Risk Maturity Benchmark

Client User Guide

Contents

Introduction

The Risk Maturity Benchmark (RMB) is a free risk maturity self-assessment service available to all VGRMF agencies and departments[1]. 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.

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.

[1] VGRMF agencies and departments are those required to attest under the Victorian Government Risk Management Framework
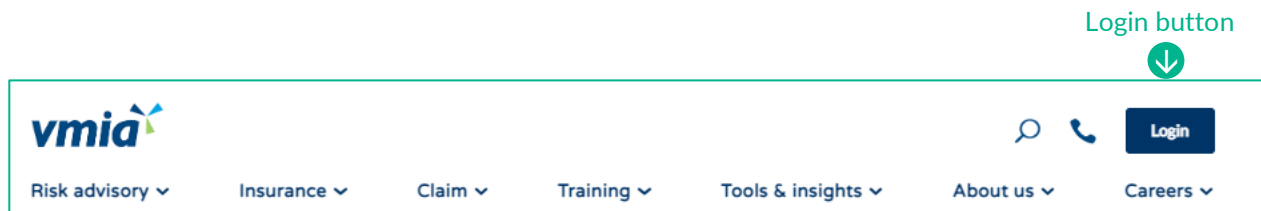
Need help?

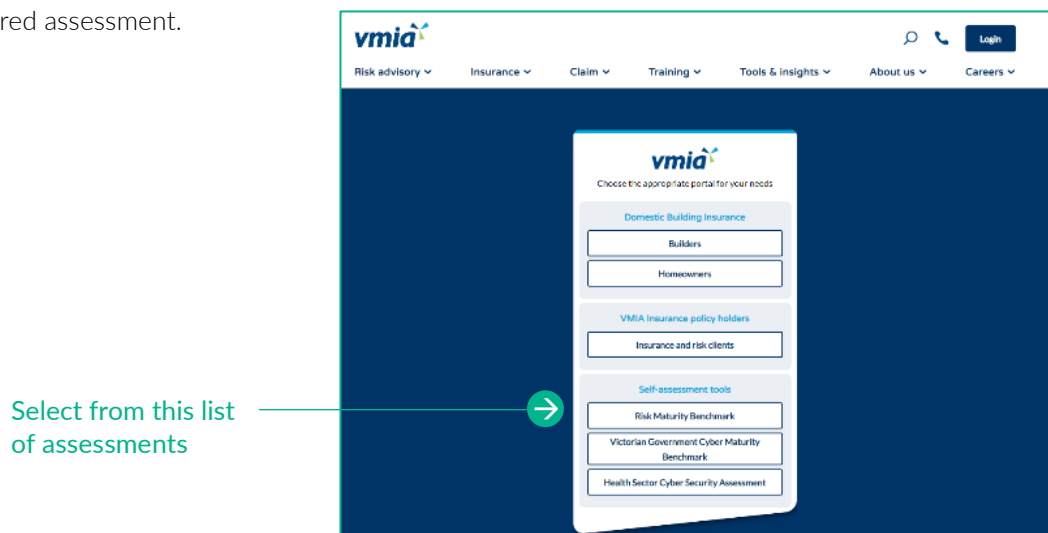Contact us by email: contact@vmia.vic.gov.au or phone: (03) 9270 6990

How to log in

The RMB is hosted in VMIA's Self-assessment Hub. Follow these steps below to log in:

1. Click on the Login button at the top of VMIA's website (vmia.vic.gov.au).

Login button

2. Select your desired assessment.

Select from this list of assessments

3. Enter your agency name.

4. Click on your agency's name when it appears.

To access the assessment, enter your organisation's name in full in the field below, then choose from the dropdown list. View our terms of use [PDF, 563KB].

Type organisation name...

5. Enter your username (email address) and password.

Welcome to Self-Assessment Hub, please log in

Enter your email address

Password

Log in

Remember me   Forgot password?

Need more help?

Please refer to the Self-Assessment Hub – Client User Guide for instructions regarding new user access, forgotten passwords, user management and other general settings.

Completing an assessment

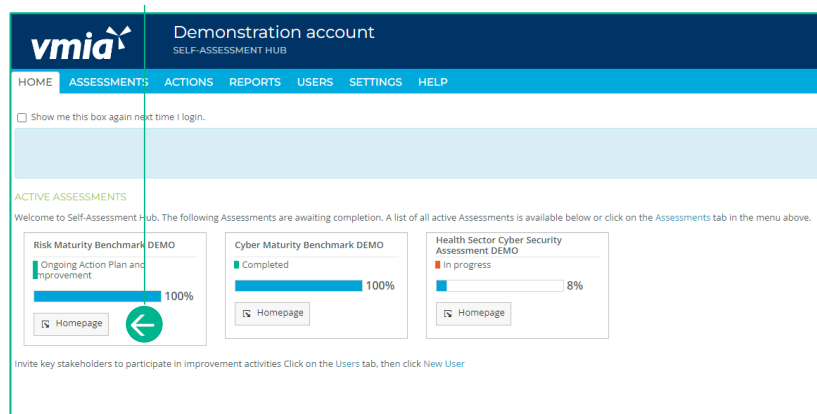Carry out these three steps to complete an assessment:

- 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:

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

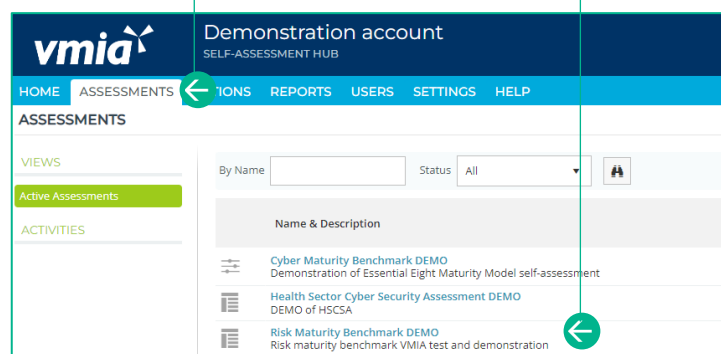2. Click on the 'Homepage' button and the campaign page will appear.
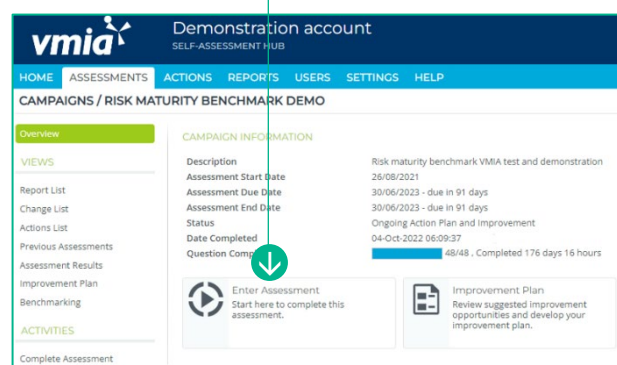

Click on Homepage

OR

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.

ASSESSMENTS tab   Click on assessment name

3. Click on 'Enter Assessment' button.

Click enter assessment

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.

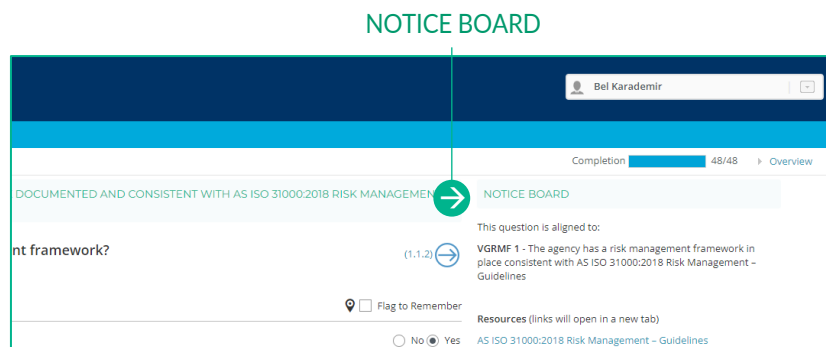**Note:** Find useful tips and resources in the Notice Board.

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.
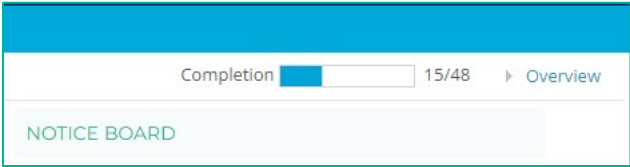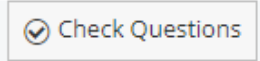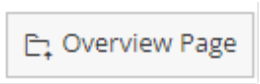

Not sure about your response or want to go back to a question later? Use the 'Flag to Remember' checkbox to identify questions you want to come back to (questions may be answered or unanswered). These questions appear in the 'Flagged Questions' report.

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.

NOTICE BOARD

5. Resources relevant to each question are linked in the 'NOTICE BOARD'.

Navigate the questions
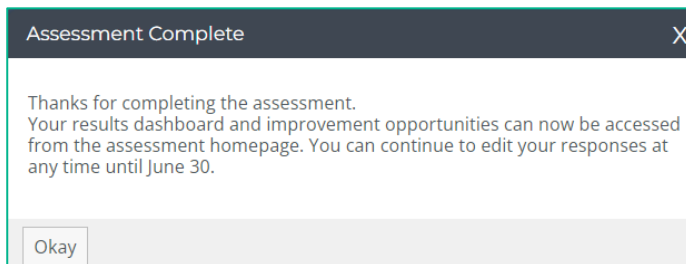
To:	Action:
Move to the next question or go back to a question	Click ← or →
In the left-hand menu	Green tick ✓ answered question Red dots ⋯ incomplete questions Grey bar ▬ unanswered question
Check your progress	A status bar above the Notice Board, in the top right-hand corner of your screen will display progress of the assessment.
Check incomplete questions	Scroll down and click ⊘ Check Questions
Exit the assessment	Scroll down and click 🗁 Overview Page

Saving answers and comments

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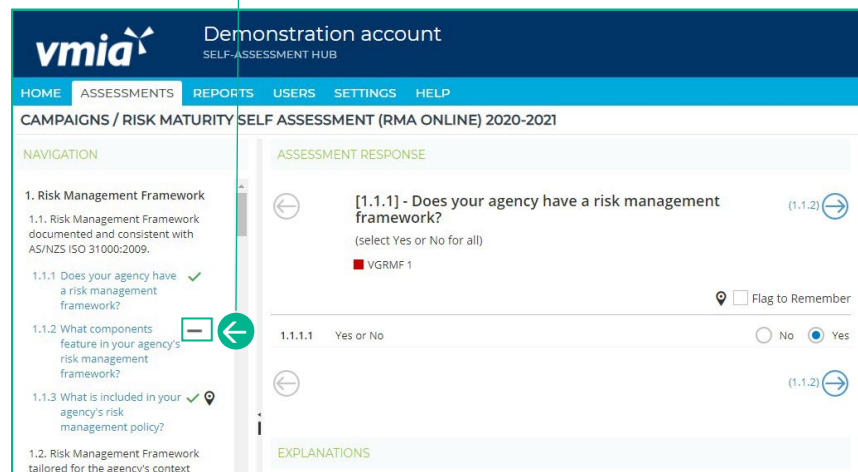
Completing the assessment

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.
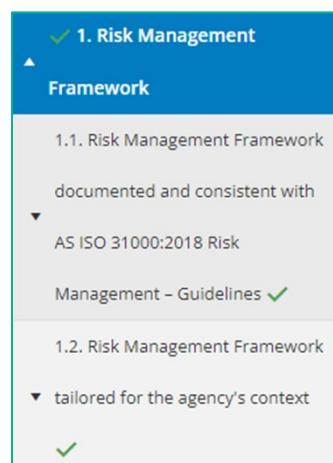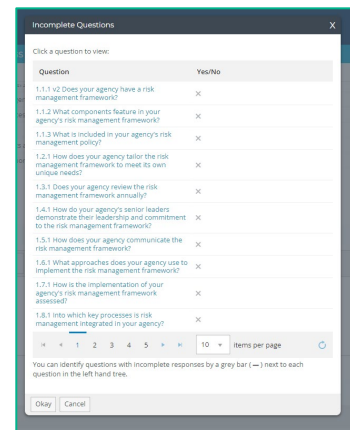

A grey dash indicates a question is unanswered

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

Completed questions.

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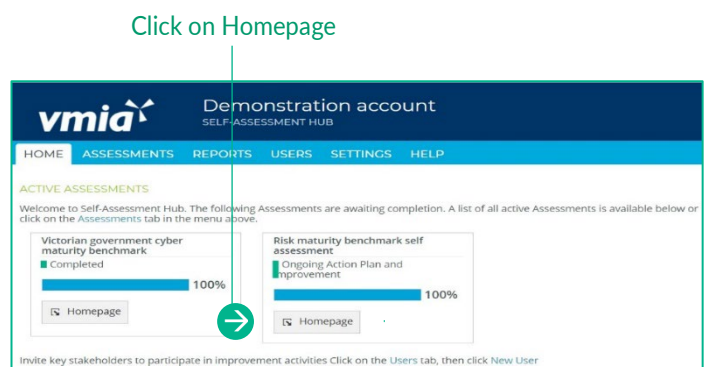

Step 2 – Review results and benchmarking in the overview page

The Assessment Summary page shows your assessment results including:

- 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 and risk management process. Rest your mouse on the graph bars to get an exact percentage.

View results

Click on Homepage

1. From the homepage, under 'RECENT ASSESSMENTS', click on the 'Homepage' button and the campaign page will appear.
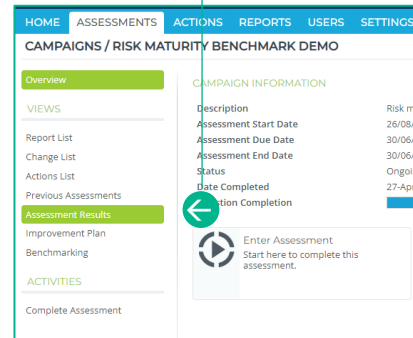

OR

ASSESSMENTS tab   Click the assessment name

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

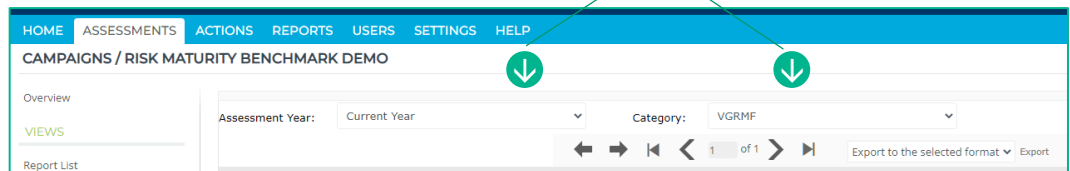3. Click on the assessment name and the campaign page will appear.

Click on Assessment Results
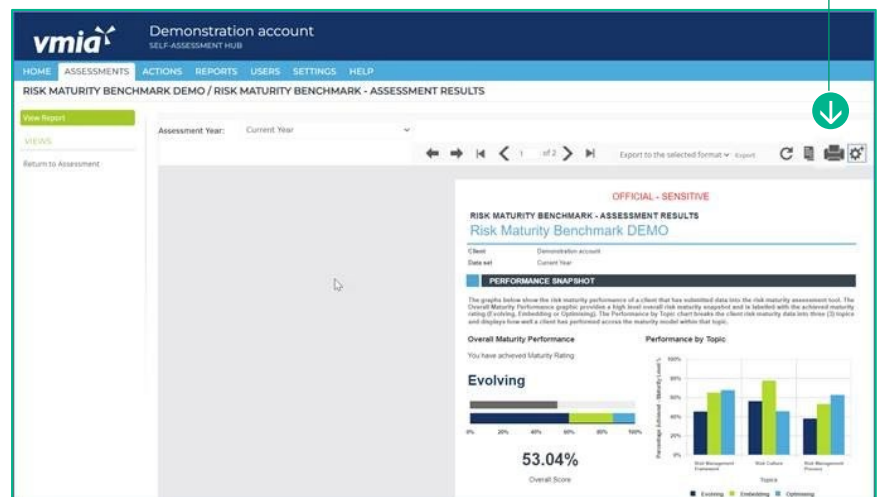
4. Select 'Assessment Summary' in the submenu.

Select your criteria

5. Click the drop-
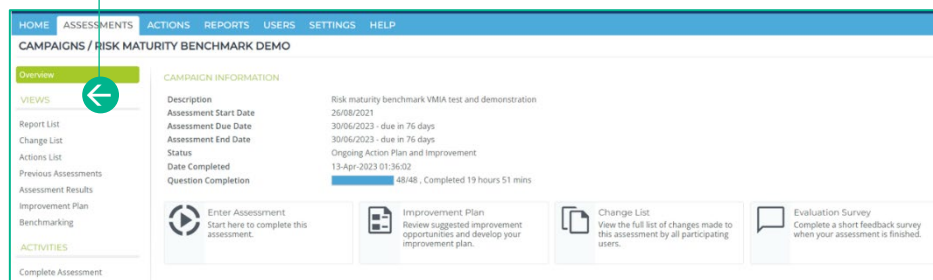down arrow to
complete your
criteria.

Print the page to PDF

Optional: Download a PDF of the page by clicking the print icon.

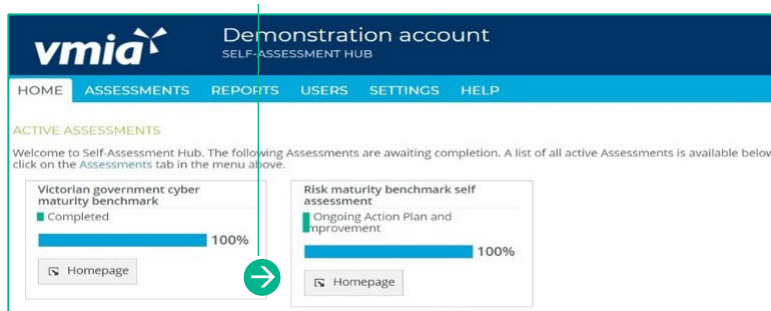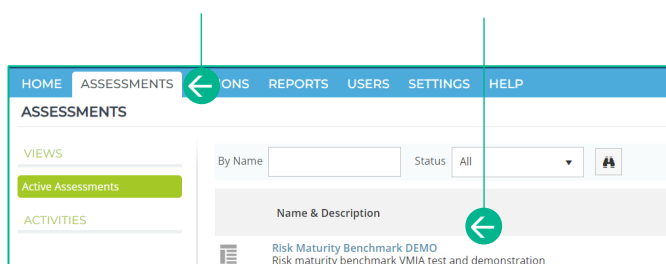Click on each 'Views' option in the left-hand menu to discover more detail.

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 Homepage

1. From the homepage, under 'RECENT ASSESSMENTS', click on the 'Homepage' button and the campaign page will appear

OR

ASSESSMENTS tab   Click the assessment name

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.
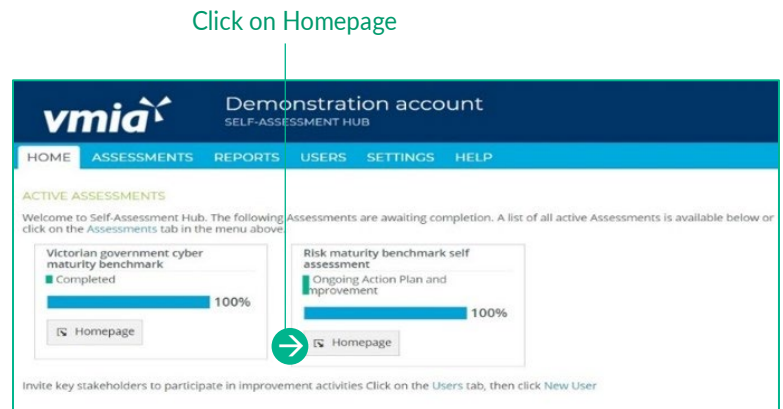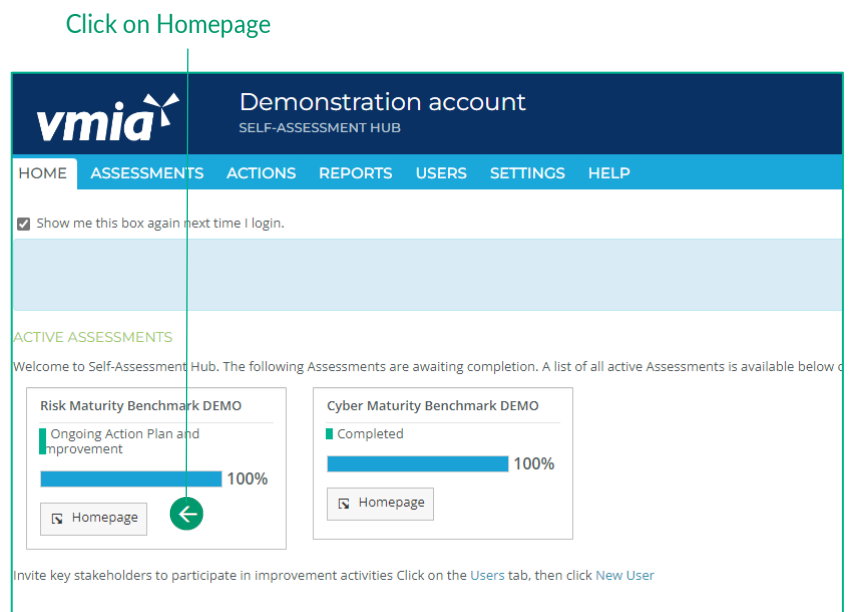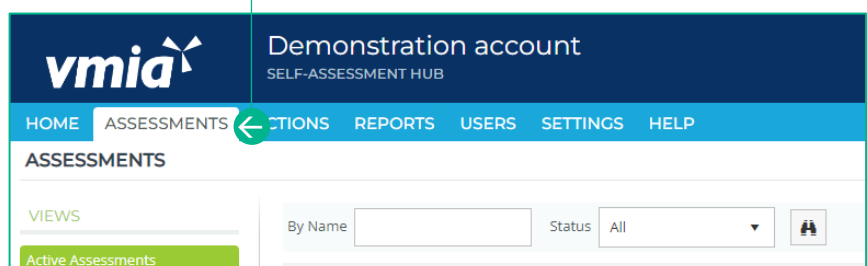
Select your criteria

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 action plan:

Click on Homepage

1. From the homepage, under 'RECENT ASSESSMENTS', click on the 'Homepage' button and the campaign page will appear.

Navigating to your improvement plan:

Click on Homepage

2. From the home tab, click on the 'Homepage' under Risk Maturity Benchmark.

OR

ASSESSMENTS tab

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

4. 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 or submenu of the left-hand column.
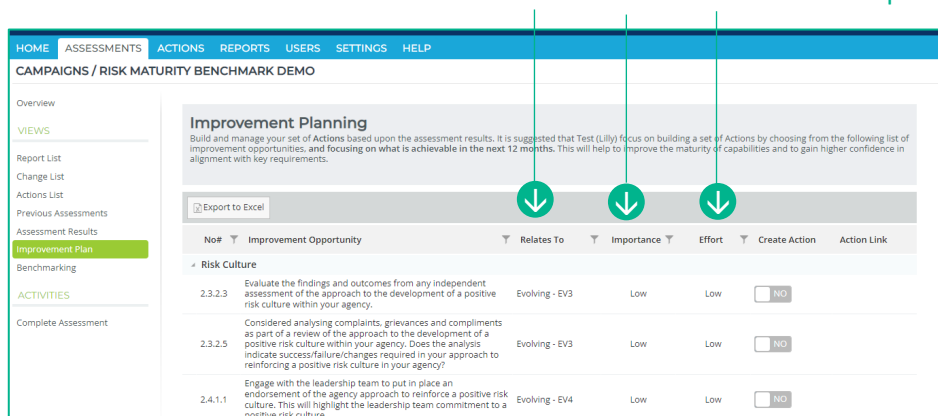

OR

Improvement Opportunity

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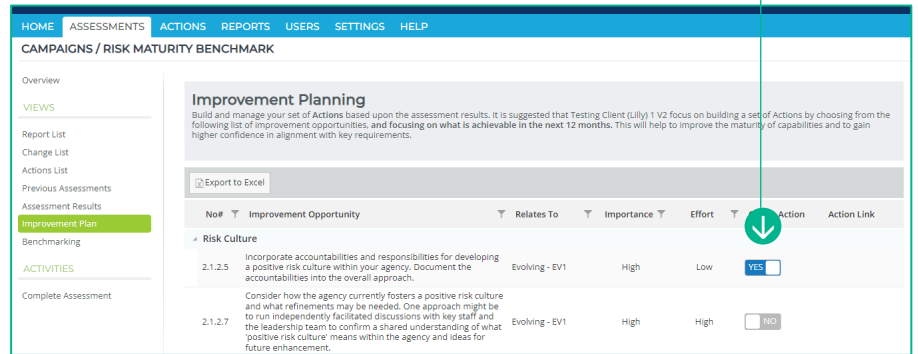

Click each of the funnel icon to view the filter options

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.

Action link

6. When you return to the Improvement Plan page, or refresh the page, you will then be able to see a link which will direct you to the action for that improvement opportunity.

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' 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 Action List 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.
Campaign	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 'Not Started', 'In Progress', 'Overdue' or 'Closed'
Command	Pen icon – Click on this to make edits to the action. Padlock icon – This will lock the action making it no longer editable. Note, this action will depend on your user permission. Close button – Closing an action. If you close an action where the progress is less than 100%, then the action may be reopened. If an action is closed where the progress is 100% complete, no further updates will be permitted.

4. Update your action by clicking on 'Edit' (pen icon) within the ACTIONS tab.

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.

Start and end date   Click the arrow to select Priority

Optional if 'Enable Tasks' is selected.

9. Click on '+Add Task'.

Click + Add Task

10. Double click on New Task to create a name.

11. Double click on Assign to and select name from list.

Double click and type over the new task name

Double click and select assignee name from drop down list

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.
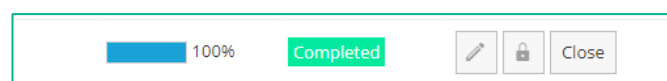
14. You can update and track your action progress within the Updates Tab. Click on the edit icon to record your progress and add any comments.

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.
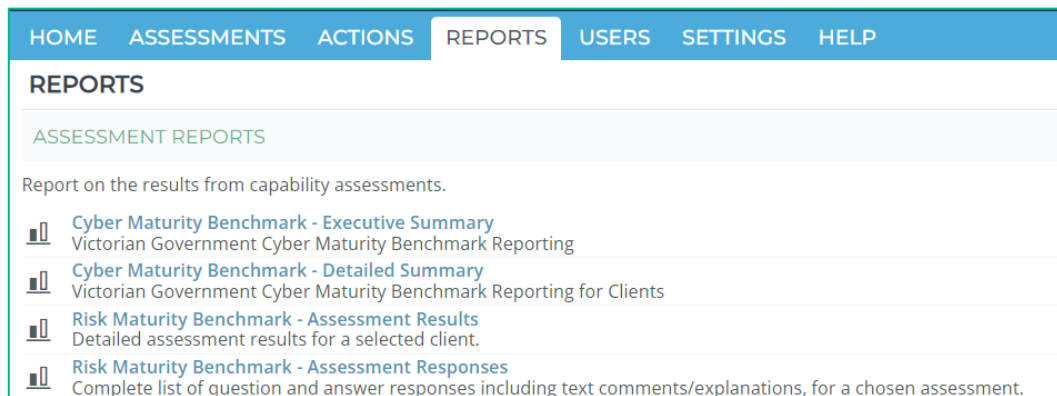
Generating reports

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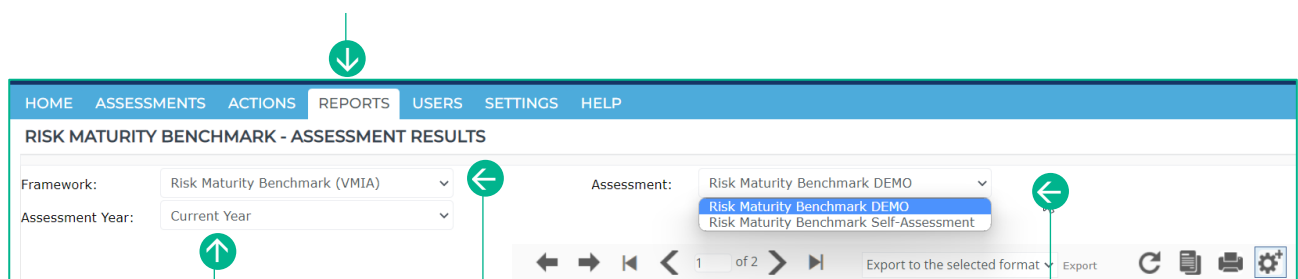
Report List →

OR

If you have access to various assessments, you can view a list of all available reports for your organisation from the 'REPORTS' tab:

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 REPORTS tab

Click the drop down arrow to select an assessment year

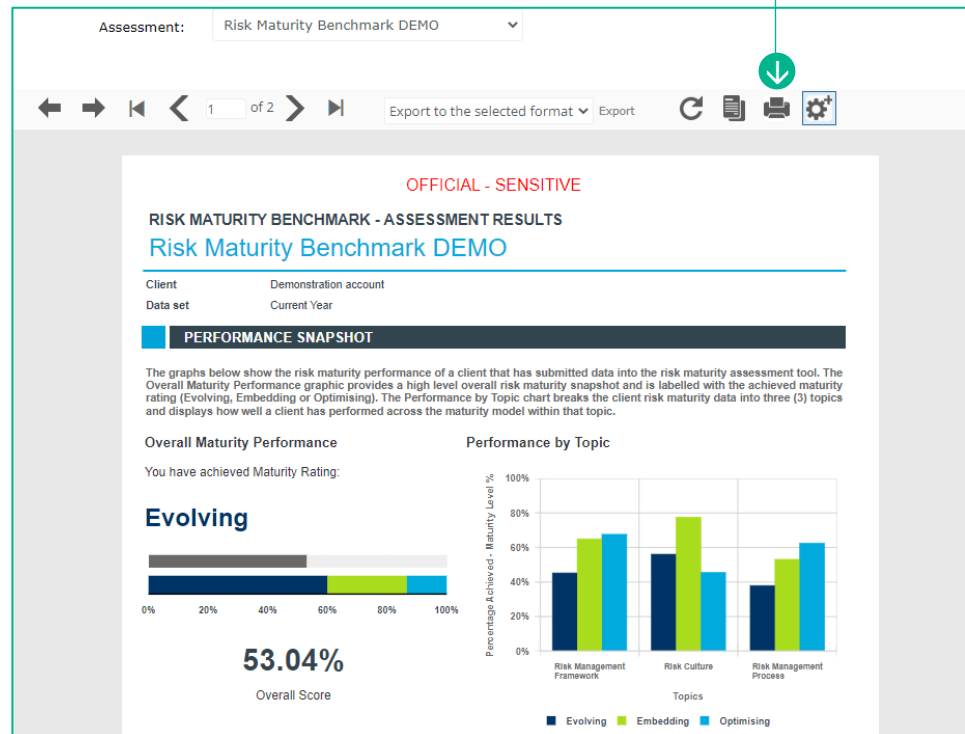Click the drop down arrow to select a framework report

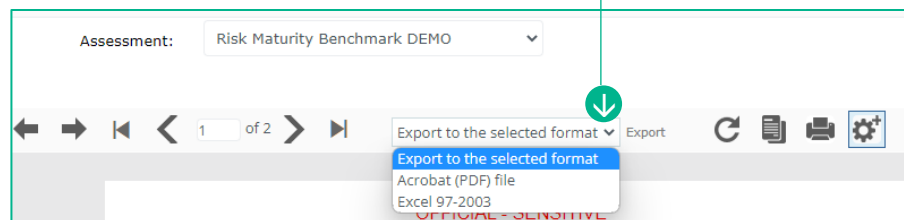Click the drop down arrow to select assessment type

View your

results:

Click the print icon

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

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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