

Impact Matrix Report

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Failure Point	Notes	Overall Impact Score	Highest Impact Area	Impact Level
Badge scanner	<ul style="list-style-type: none"> Physical security is compromised, need confirmation of ID on individuals Legal impact on protected data Minor reputational impact among employees 	16	Safety, Legal and Regulatory	High
Public service portal	<ul style="list-style-type: none"> Inability to pay taxes, water bill, renew licenses, operational impact and potential loss in revenue. Constituents and residents upset over inability to do tasks online. 	20	Financial, Reputational	Critical
Records management	<ul style="list-style-type: none"> Court system filing unavailable Financial records for resident accounts unable to be pulled up Violation of Federal Records Act, retention of records missing. 	13	Legal and Regulatory, Reputational	High

Legend

Overall Impact Score = sum of Operational, Financial, Safety, Legal and Regulatory, and Reputational impact ratings (each 1–5, total 1–25).

Highest Impact Area = impact category (or categories) with the highest rating on that row.

Impact Levels:

- 1–5: Low
- 6–12: Moderate
- 13–19: High
- 20–25: Critical