

THE UNITED REPUBLIC OF TANZANIA
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY
ISO 9001:2015 CERTIFIED



ENTERPRISE RISK MANAGEMENT SYSTEM USER GUIDE

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1 INTRODUCTION

Enterprise Risk Management System (ERMS) is a system that will facilitate Risk Management Processes which comprises of Risk Identification, Risk Assessment, Risk Monitoring and Reporting. ERMS has incorporated the management functionalities and business processes of the risk management unit.

1.1 Main Objective

The main purpose of this document is to provide guidance to TCRA staff on how to use the ERMS system for risk management activities.

1.2 Scope

This document will only guide the TCRA users on how they will perform different activities on the Enterprise Risk Management System (ERMS).

1.3 Security and Privacy

The document will only be accessed to all the authorized TCRA staff within TCRA (organization) and not otherwise for the control of privacy within the organization.

2 SYSTEM SET-UP

2.1 Set-up Considerations

ERMS System is mobile responsive software hence it can be accessed and adjusted in various platforms such as; Desktop, Laptop, Mobile phone and also Tablets.

Use **Firefox, Google Chrome, Internet Explorer, Opera Min** as Web browsers to access the system.

2.2 User Access Considerations

ERMS allows users to report new risk and incidents as anonymous with an option of submitting their email address when in need of feedback after review.

ERMS TCRA users will also use their Active Directory credentials (**Username** and **Password**) to access the system.

2.3 Users

ERMS has been designed to accommodate various types of users as categorized below:

i. TCRA ERMS Users

- Anonymous users
- Risk Champion
- Risk Owner
- Risk Management Officer

ii. Administrator

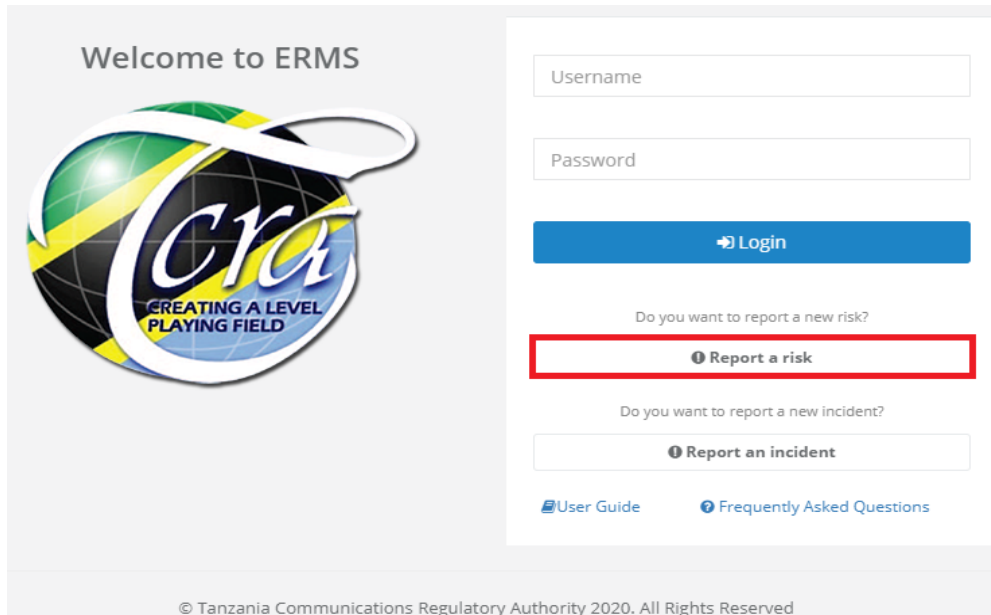
2.4 Accessing the System

2.4.1 Anonymous User

Anonymous users will either report a new risk or incident without submitting username and password to access the system.

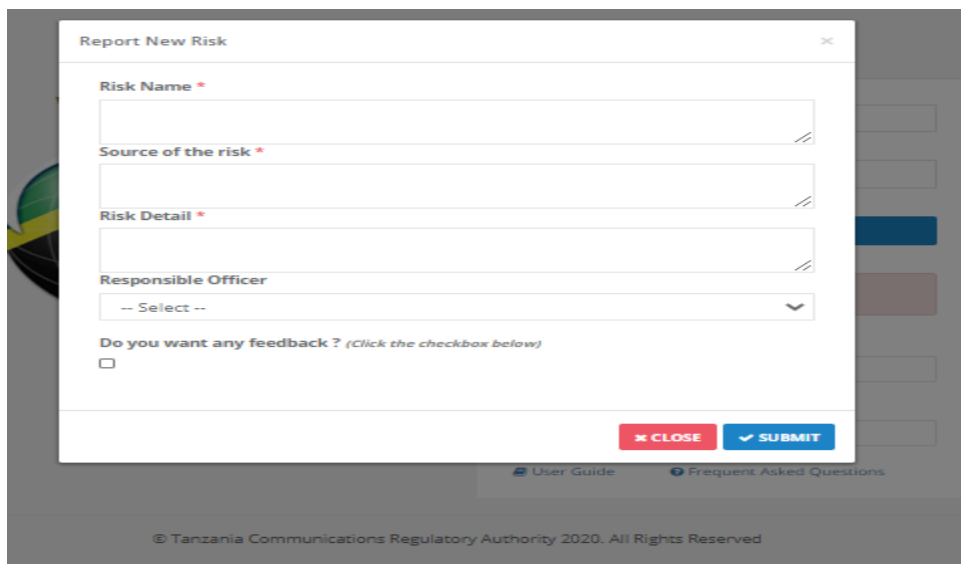
i. Report a Risk

Users will click on Report a risk button to report a new risk anonymously as shown below:



The screenshot shows the 'Welcome to ERMS' login page. On the left is the CRA logo with the tagline 'CREATING A LEVEL PLAYING FIELD'. On the right is a login form with fields for 'Username' and 'Password', a blue 'Login' button, and two options: 'Do you want to report a new risk?' with a 'Report a risk' button (highlighted with a red box), and 'Do you want to report a new incident?' with a 'Report an incident' button. At the bottom are links for 'User Guide' and 'Frequently Asked Questions', and a copyright notice: '© Tanzania Communications Regulatory Authority 2020. All Rights Reserved'.

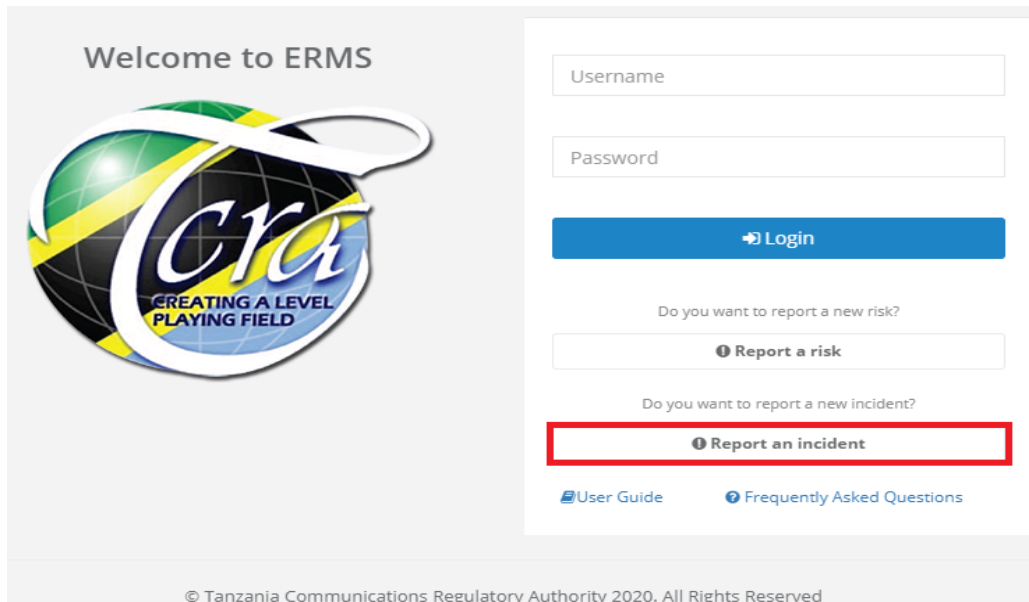
Users will fill in new risk details as shown below to report a new risk



The screenshot shows a 'Report New Risk' modal form. It contains the following fields: 'Risk Name *' (text input), 'Source of the risk *' (text input), 'Risk Detail *' (text input), and 'Responsible Officer' (dropdown menu with '-- Select --'). Below these is a checkbox for 'Do you want any feedback ? (Click the checkbox below)'. At the bottom right are 'CLOSE' and 'SUBMIT' buttons. The background shows the same login page as the previous screenshot, with the copyright notice '© Tanzania Communications Regulatory Authority 2020. All Rights Reserved' visible at the bottom.

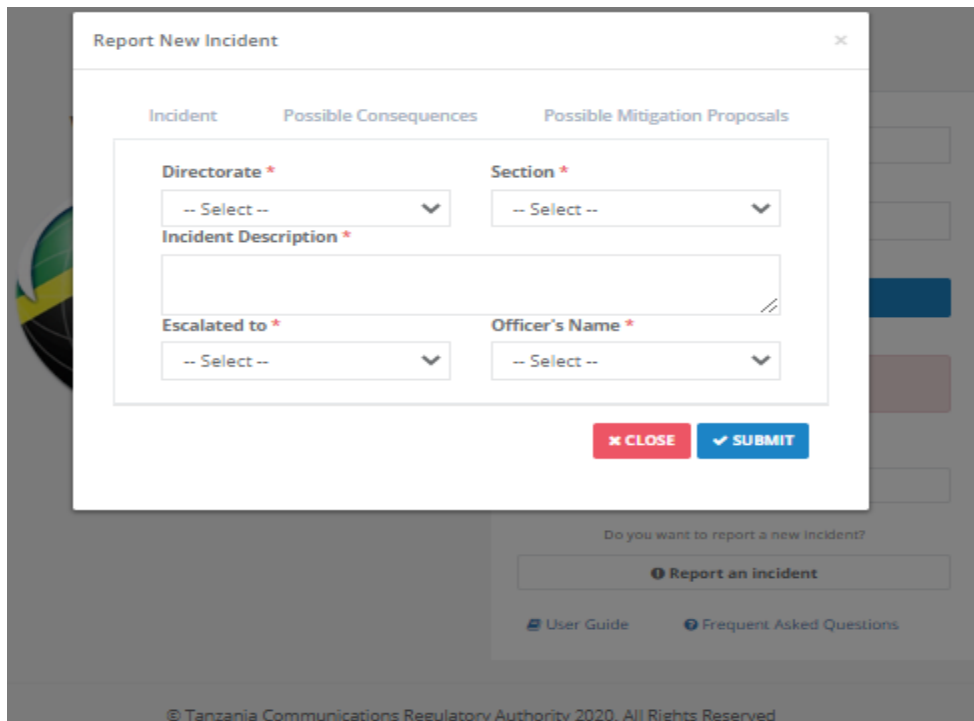
ii. Report an Incident

Users will click on Report an incident button to report a new incident anonymously as shown below:



The screenshot shows the 'Welcome to ERMS' login page. On the left is the CRA logo with the tagline 'CREATING A LEVEL PLAYING FIELD'. On the right is a login form with fields for 'Username' and 'Password', a blue 'Login' button, and two radio button options: 'Do you want to report a new risk?' and 'Do you want to report a new incident?'. The 'Report an incident' option is selected and highlighted with a red rectangle. Below these are links for 'User Guide' and 'Frequently Asked Questions'. The footer contains the copyright notice: '© Tanzania Communications Regulatory Authority 2020. All Rights Reserved'.

Users will fill in new incident details as shown below to report a new incident



The screenshot shows a 'Report New Incident' modal form. It has three tabs: 'Incident', 'Possible Consequences', and 'Possible Mitigation Proposals'. The 'Incident' tab is active. The form contains several required fields marked with an asterisk: 'Directorate' (dropdown), 'Section' (dropdown), 'Incident Description' (text area), 'Escalated to' (dropdown), and 'Officer's Name' (dropdown). At the bottom right of the form are two buttons: a red 'CLOSE' button and a blue 'SUBMIT' button. The background shows a blurred version of the ERMS login page. The footer contains the copyright notice: '© Tanzania Communications Regulatory Authority 2020. All Rights Reserved'.

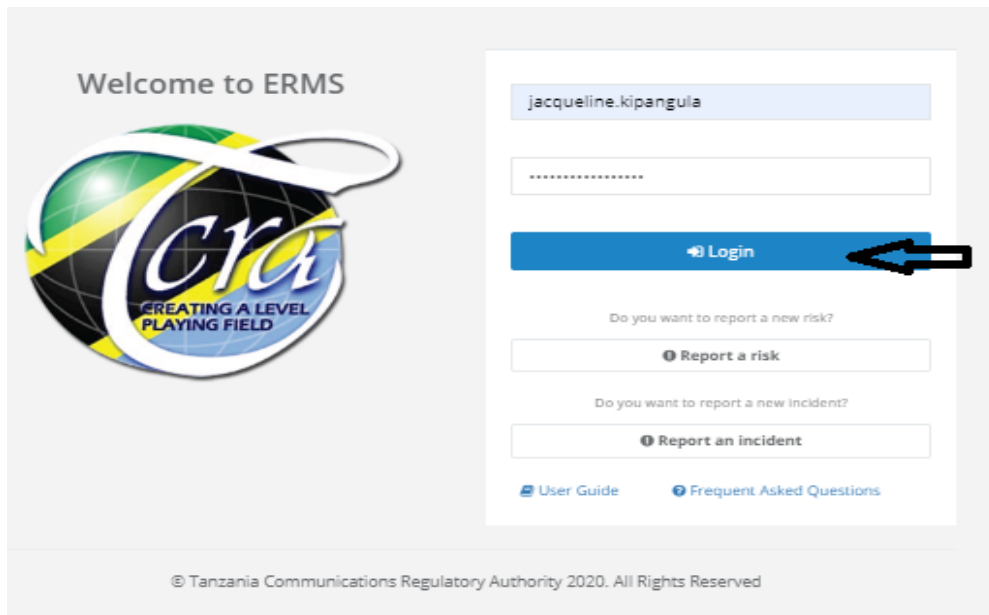
2.4.2 TCRA Users

ERMS TCRA users which includes Risk Champions, Risk Owners, Risk Management Unit officers will access the system through the below url:

erms.tcra.go.tz, where he/she will be responsible to follow the below steps.

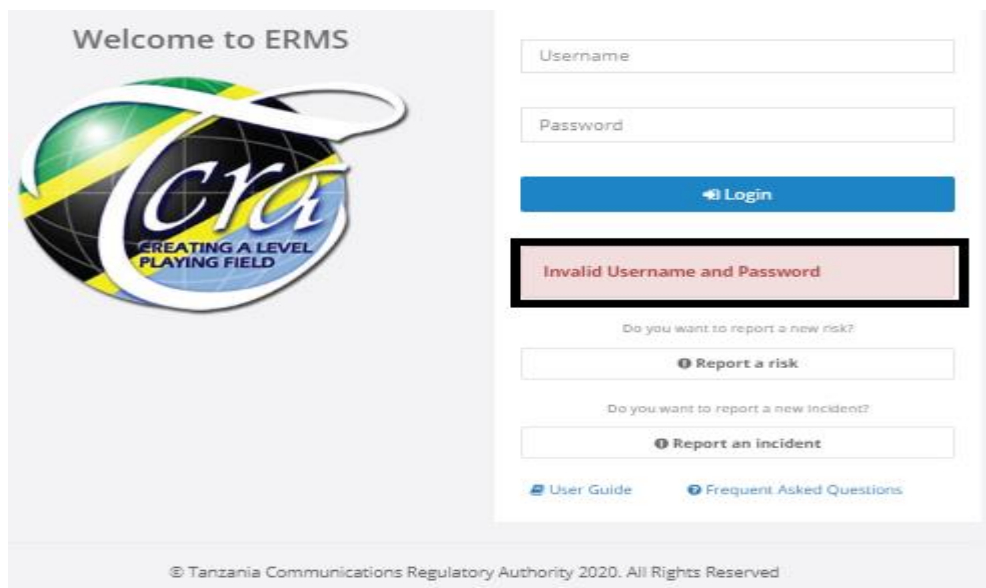
i. Insert given Username and Password

1. Any new applicant will have to insert his/her active directory **username** and **password** to access the system as shown below.



The screenshot shows the ERMS login interface. On the left is the TCRA logo with the text "Welcome to ERMS" above it. The logo features a stylized 'C' and 'T' in green and yellow, with "Crta" in blue and "CREATING A LEVEL PLAYING FIELD" below it. On the right is a white login box. The "Username" field contains "jacqueline.kipangula" and the "Password" field is masked with dots. A blue "Login" button is highlighted with a black arrow. Below the login box are links for "Report a risk" and "Report an incident", and footer links for "User Guide" and "Frequent Asked Questions". The footer text reads "© Tanzania Communications Regulatory Authority 2020. All Rights Reserved".

2. Then the user has to click the **Login** button to login in to the system; In case the username or password is incorrect he/she will be prompted with the message "Invalid username and password" as shown below;



This screenshot shows the same ERMS login interface as the previous one, but with an error message. The "Username" field is empty, and the "Password" field contains "Password". The blue "Login" button is visible. A red error box with the text "Invalid Username and Password" is displayed below the login button. The rest of the interface, including the TCRA logo and footer, remains the same.

After the user has successfully login to the system the user will be prompted with a default dashboard page as shown below.

The dashboard displays the following risk counts:

- Un-assessed Risks: 39 Total Count
- Accepted Risks: 27 Total Count
- Submitted Risks: 66 Total Count

The main table shows a list of activities with the following columns: Activity/Risk Name, Magnitude, Residual Risk Score, Trends, Risk Category, Year, and Quarter. The table is filtered by 'All Risk Category' and shows 10 entries.

Activity/Risk Name	Magnitude	Residual Risk Score	Trends	Risk Category	Year	Quarter
Activity Test 1	20	5	Upward	Strategic	2016/2017	1
Mpya	10	10	Upward	Strategic	2020/2021	3
New Risk	15	3	Downward	Strategic	2019/2020	4
Development	15	8	Downward	Project	2019/2020	1
qqq	6	6	Upward	Strategic	2018/2019	4
TEST	6	3	Upward	Strategic	2020/2021	3
fb	5	2	Upward	Operational	2019/2020	3
w	2	1	Downward	Strategic	2019/2020	1
activity 2020	6	3	Constant	Strategic	2019/2020	2
activity 10th august 2020	16	4	Upward	Strategic	2019/2020	4

Showing 1 to 10 of 22 entries

ii. Exiting the System

You can exit the system by clicking the **logout** button as shown below;

Click the logout button as shown;

The dashboard displays the following risk counts:

- Un-assessed Risks: 41 Total Count
- Accepted Risks: 27 Total Count
- Submitted Risks: 68 Total Count

The main table shows a list of activities with the following columns: Activity/Risk Name, Magnitude, Residual Risk Score, Trends, Risk Category, Year, and Quarter. The table is filtered by 'All Risk Category' and shows 4 entries.

Activity/Risk Name	Magnitude	Residual Risk Score	Trends	Risk Category	Year	Quarter
risk/activity	1	1	Downward	Operational	2020/2021	2
ew	4	2	Upward	Operational	2020/2021	1
ds	6	3	Downward	Strategic	2020/2021	1
agape1	3	1	Constant	Project	2020/2021	2

Showing 1 to 4 of 4 entries

The **Logout** button is highlighted in the top right corner of the dashboard.

2.5 System Organization & Navigation

ERMS System is organized according to different categories, which each has different sub-categories on it; **Dashboard, Risk Register, New/Emerging Risk, Key Risk Indicator, Incident, Settings and Users.**

i. **Dashboard**

The Dashboard page describes Summary of New/Emerging Risk and Risk Register. New Risk is described in different perspective such as: Un assessed Risks, Accepted Risks and Submitted. Risk Register is described by Activity name, Magnitude, Residual Risk Score, Trends, Risk category, Year and Quarter. It has no sub-category.

ii. **Risk Register**

Describe the assessment of different risk categories Strategic, Process and Project risks. Hence it captures the Activity, Affected Strategic Objective, Risk Causes, Risk Events, Risk Consequences, Inherent analysis, Existing controls, Effectiveness of existing controls, Additional controls, Risk status, Remarks and Trend.

Risk Register has three sub-categories:

- a. Assess
- b. Review and Assess
- c. Report

iii. **New/Emerging Risk**

Describe the creation and overview of risk. Risk is the possibility that an event could occur and adversely affect the achievement of organization objectives.

New/Emerging Risk has three sub-categories

- a. Create
- b. View
- c. Report

iv. **Key Risk Indicator**

Describes quantitative metrics related to a particular risk will be filled showing a change in the risk magnitude.

Key Risk Indicator has three sub-categories

- a. Create
- b. View
- c. Assess
- d. Reports

v. **Incident**

Describe An event that may be, or may lead to a business interruption, disruption, loss and/or crisis.

Incident has three sub-categories:

- a. Create
- b. View
- c. Report

vi. **Settings**

Describe all the administrative activities such as; definition of key details which includes effective scale, Impact scale, Likelihood Scale, Objectives and Frequently asked questions.

vii. **User**

Describe all the administrative activities which includes the management of users and roles

3 **SYSTEM USAGE**

After the TCRA user has successfully logged in to the system, he/she will be prompted with various menu to guide when managing risk as elaborated below;

3.1 **Dashboard**

Under the dashboard category the user will be able to view total numbers of Un assessed risks, accepted risks and Submitted risks and summary of risk register.

Activity/Risk Name	Magnitude	Residual Risk Score	Trends	Risk Category	Year	Quarter
Activity Test 1	20	5	Downward	Strategic	2017/2018	2
Mpya	10	10	Upward	Strategic	2020/2021	3
Development	15	8	Downward	Project	2019/2020	1
New Risk	15	3	Downward	Strategic	2019/2020	4
qqq	6	6	Upward	Strategic	2018/2019	4
TEST	6	3	Upward	Strategic	2020/2021	3
fb	5	2	Upward	Operational	2019/2020	3
activity 2020	6	3	Constant	Strategic	2019/2020	2
activity 10th august 2020	16	4	Upward	Strategic	2019/2020	4
w	2	1	Downward	Strategic	2019/2020	1

3.2 Risk Register

Describe the assessment of different risk categories Strategic, Process and Project risks. Hence it captures the Activity, Affected Strategic Objective, Risk Causes, Risk Events, Risk Consequences, Inherent analysis, Existing controls, Effectiveness of existing controls, Additional controls, Risk status, Remarks and Trend.

Risk Register has three sub-categories:

- Assess
- Review and Assess
- Report

3.2.1 Assess

To assess risk, click on the Assess sub-category link below as shown

Enterprise Risk Management System

Welcome Jacqueline.kipangula Log out

Un-assessed Risks: 39 Total Count

Accepted Risks: 27 Total Count

Submitted Risks: 66 Total Count

View: -- All Risk Category --

Show 10 entries

Activity/Risk Name	Magnitude	Residual Risk Score	Trends	Risk Category	Year	Quarter
Activity Test 1	20	5	Downward	Strategic	2017/2018	2
Mpys	10	10	Upward	Strategic	2020/2021	3
Development	15	8	Downward	Project	2019/2020	1
New Risk	15	3	Downward	Strategic	2019/2020	4
qqq	6	6	Upward	Strategic	2018/2019	4
TEST	6	3	Upward	Strategic	2020/2021	3
fb	5	2	Upward	Operational	2019/2020	3
activity 2020	6	3	Constant	Strategic	2019/2020	2
activity 10th august 2020	16	4	Upward	Strategic	2019/2020	4
w	2	1	Downward	Strategic	2019/2020	1

Showing 1 to 10 of 22 entries

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Then the risk register form will be displayed on the left side as shown below for RMU officer to fill in the required information:

Enterprise Risk Management System

Welcome Jacqueline.kipangula Log out

Risk Assessment

Risk Register / Assess

General Information

Activity/Risk Name * Risk Category * Risk Owner *

Affected Institutional objective(s) *

Causes *

Events *

Consequences *

Inherent Analysis *

Existing Controls *

3.2.2 Review & Assess

Enterprise Risk Management System

Welcome Jacqueline.kipangula Log out

Review & Assess Risk Register
Risk Register / Review & Assess

Strategic - Risk Category Operational - Risk Category Project - Risk Category

List of Risk Registry (Operational Category)

Show 10 entries Search:

Activity	Causes	Events	Consequences	Trend	Action
fb	1. fd	1. fd	1. fd	Upward - Amber	Review Assess
activity id6	1. Cause_1	1. Event_1	1. Cons_1	Constant - Amber	Review Assess
activity id6	1. Cause_1	1. Event_1	1. Cons_1	Constant - Amber	Review Assess
activity id6	1. Cause_1	1. Event_1	1. Cons_1	Downward - Red	Review Assess
activity id6	1. Cause_1	1. Event_1	1. Cons_1	Upward - Green	Review Assess
Activity	Causes	Events	Consequences	Trend	Action

Showing 1 to 5 of 5 entries Previous 1 Next

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On Clicking the Review button as highlighted above, a summary of submitted risk register will be displayed with all details;

View Risk Registry

Activity * fb

Risk Category * Operational

Risk Owner * D/CRM

Affected Institutional objective(s) *

1. To promote efficient, reliable and secure communications infrastructure and applications

List of Possible Cause(s)

1. fd

List of Possible Event(s)

1. fd

List of Possible Consequence(s)

1. fd

Impact Score Insignificant Likelihood Score Almost certain Risk Magnitude * Normal / Low

List of Existing Control(s)

1. fd

Effective of Existing Controls * Poor Residual Risk Score * Low

List of Additional Control(s)

1. fd

Remarks *

To be enhanced

Status *

To be rectified

On Clicking the Assess button as highlighted below, a risk register will be displayed with all details which needs to be updated;

Jacqueline.kipangula

- Dashboard
- Dashboard
- Risk Register
- New/Emerging Risk
- Key Risk Indicator
- Incident
- Settings
- Users

Enterprise Risk Management System

Welcome Jacqueline.kipangula [Log out](#)

Risk Register Quarter Assessment

Register / Assessment

General Information

Activity *

Activity Test 1

Objectives Category *

Strategic

Risk Owner *

D/ICTAS

Causes Assessment *

Causes 1

Testing cause

New other

etyyjdgbljm

[+ ADD](#)
[+ REASON](#)

Remove

Remove

Remove

Remove

Events Assessment *

Consequences Assessment *

3.2.3 Reports

To view Risk register report. The report can be filtered by, Risk Trends, Risk Category, Year, Quarter and downloaded in excel format:

Jacqueline.kipangula

- Dashboard
- Dashboard
- Risk Register
- New/Emerging Risk
- Key Risk Indicator
- Incident
- Settings
- Users

Enterprise Risk Management System

Welcome Jacqueline.kipangula [Log out](#)

Risk Register

Risk Register / Reports

Filter: [All Risk Trends](#) [All Risk Category](#) Year: [Year](#) Quarter: [Quarter](#) Export: [Excel Report](#)

Show 10 entries

Activity/Risk Name	Risk Owner	Magnitude	Residual Risk Score	Trends	Year	Quarter
Activity Test 1	D/ICTAS	20	5	Downward	2017/2018	2
Moya	D/LS	10	10	Upward	2020/2021	3
Development	H/CCU	15	8	Downward	2019/2020	1
New Risk	H/PMU	15	3	Downward	2019/2020	4
qqq	D/CRM	6	6	Upward	2018/2019	4
TEST	H/CCU	6	3	Upward	2020/2021	3
fb	D/CRM	5	2	Upward	2019/2020	3
activity 2020	D/CRM	6	3	Constant	2019/2020	2
activity 10th august 2020	H/QMU	16	4	Upward	2019/2020	4
w	D/IA	2	1	Downward	2019/2020	1

Showing 1 to 10 of 22 entries

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[2](#)
[3](#)
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10

3.3 New/Emerging Risk

Describe the creation and overview of risk. Risk is the possibility that an event could occur and adversely affect the achievement of organization objectives.

Risk Register has three sub-categories:

- Create
- View
- Report

3.3.1 Create

To create new risk, when the create button is clicked it displays as below

The screenshot shows the 'Enterprise Risk Management System' interface. The user is logged in as 'Jacqueline.kipangula'. The left sidebar contains navigation links: Dashboard, Risk Register, New/Emerging Risk, Key Risk Indicator, Incident, Settings, and Users. The main content area is titled 'New/Emerging Risk' with a sub-link 'Create'. Below this, the 'Create New/Emerging Risk' form is displayed. The form has two columns. The left column contains 'Risk Name' and 'Risk Detail' text input fields. The right column contains 'Source of the risk' and 'Responsible Officer' (a dropdown menu). At the bottom right of the form are 'Save as Draft' and 'Submit' buttons. A red box highlights the 'New/Emerging Risk' breadcrumb and the 'Create' link.

3.3.2 View

To view the created new risk, User has to click on view button to see the summary of created new risk.

The screenshot shows the 'View New / Emerging Risk' modal. The modal displays the details of a risk entry. The fields are: Risk Name (Risk by Champion), Source of the risk (Source 2), Risk Detail (Detail New), Responsible Officer (Abdallah Migila), Reported By (content), and Date Reported (2020-08-17). The modal has a 'Close' button at the bottom right. In the background, a table lists the 'List of New/Emerging Risk' with columns for Date Reported, Reported By, Risk Name, Responsible Officer, Status, and Action. A red box highlights the 'View' button in the Action column of the first row.

Date Reported	Reported By	Risk Name	Responsible Officer	Status	Action
17-08-2020	content	Risk by Champion	Abdallah Migila	Accepted	View Delete
17-08-2020	jacqueline.kipangula	Source 2	Detail New	Submitted	View Review Delete
17-08-2020	Anonymous User	Detail New	Abdallah Migila	Accepted	View Delete
12-08-2020	content	Detail New	Abdallah Migila	Submitted	View Review Delete
12-08-2020	content	Detail New	Abdallah Migila	Submitted	View Review Delete
11-08-2020	erms	Detail New	Abdallah Migila	Submitted	View Review Delete
11-08-2020	erms	Detail New	Abdallah Migila	Submitted	View Review Delete
11-08-2020	agape.kamagenge	Detail New	Abdallah Migila	Submitted	View Review Delete
11-08-2020	Anonymous User	Detail New	Abdallah Migila	Submitted	View Review Delete
10-08-2020	erms	Detail New	Abdallah Migila	Submitted	View Review Delete

3.3.3 Reports

To view New/Emerging Risk report. The report can be filtered by, Reported By, Status, Date Range and it can be downloaded in excel format:

Enterprise Risk Management System

Welcome Jacqueline.kipangula Log out

Risk Register

Risk Register / Reports

Filter: All Risk Trends All Risk Category Year: Year Quarter: Quarter Export: Excel Report

Show 10 entries

Activity/Risk Name	Risk Owner	Magnitude	Residual Risk Score	Trends	Year	Quarter
Activity Test 1	D/CTAS	20	5	Downward	2017/2018	2
Moya	D/LS	10	10	Upward	2020/2021	3
Development	H/CCU	15	8	Downward	2019/2020	1
New Risk	H/PMU	15	3	Downward	2019/2020	4
QQQ	D/CRM	6	6	Upward	2018/2019	4
TEST	H/CCU	6	3	Upward	2020/2021	3
fb	D/CRM	5	2	Upward	2019/2020	3
activity 2020	D/CRM	6	3	Constant	2019/2020	2
activity 10th august 2020	H/QMU	16	4	Upward	2019/2020	4
w	D/IA	2	1	Downward	2019/2020	1

Showing 1 to 10 of 22 entries

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3.4 Key Risk Indicator

Describes quantitative metrics related to a particular risk, it will be filled to show a change in the risk magnitude.

Key Risk Indicator has four sub-categories:

- Create
- View
- Assess
- Report

3.4.1 Create

To create Key Risk Indicator, when the create button is clicked it displays as below

Assess Key Risk Indicator

Risk Owner: H/IAU

Strategic Objective:

- ☐ To modernize TCRA operations by enhancing staff competences, quality research on regulated services and utilizing state of the art technologies
- ☐ To promote efficient, reliable and secure communications infrastructure and applications
- ☐ To promote efficient and affordable communications services and increase access to Postal and ICTs in under-served and un-served areas
- ☐ To protect interests of stakeholders and enhance awareness of their Rights and Obligations
- ☐ To monitor performance of regulated services and enforce compliance to legislation, regulations and standards
- ☐ To coordinate implementation of National, Regional and International Sector Commitments

Main Activity: kfjs

Key Performance Indicator: fsjkc

Key Risk Indicator Descriptions: kfjs

3.4.4 Reports

To view Key Risk Indicator report

The Key Risk Indicator report can be filtered by, Risk Owner, Date Range and it can be downloaded in excel format:

Key Risk Indicator Reports

Filter: --All Risk Owners-- Date Range: mm/dd/yyyy - mm/dd/yyyy Export Excel Report

Risk Owner	Main Activity	Key Performance Indicator	Resources	Green	Amber	Red
D/LE	By Admin	By Admin	By Admin	-	5	-
D/LE	Activity Mpya	KPI Mpya	Resources Mpya	8	-	-
H/IAU	kfjs	fsjkc	kfjs	-	-	-
D/ICTAS	1	2	3	123	-	-
D/ICTAS	re	re	re	-	-	-
D/ICTAS	Activity Mpya	KPI New	Resources New	4	-	-
D/ICTAS	Resignation	Number of staff resigning	Employees	-	-	8
D/ICTAS	Main activity Test 1	Performance Indicator Test 1	Resources 1	1	-	-
D/IA	fd Updated by Admin	fd Updated by Admin	By Admin	-	-	-
D/IA	vee	ew	ew	-	-	-

Showing 1 to 10 of 15 entries

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3.5 Incident

Describe An event that may be, or may lead to a business interruption, disruption, loss and/or crisis.

Incident has three sub-categories:

- Create
- View
- Report

3.5.1 Create

To create an Incident, user has to click the create button and the below will be displayed;

The screenshot shows the 'Incident Create' form in the Enterprise Risk Management System. The form is titled 'Incident' and has a sub-header 'Incident / Create'. It contains several input fields: 'Directorate' (a dropdown menu with '-- Select --'), 'Section' (a dropdown menu with '-- Select --'), 'Incident Description' (a text area), 'Escalated to' (a dropdown menu with '-- Select --'), and 'Officer's name' (a dropdown menu with '-- Select --'). A 'SUBMIT' button is located at the bottom right of the form. The left sidebar shows the 'Incident' menu with 'Create' highlighted. The top header shows the user's name 'Jacqueline.kipangula' and a 'Log out' link.

3.5.2 View

To view the created Incident, User has to click on view button to see the summary of created Incident.

The screenshot shows the 'View Incident' page in the Enterprise Risk Management System. The page has a sub-header 'Incident / View' and a 'List of Reported Incident' table. The table has columns for 'Date Reported', 'Reported By', and 'Incident'. A modal window titled 'View New Incident' is open, showing details for a specific incident. The modal includes fields for 'Description Incident', 'Directorate', 'Section', 'Reported By', 'Date Reported', and 'Escalated To'. It also lists 'List of Possible Incident Consequences' and 'List of Possible Incident Mitigations'. A 'Close' button is at the bottom right of the modal. The left sidebar shows the 'Incident' menu with 'View' highlighted. The top header shows the user's name 'Jacqueline.kipangula' and a 'Log out' link.

Date Reported	Reported By	Incident
17-08-2020	Anonymous User	Incident
12-08-2020	Content	Description
12-08-2020	Content	Description
11-08-2020	Erms	description
11-08-2020	Agape kamagenge	Incident
11-08-2020	Agape kamagenge	Description
11-08-2020	Agape kamagenge	Description
11-08-2020	Anonymous User	The is a

3.5.3 Reports

To view Incident report

The Incident report can be filtered by, Reported By, Date Range and downloaded in excel and PDF format:

Enterprise Risk Management System

Welcome Jacqueline.kipangula Log out

Incident / Reports

Filter: -- All Reporters -- Date Range: mm/dd/yyyy mm/dd/yyyy Expert: Excel Report

Show 10 entries

Date Reported	Reported By	Incident Description	Directorate	Section	Escalated To	Action
17-08-2020	Anonymous User	Incident Description Test	Director General	Corporate Communication Unit	frederick.ntobi	Download PDF
12-08-2020	content	Description	Director General	Corporate Communication Unit	semu.mwalyanjala	Download PDF
12-08-2020	content	Description	Directorate of ICT Applications and Services	Standards & Technical Specification	peter.lyimo	Download PDF
11-08-2020	agape.kamagenge	Incident Mpya	Director General	Internal Audit Unit	peter.lyimo	Download PDF
11-08-2020	Anonymous User	The is a problem in developing system as the procedure is not clear	Directorate of ICT Applications and Services	Corporate ICT	peter.lyimo	Download PDF
11-08-2020	erms	description	Directorate of ICT Applications and Services	Standards & Technical Specification	peter.lyimo	Download PDF
11-08-2020	agape.kamagenge	Description of Incident New August	Director General	Internal Audit Unit	connie.francis	Download PDF
11-08-2020	agape.kamagenge	Description of Incident New August	Director General	Internal Audit Unit	connie.francis	Download PDF

Showing 1 to 8 of 8 entries

Previous 1 Next

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3.6 Settings

Describe all the administrative activities such as; definition of key details which includes effective scale, Impact scale, Likelihood Scale, Objectives and Frequently asked questions.

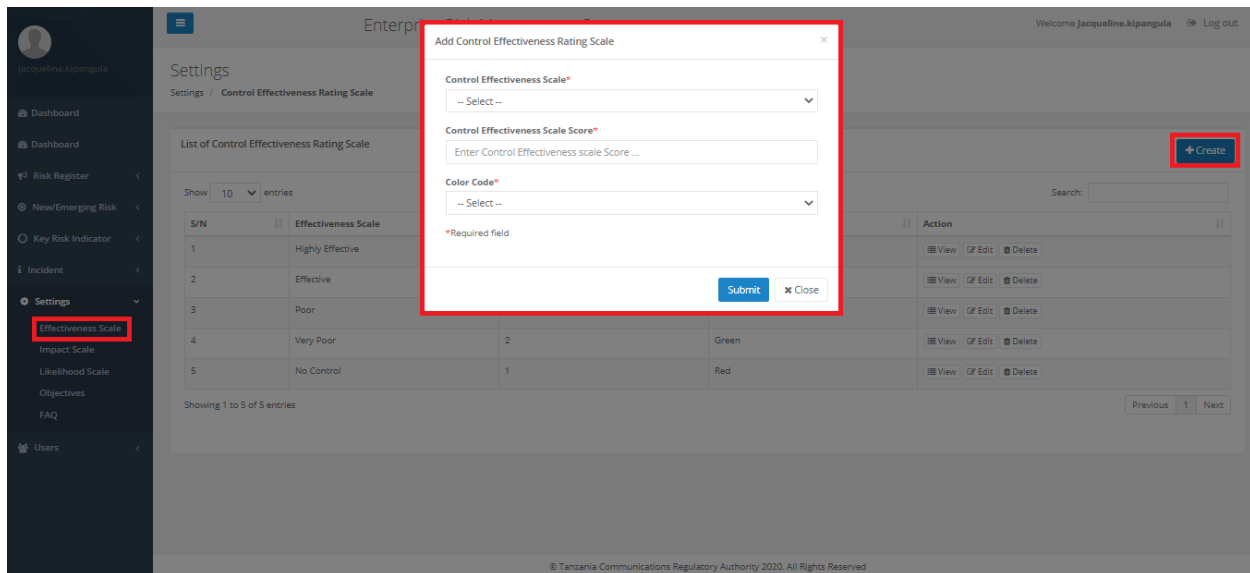
Settings has five sub-categories:

- Effectiveness Scale
- Impact Scale
- Likelihood Scale
- Objectives
- Frequently Asked Questions

3.6.1 Effectiveness Scale

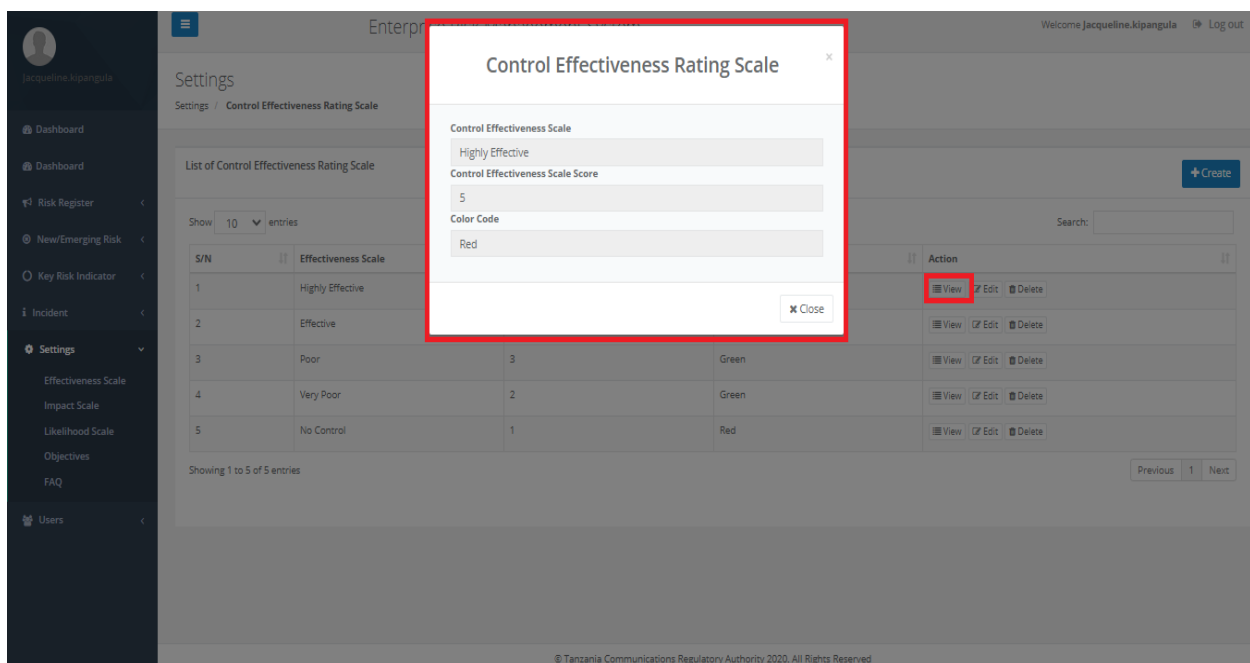
3.6.1.1 Create

To create an Effectiveness Scale, user has to click the create button and the below will be displayed;



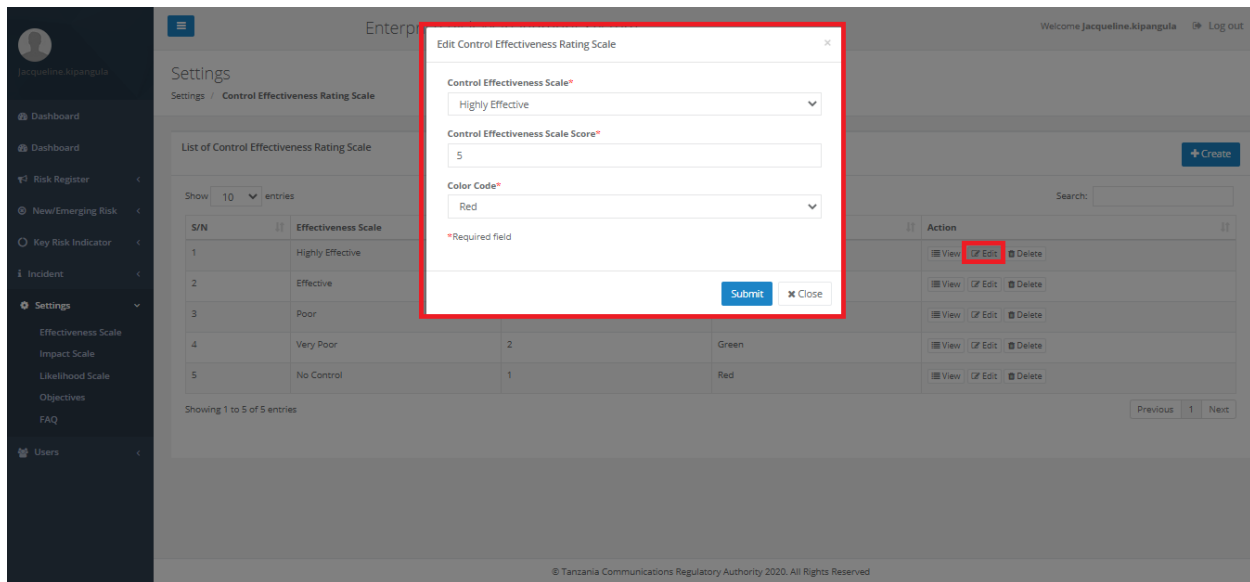
3.6.1.2 View

To view the created Effectiveness Scale, User has to click on view button to see the summary of the effectiveness scale.



3.6.1.3 Edit

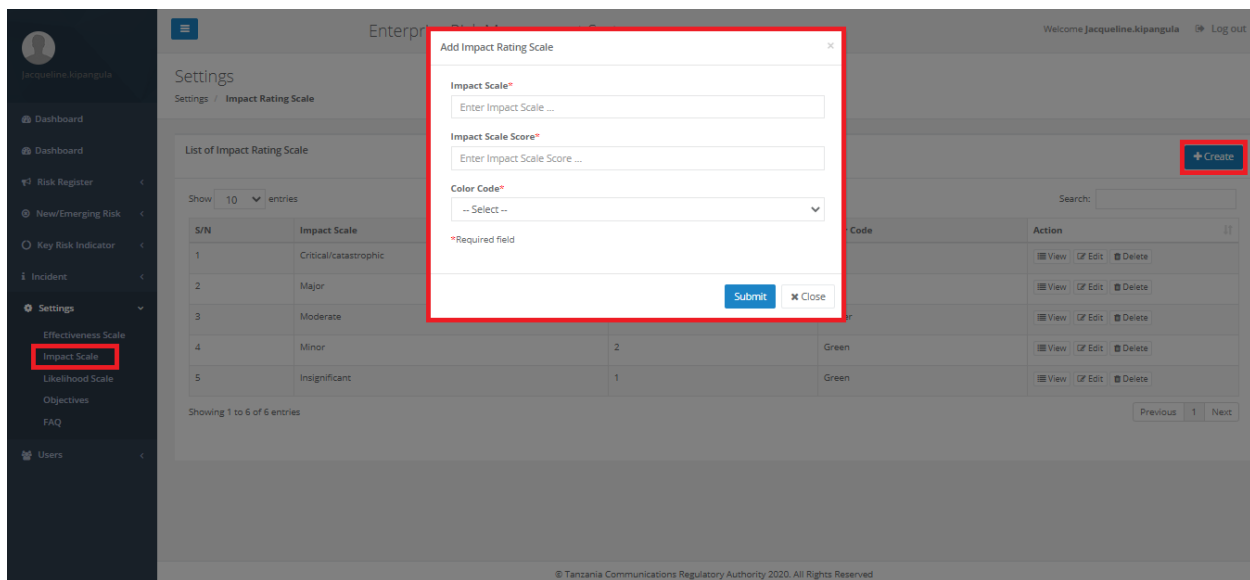
To edit Effectiveness Scale, User has to click on edit button to edit details of the effectiveness scale.



3.6.2 Impact Scale

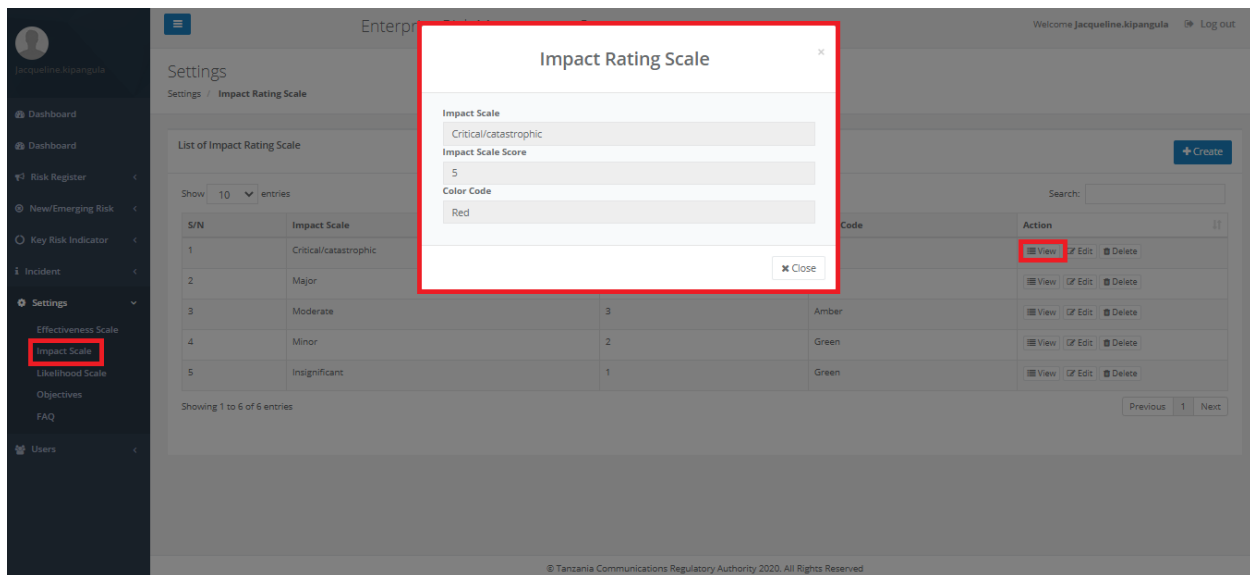
3.6.2.1 Create

To create an Impact Scale, user has to click the create button and the below will be displayed;



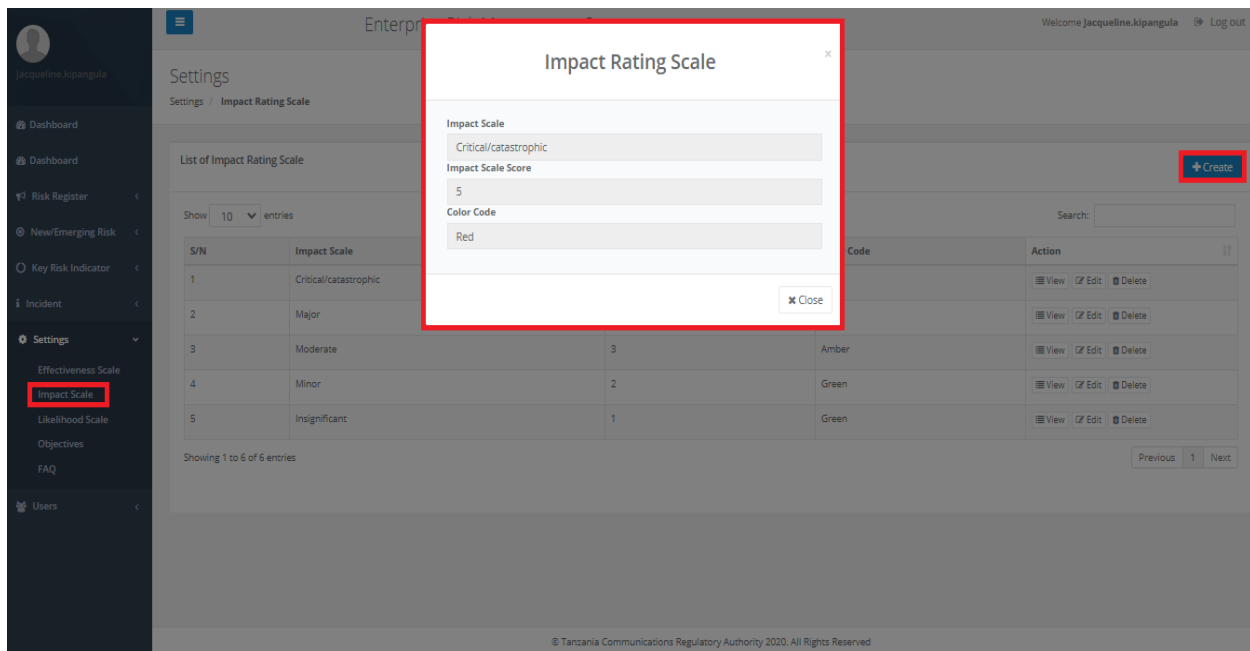
3.6.2.2 View

To view the created Impact Scale, User has to click on view button to see the summary of the effectiveness scale.



3.6.2.3 Edit

To edit Effectiveness Scale, User has to click on edit button to edit details of the effectiveness scale.



3.6.3 Likelihood Scale

3.6.3.1 Create

To create Likelihood Scale, user has to click the create button and the below will be displayed;

The screenshot shows the 'Add Likelihood Rating Scale' modal form. The form has three input fields: 'Likelihood Scale*' with a placeholder 'Enter Likelihood Scale ...', 'Likelihood Scale Score*' with a placeholder 'Enter Likelihood Scale Score ...', and 'Color Code*' with a dropdown menu showing '-- Select --'. A red box highlights the 'Create' button in the top right corner of the modal. The background shows the 'Settings / Likelihood Rating Scale' page with a table of existing scales and a sidebar menu where 'Likelihood Scale' is highlighted.

S/N	Likelihood Scale
1	Almost certain
2	Likely
3	Moderate
4	Unlikely
5	Rare

3.6.3.2 View

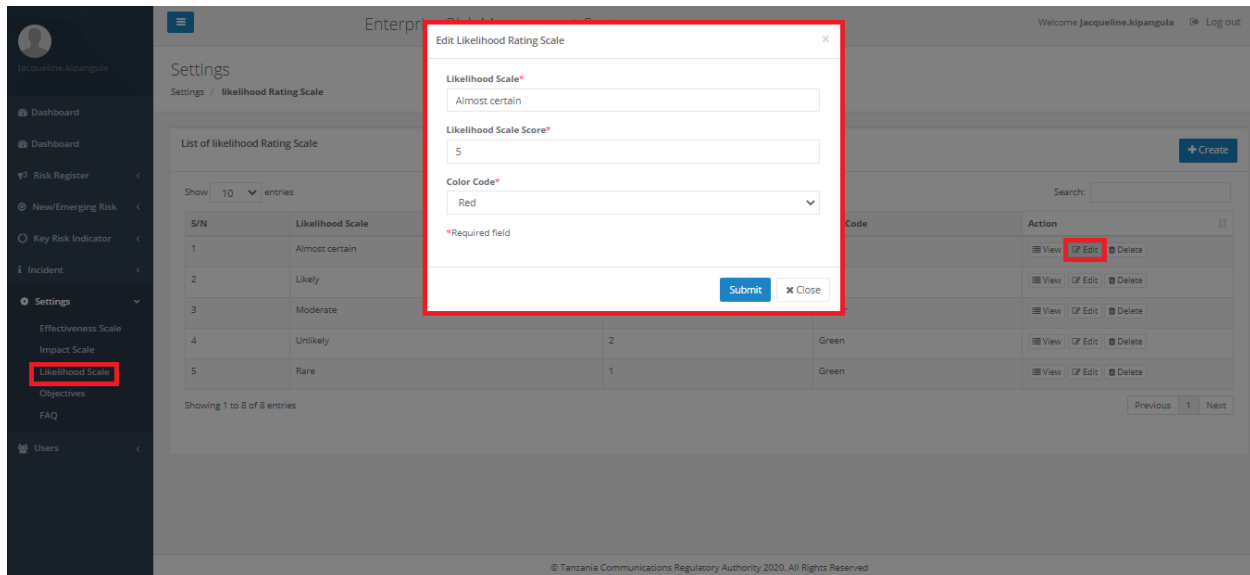
To view the created Likelihood Scale, User has to click on view button to see the summary of the impact scale.

The screenshot shows the 'Likelihood Rating Scale' modal form displaying the details of a created scale. The form fields are: 'Likelihood Scale' with the value 'Almost certain', 'Likelihood Scale Score' with the value '5', and 'Color Code' with the value 'Red'. A red box highlights the 'View' button in the 'Action' column of the table in the background. The background shows the 'Settings / Likelihood Rating Scale' page with a table of existing scales and a sidebar menu where 'Likelihood Scale' is highlighted.

S/N	Likelihood Scale
1	Almost certain
2	Likely
3	Moderate
4	Unlikely
5	Rare

3.6.3.3 Edit

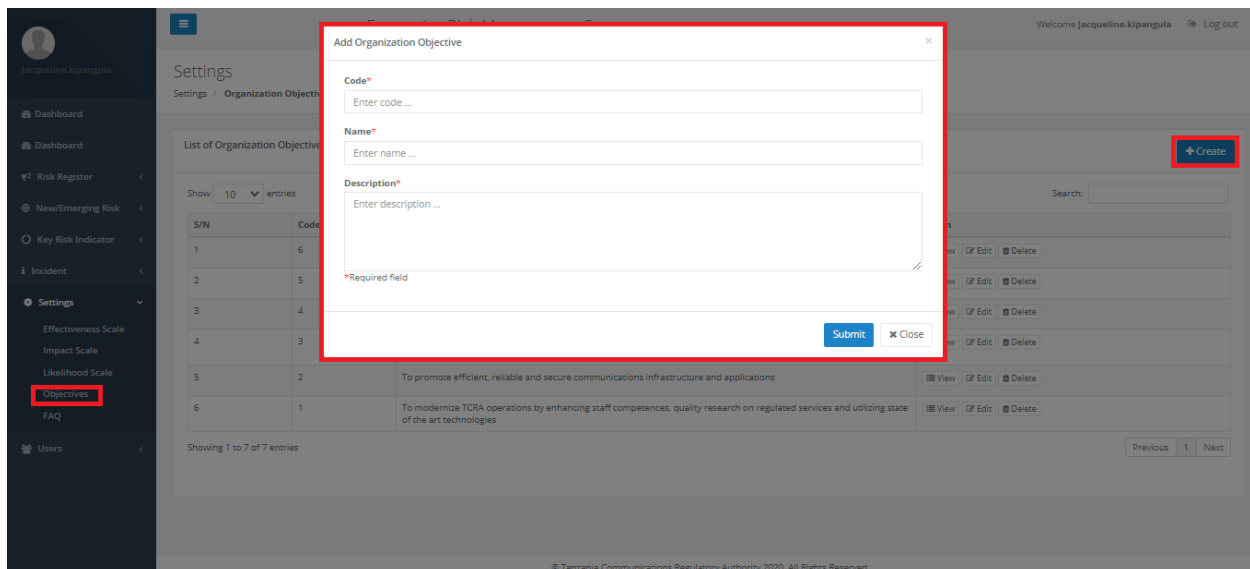
To edit Impact Scale, User has to click on edit button to edit details of the Impact scale.



3.6.4 Objective

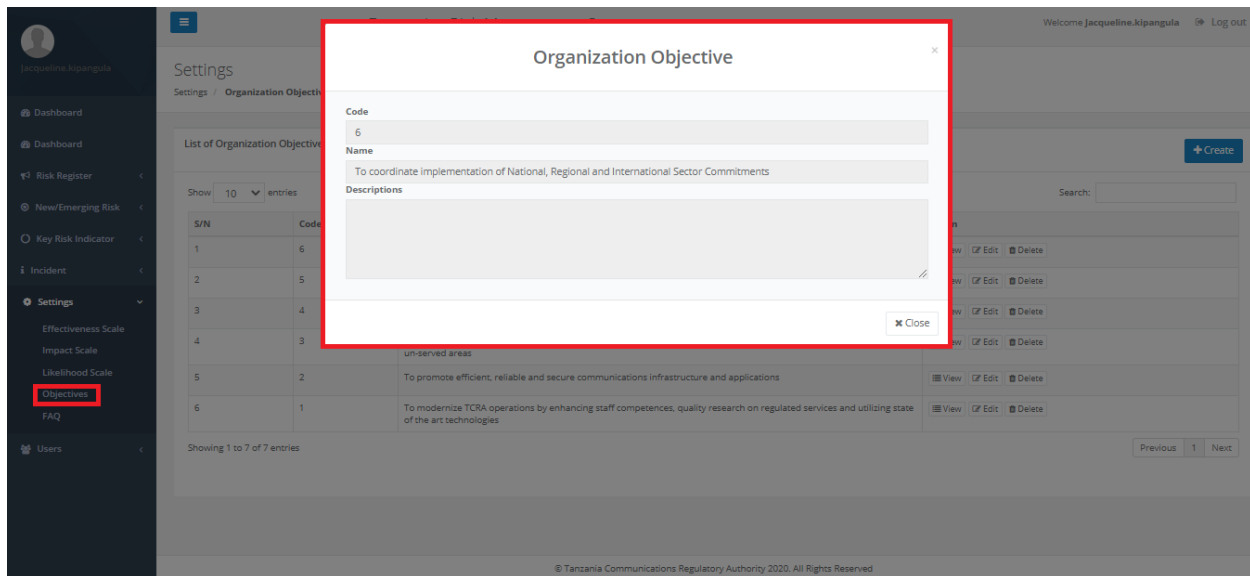
3.6.4.1 Create

To create an Objective, user has to click the create button and the below will be displayed;



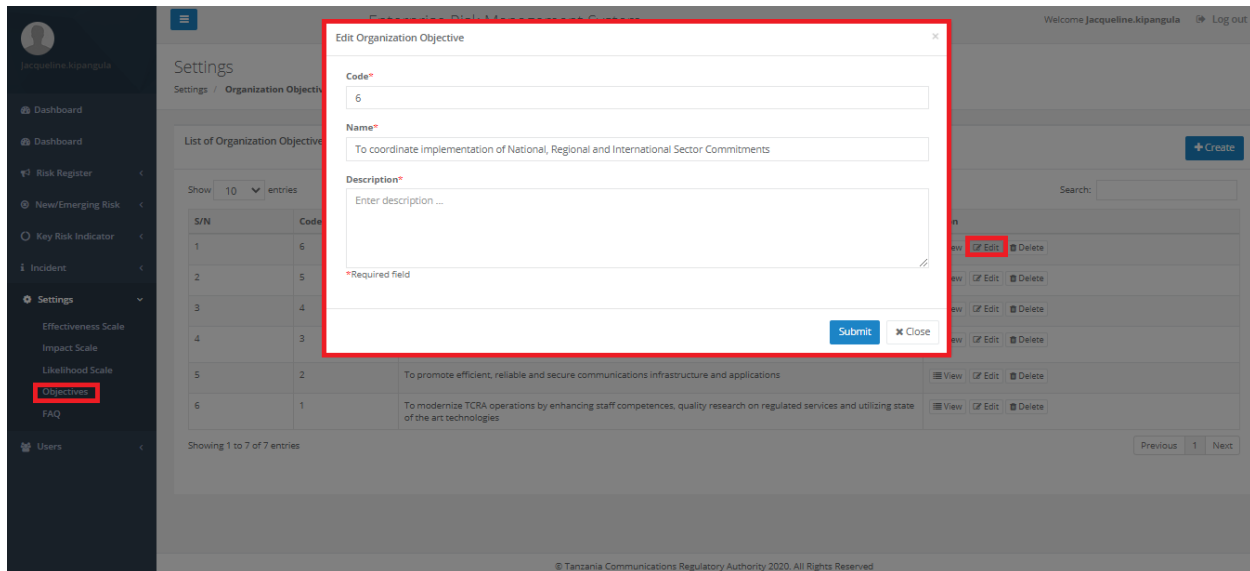
3.6.4.2 View

To view the created Objective, User has to click on view button to see the summary of Objectives.



3.6.4.3 Edit

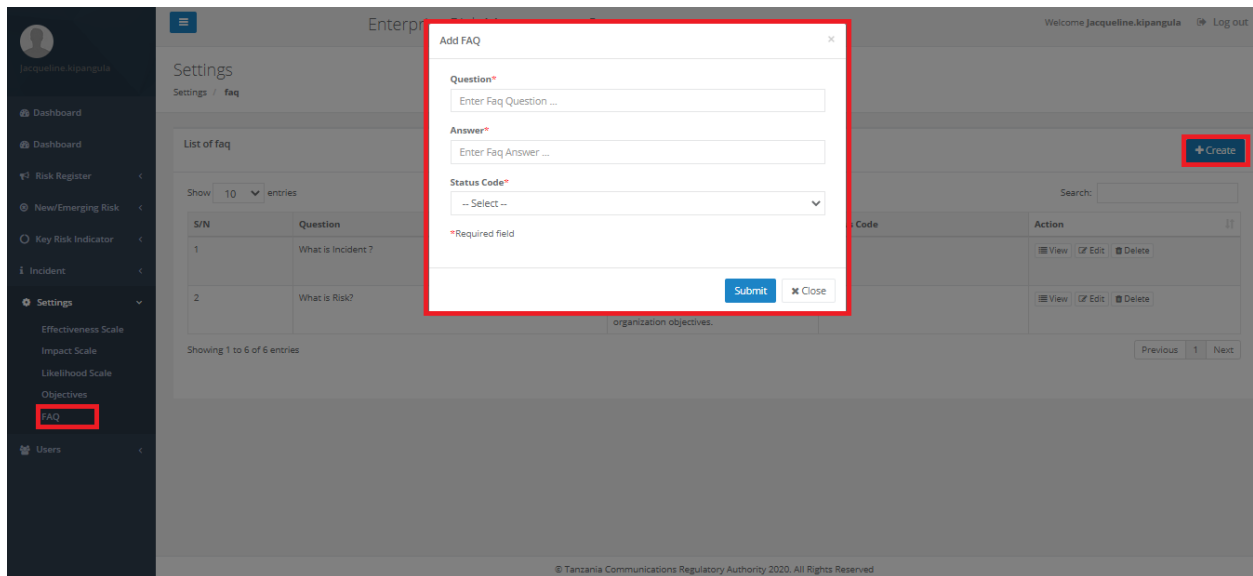
To edit Objective, User has to click on edit button to edit details of Objectives.



3.6.5 Frequently Asked Question

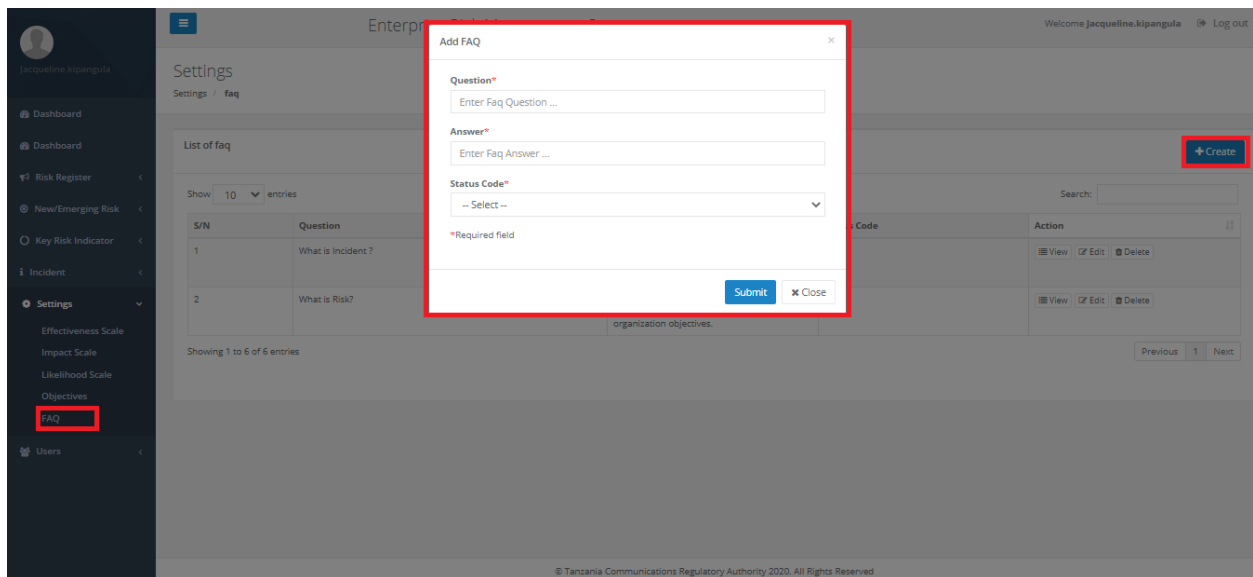
3.6.5.1 Create

To create a Frequently Asked Question, user has to click the create button and the below will be displayed;



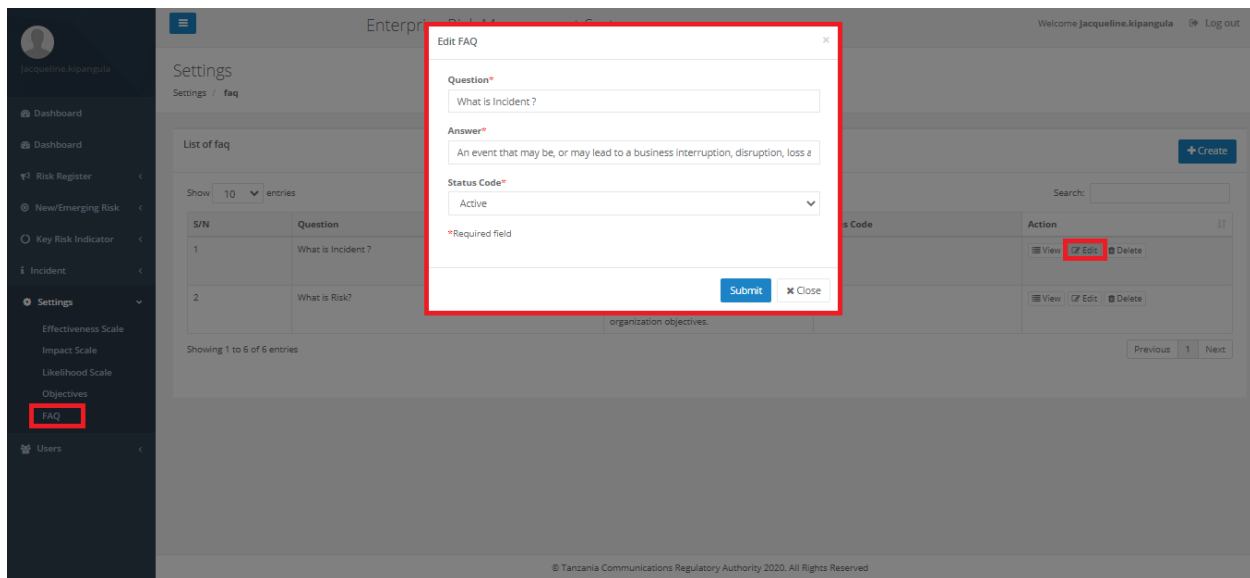
3.6.5.2 View

To view the created Frequently Asked Question, User has to click on view button to see the summary of the Frequently Asked Question.



3.6.5.3 Edit

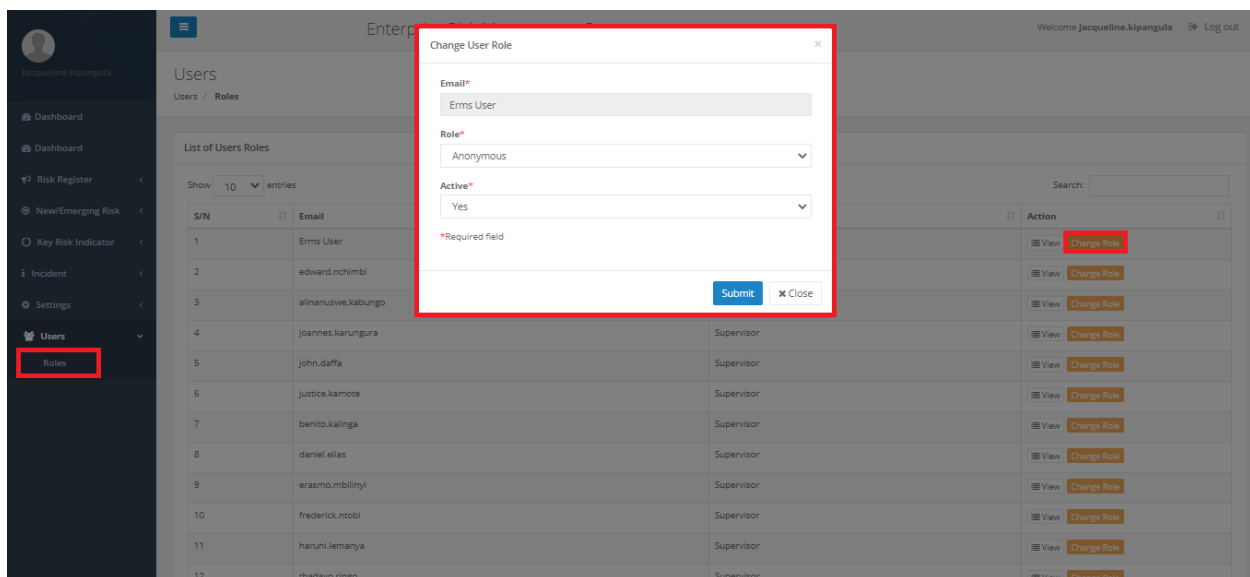
To edit Frequently Asked Question, User has to click on edit button to edit details of the Frequently Asked Question.



3.6.6 Role

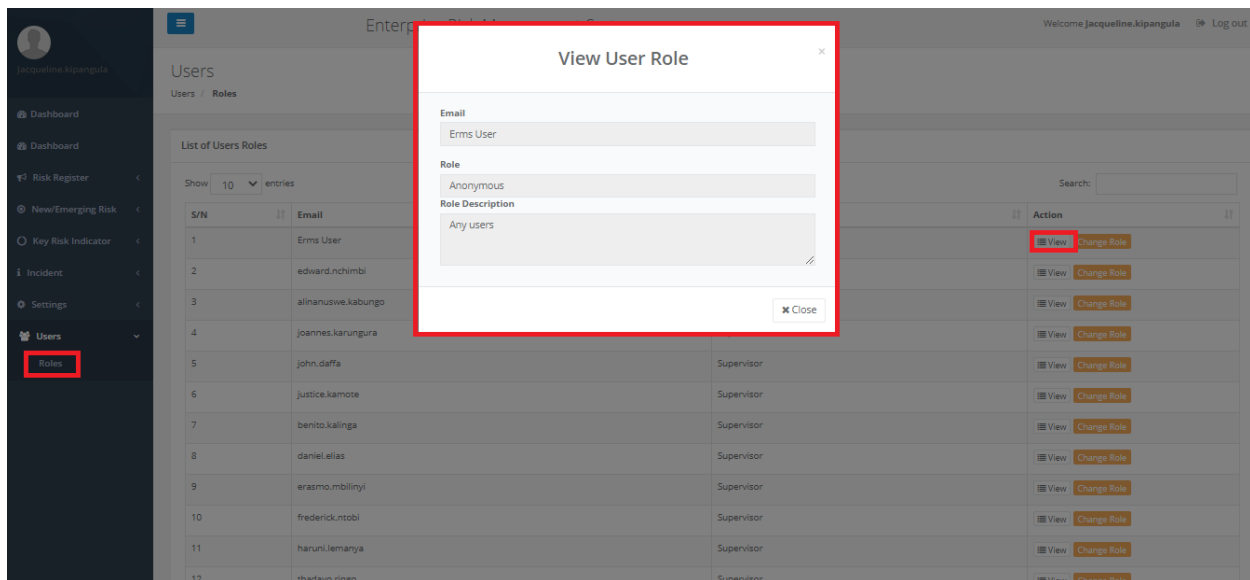
3.6.6.1 Change Role

To create a Change Role, user has to click the change role button and the below will be displayed;



3.6.6.2 View

To view user roles, User has to click on view button to see the summary of the created user roles.



4 CONCLUSION

The user guide has been designed so as to direct Enterprise Risk Management System users to access all system's core functionalities based on their different roles and access levels. The key functionality of the user guide is to simplify and answer all preliminary user questions before seeking for support from the system Administration Office on how to go about the system.