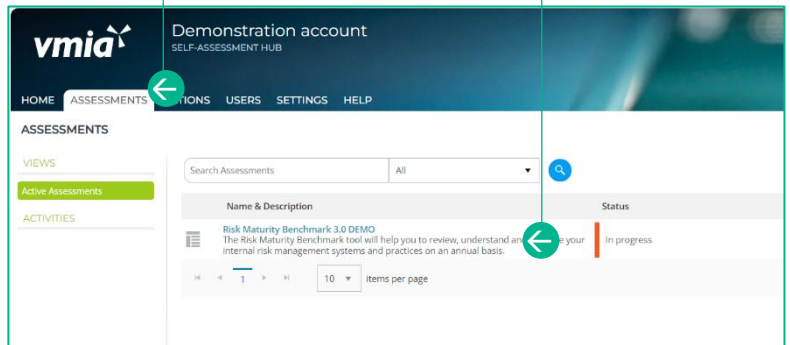

OR

ASSESSMENTS tab   Click on assessment name
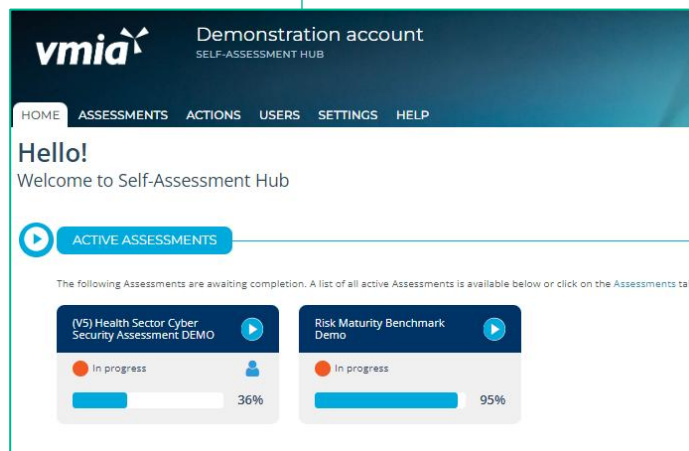
1. From the tabs bar at the top of the window, click on ASSESSMENTS tab.

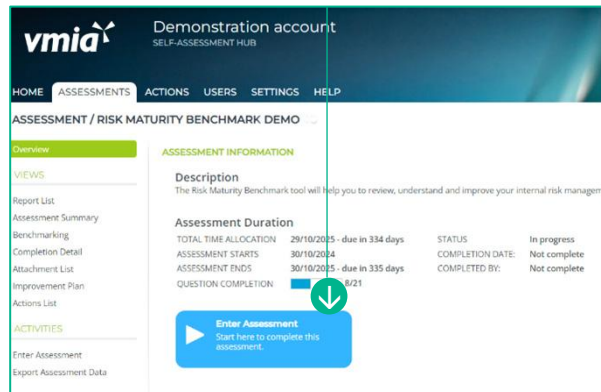2. Click on the assessment name and the campaign page will appear.
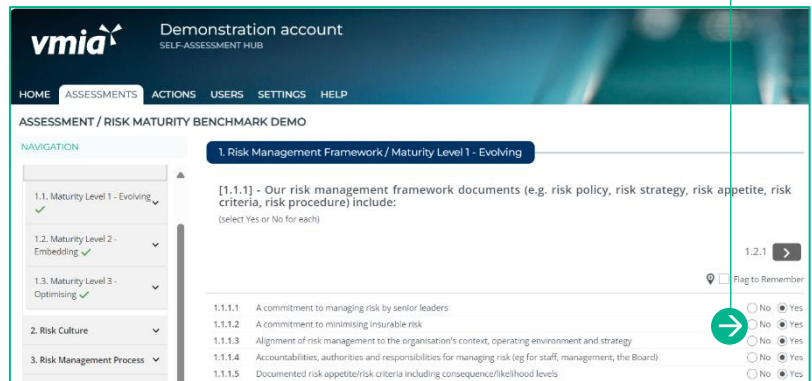

Click Enter Assessment

3. Click on 'Enter Assessment' button.

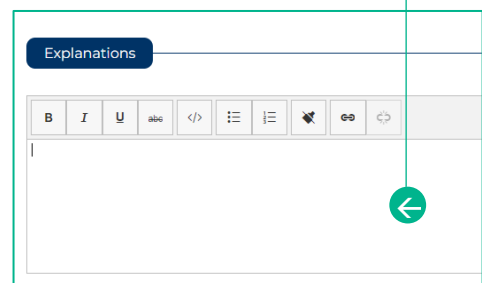## Step 1 – Answer self-assessment questions

Select Yes or No for each

1. Read each question, and:
   a. Select Yes or No.
   b. In the 'Explanations' field, add comments if required.


Note: Find useful tips and resources in Topic Help.

Free text box

2. Provide explanations to document the rationale behind your answer (optional)

Toggle the slider to create an Action

3. Review your Improvement Plan and create actions by sliding the toggle from 'No' to 'Yes'. Refer to Step 3 Viewing and Editing your Action List for further instructions on how to manage your Actions.
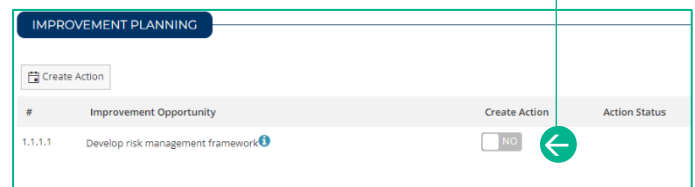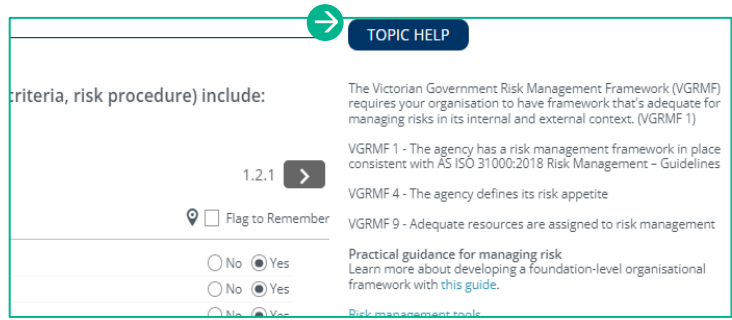

Not sure about your response or want to go back to a question later? Use the 'Flag to Remember' checkbox to identify questions you want to come back to (questions may be answered or unanswered). These questions appear in the 'Flagged Questions' report.

Flag questions to come back to

4. Click the check box to flag questions. The pin 📍 icon displays beside the question in the left-hand menu.
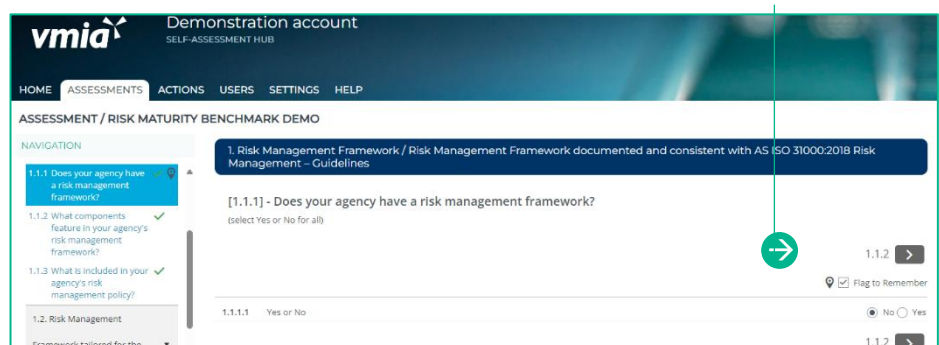
5. Resources relevant to each question are linked in 'TOPIC HELP'.

Navigating the Risk Maturity Benchmark self-assessment

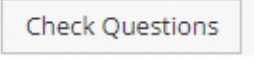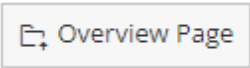| To:	Action:
Move to the next question or go back to a question	Click [◄] or [►]
In the left-hand menu	Green tick [✓] answered question Red dots [···] incomplete questions Grey bar [—] unanswered question
Check your progress	A status bar above Topic Help in the top right-hand corner of your screen will display progress of the assessment. The Completion bar is clickable and will show you which questions are incomplete.
Check incomplete questions	Scroll down and click [Check Questions]
Exit the assessment	Scroll down and click [Overview Page] Or click 'OVERVIEW' in the top right-hand corner of the assessment [← OVERVIEW]

Saving answers and comments

The Benchmark self-assessment automatically saves your work – there are no save buttons.

Completing the assessment

Once the assessment's completed for the first time, the following message will appear. Click the 'Okay' button to proceed to the overview screen, where you can review your assessment and access reporting.
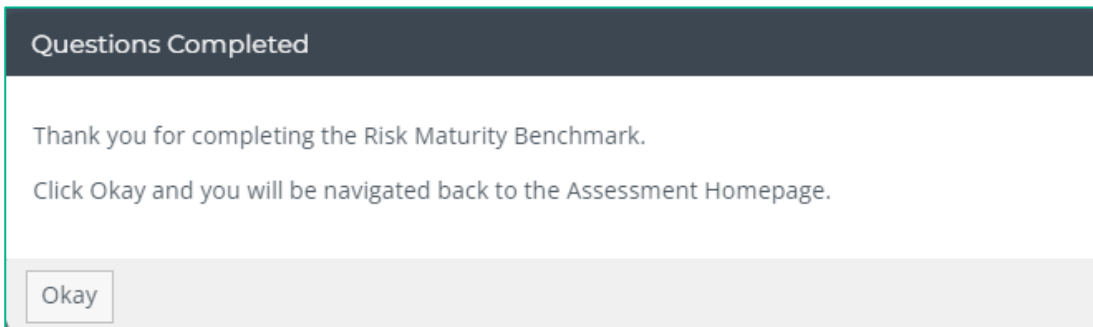
A grey dash indicates a question is unanswered

If the 'Completed Assessment' message doesn't display, check the progress indicator – you may have missed a question.
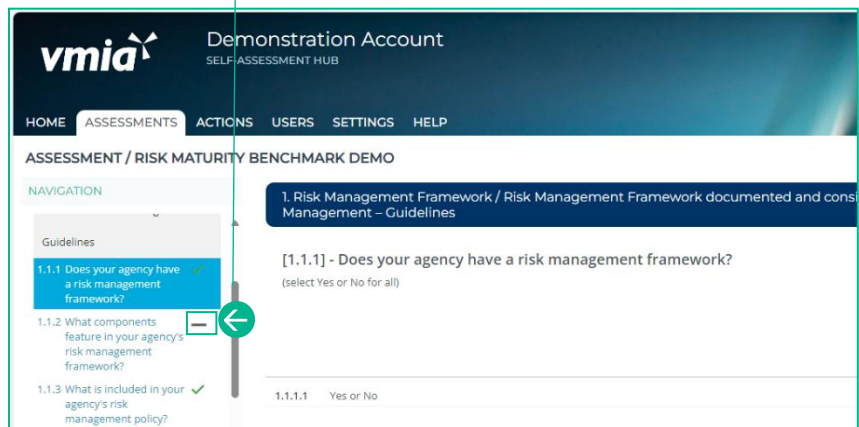
Completed questions will have a green tick.

Your maturity level per topic will also appear in the left-hand navigation once enough questions have been answered.

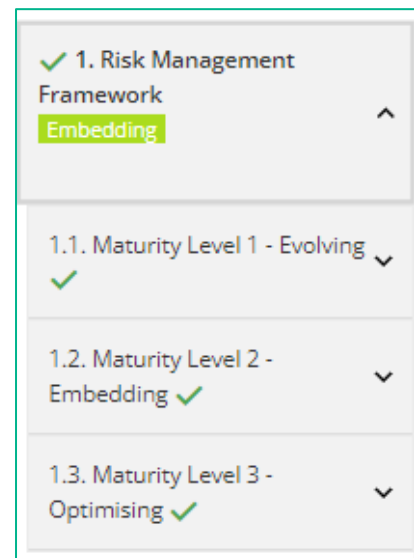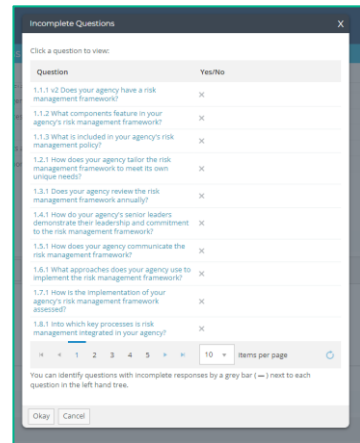Alternatively, click on the 'Check Questions' button to see a list of incomplete questions and select the question you wish to complete.

You are able to view your overall maturity and maturity level per topic (Evolving, Embedding, Optimising) on the Assessment Overview Page.

This page also allows you to keep track of your actions by showing the number of Actions Created and Overdue Actions.

Step 2 – Review results and benchmarking in the overview page

The Assessment Summary page will take you to your Executive Summary report:

- overall maturity score – your achieved maturity rating, overall score and number of improvement opportunities.
- VGRMF requirements by category – your confidence levels for the selected category against the VGRMF levels of 1-10.

- maturity score distribution by each topic - risk management framework; risk culture, risk management process and insurable risk.

View results

Click on the Assessment tile

1. From the homepage, click anywhere on the Assessment tile and the campaign page will appear.

OR
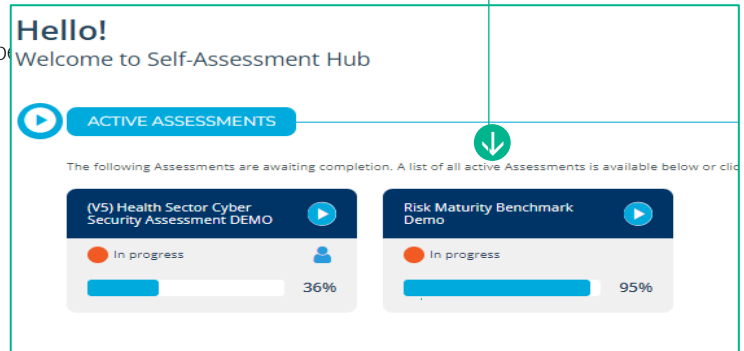
2. From the tabs bar at the top of the window, click on the 'ASSESSMENTS' tab.

3. Click on the assessment name and the campaign page will appear.
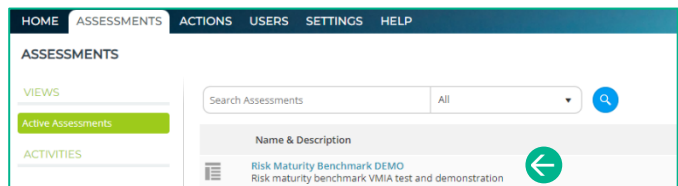
Click on Assessment Summary

4. Select 'Assessment Summary' in the submenu.
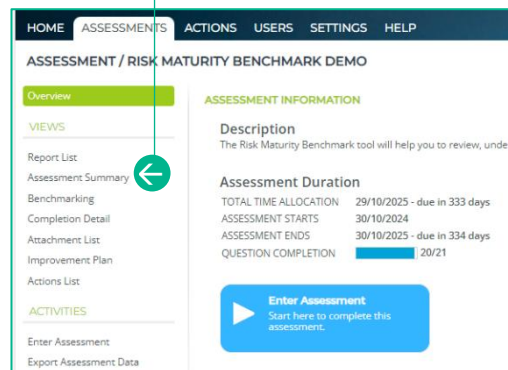
Select your criteria

5. Click the drop-down arrow to complete your criteria.
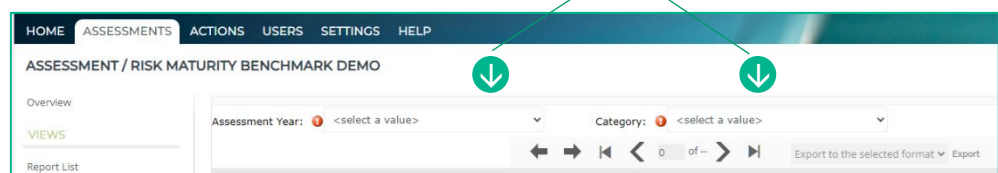
Optional: Download a PDF of the page by clicking the print icon.

Print the page to PDF
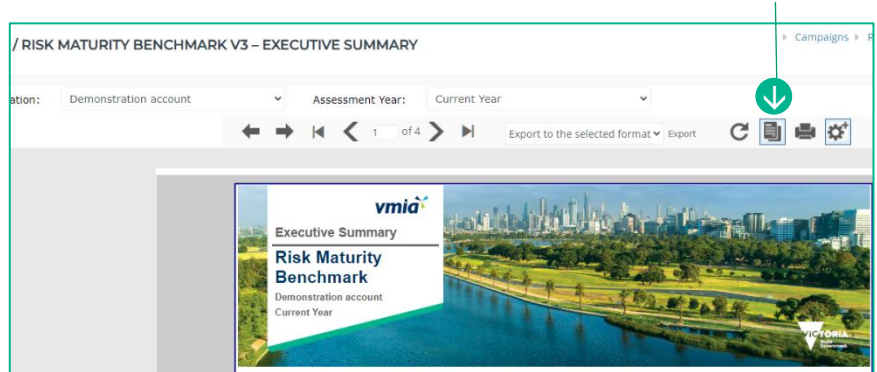
Click to see different views

Click on each 'Views' option in the left-hand menu to discover more detail.
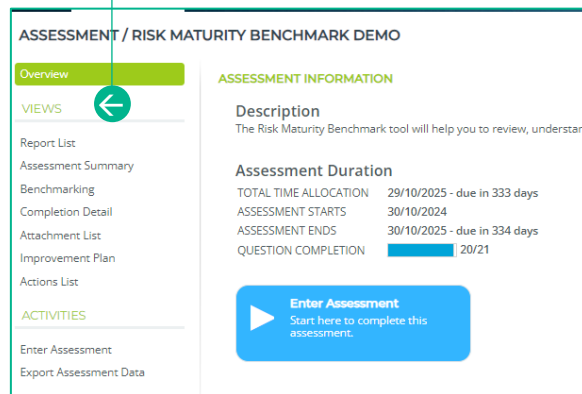
View your benchmarking results

The Benchmarking page allows you to compare your results across a range of clients participating in the assessment, based upon the category you choose.

Click on the Assessment tile

1. From the homepage, click anywhere on the Assessment tile and the campaign page will appear.

OR
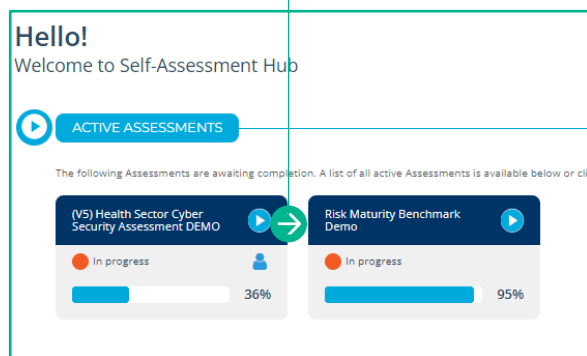
2. From the tabs bar at the top of the window, click on the 'ASSESSMENTS' tab.

3. Click on the assessment name and the campaign page will appear.
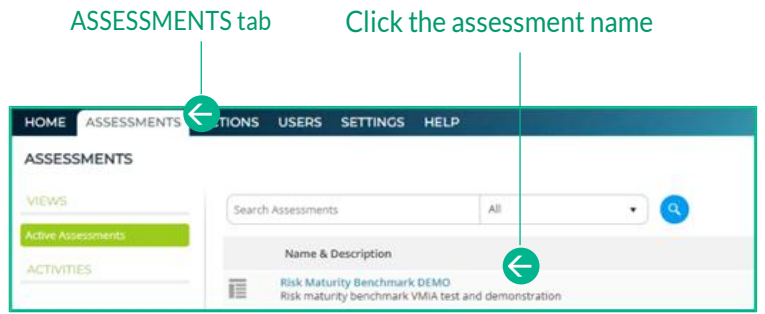
4. Click on 'Benchmarking' in the submenu.

Click on Benchmarking
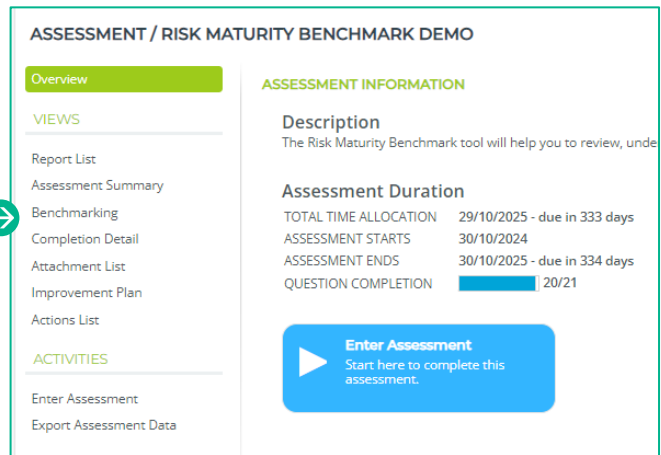
5. To filter your results, untick the 'Empty' section then click on the dropdown arrows to complete your criteria.

6. Click on the 'Preview' button.

Note: Benchmarking results will only generate if a minimum number of assessments are completed.

Select your criteria   Click 'Preview'

Step 3 – How to create actions from your improvement plans

The Improvement Plan shows a list of improvement opportunities based on your assessment results. These suggested improvement opportunities help you build a set of actions for your organisation to work on.

Navigate to the actions and improvement plan:

1. From the home tab, click anywhere on the Assessment tile and the campaign page will appear.

Click on the Assessment tile
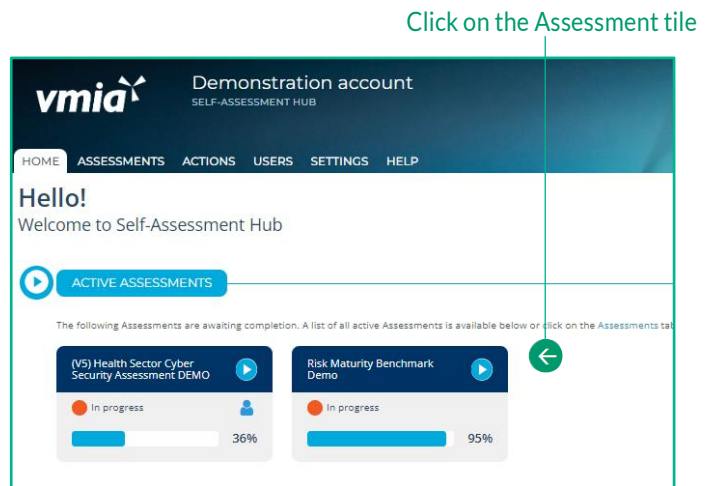
OR

ASSESSMENTS tab

2. Along the top of the page, click on the 'ASSESSMENTS' tab.

3. Click on the assessment name and the campaign will appear.
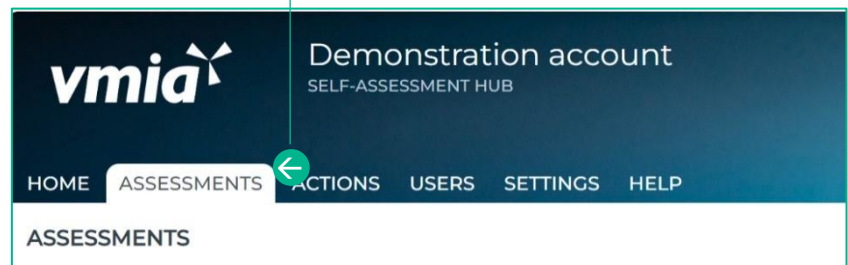
Click on Improvement Plan

How to create actions from your improvement opportunities:

1. Click on 'Improvement Plan' button in the submenu of the left-hand column.

OR

Improvement Opportunity
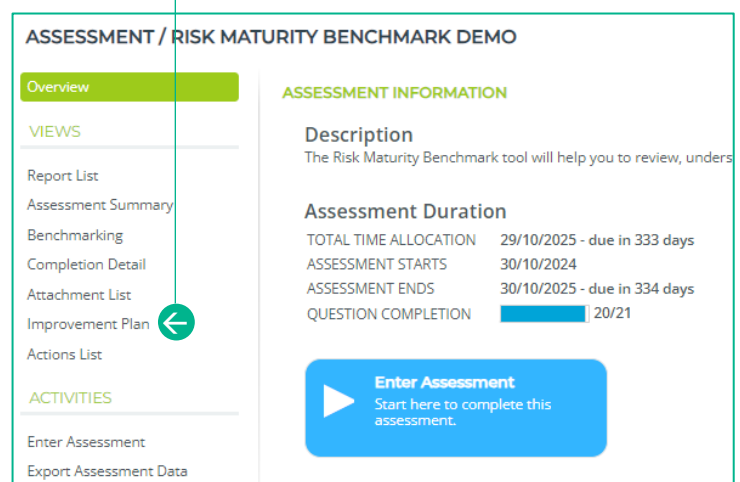
2. Improvement Opportunities may be visible within your assessment if you selected NO to any responses to the questions.

Click each of the funnel icon to view the filter options

3. You can apply filters ('Relates To', 'Importance', 'Effort', VGRMF) to the opportunities to help you focus on what's available for related improvement actions and assists with decision making about the where you might put your improvement efforts.

Toggle the slider to create an Action

4. Create an Action from your suggested improvement opportunities by toggling the slider from 'No' to 'Yes'.

5. Remove an improvement opportunity from your Actions by toggling the slider from 'Yes' to 'No'.
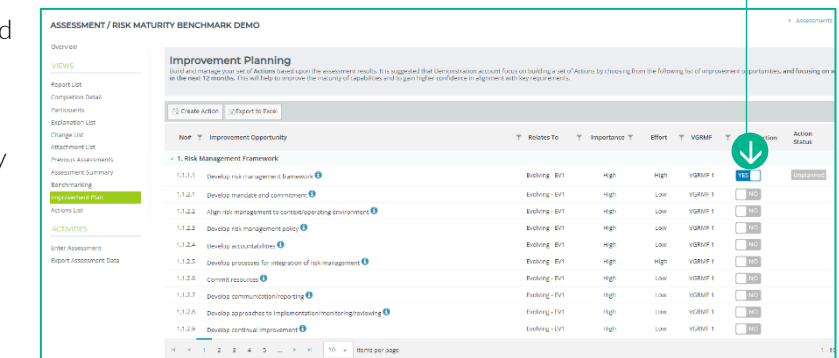
Note: This will delete the Action along with all previous information that captured within the action.

Edit Action link

6. When you return to the Improvement Plan page, or refresh the page, you will then be able to see an Edit button which will direct you to the action for that improvement opportunity, to view or edit.
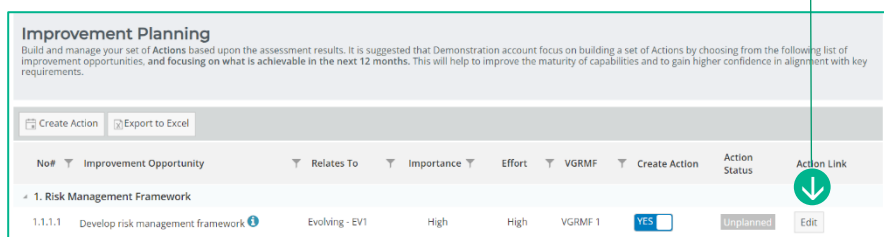
Viewing and Editing your Action List

Once you've developed your action list, you can manage and track progress completing actions. You can view your actions three ways:

Action link

1. Click on the 'Action Link' Edit button to take you directly into the action that has been created for that improvement opportunity.
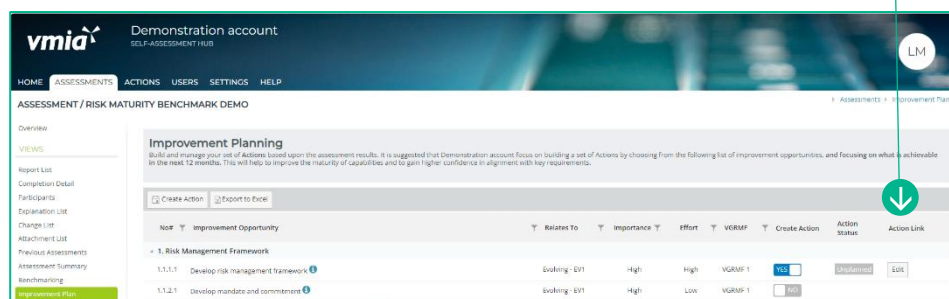
2. Click on the 'Action List' in the submenu in the left-hand column, which will show the list of actions for the assessment in question.

Actions List
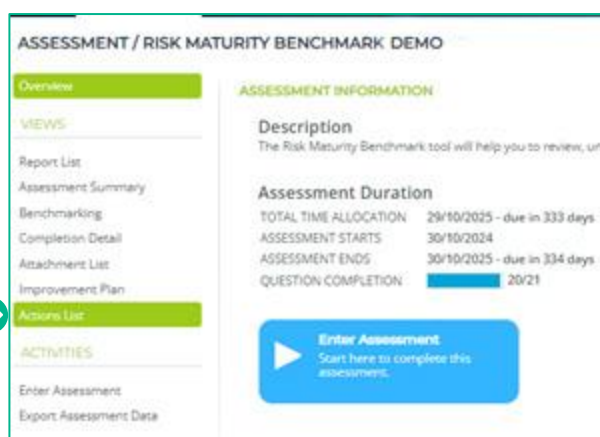
ACTIONS tab

3. Click on the 'Action' tab at the top of the window, which will show you the list of all actions that your organisation may have across all the different assessments they participate in.
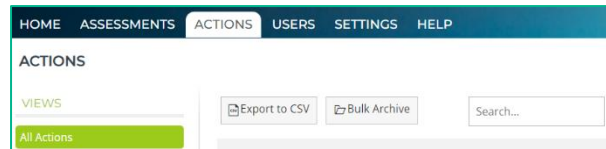
The below is an example of viewing actions through the Actions submenu.

Field name	Description
Title	This is automatically populated from the improvement opportunity and indicates which question in your assessment the action relates to.
Owner	The person the action's allocated to.
Assessment	The assessment the action's related to.
Due Date	You can set a due date for your action.
Progress	Track your progress in completing the action.
Status	Either 'Unplanned', 'Planned', 'Not Started', 'In Progress', 'Overdue' or 'Closed'.

4. Update your action by clicking on 'Edit' button within the ACTIONS tab.

ACTIONS tab

Edit button

ACTION tab   Tick Enable Tasks   Owner field
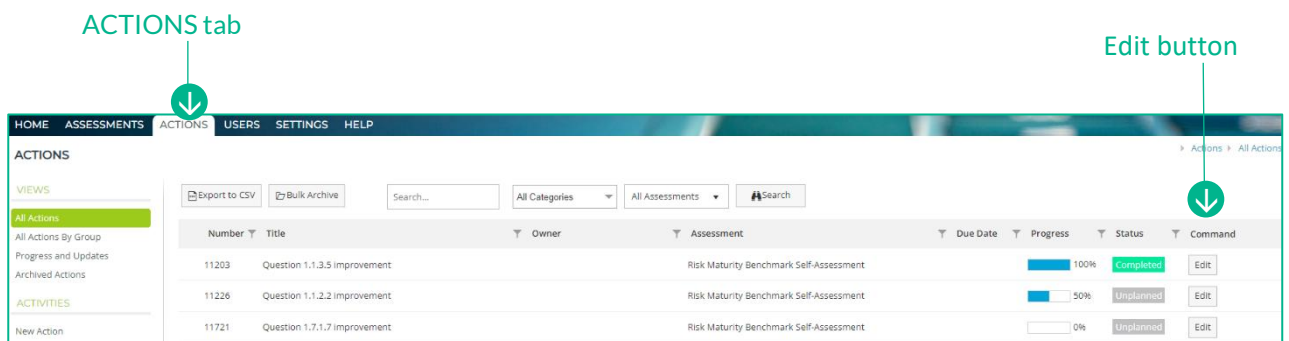
5. Within the ACTION tab, select an owner responsible for the action in the 'Owner" section.

6. Select the "Enable Tasks' if you wish to add sub tasks within the action.

7. Select the priority of the action.

8. Set a start and end date.

| ACTION | TASKS | UPDATES | ATTACHMENTS |

Action Title   Question 1.1.2.2 improvement

Assessment   Risk Maturity Benchmark Self-Assessment

Response Option   1.1.2.2 Alignment of risk management to the agency's context and operating environment ✕

Improvement Opportunity   Align risk management to context/operating environment

Owner *   Kelvin Yap

Enable Tasks   ☑

Category/Type   VGRMF 1

Priority/Risk   Select Priority

Start Date *   Due Date *

Cost Estimate   (AUD) Effort Estimate

Action Description *

B I U abc </> ≔ ≔ ✖ ⊖ ◇

Explore the agency's context and operating environment and align it to the agency risk management framework. Focus on the aspects of your agency's context that would be relevant to risk management. Examples are size and structure of the agency, amount of service delivery to the public, risk profile,

Start and end date   Click the arrow to select Priority

Optional if 'Enable Tasks' is selected.

9. Click on '+Add Task'.

| ACTION | TASKS | UPDATES | ATTACHMENTS |

+ Add Task   🄿 Export to PDF

Task Name   Assigned To

Click + Add Task

10. Double click on New Task to create a name.
11. Double click on Assign to and select name from list.

+ Add Task   🄿 Export to PDF

Task Name   Assigned To

Double click and type over the new task name, and double click and select assignee from dropdown list

New task 1

New task 2

New task 3

12. You can assign multiple people to the task. Please note that 1 unit = 100%, therefore 0.5 = 50%.
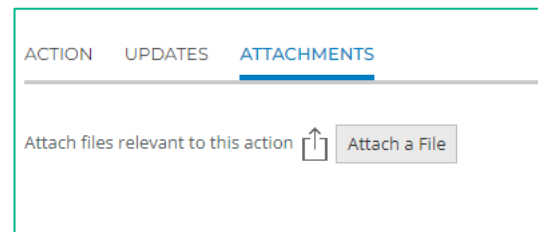
13. By double clicking on the task name within the calendar, you will be able to rename the task, set a start and end date and track completion.
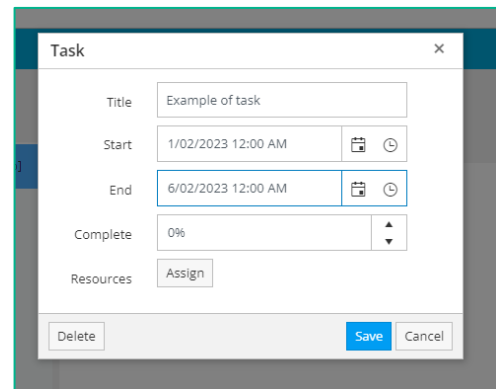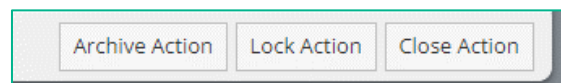
14. You can update and track your action progress within the Updates Tab. Click on the edit icon to record your progress and add any comments.
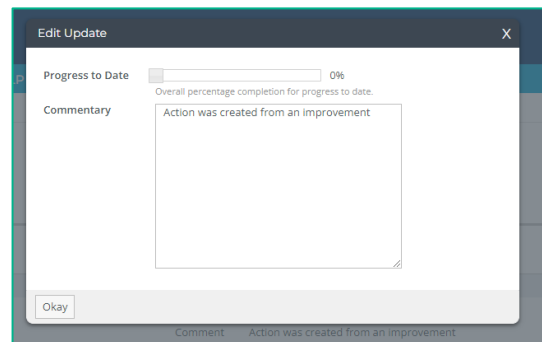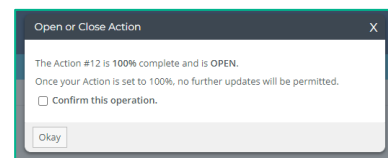
15. Any relevant documents can be attached to your action via the Attachments tab.
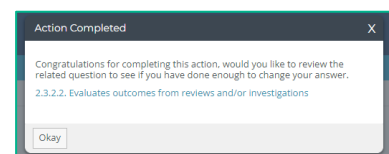
16. To close your completed action, click on the "Close" button.

17. Click 'Confirm this operation' this select "Okay".

18. An Action Completed message will appear. Click on the related question to review your answer.
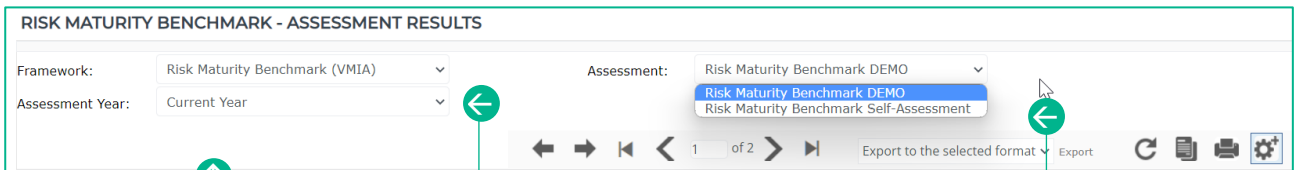
Generating reports

Select "Report List" from the submenu to view reports specific to your RMB assessment.

Report List →

Search and download a report:

1. From your reports list, select a report you wish to view.

2. Complete the selection criteria (this will vary depending on the report you have selected).

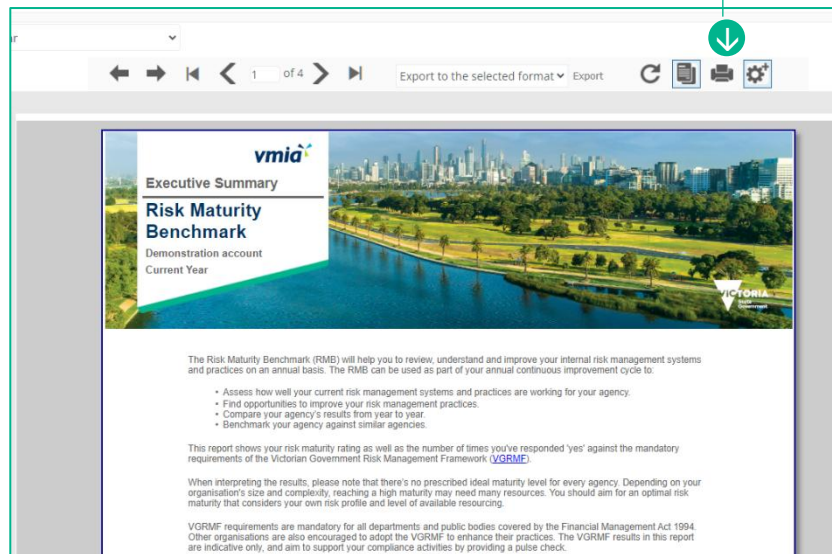
Click the dropdown arrow to select an assessment year

Click the dropdown arrow to select a framework report

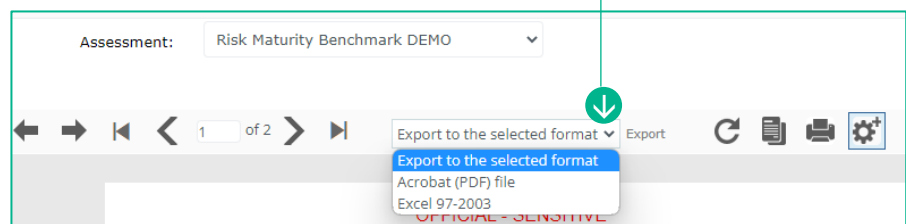Click the dropdown arrow to select assessment type

View your results:

Download a PDF copy of the report by clicking on the print icon and select 'Save as PDF'.

Click the print icon

Select export option

Export the report in PDF format or Excel by selecting the preferred option in the drop-down menu.

Need assistance?

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