

Predict! Risk Controller 6

User Guide

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Contents

Part 1	Introduction.....	4
1.1	Definitions.....	4
Part 2	Getting started.....	6
2.1	Logging in.....	6
2.2	The Predict! Risk Controller workspace	7
2.3	The Home page and Dashboard.....	9
2.4	My profile.....	12
2.5	Logging out.....	13
Part 3	Working with risks, controls and actions	14
3.1	Raising a new risk	14
3.2	The risk lifecycle	15
3.3	The risk detail page	17
3.4	Controls	27
3.5	Actions	30
Part 4	Lists.....	35
4.1	Using lists	35
4.2	My Risk Lists and My Action Lists.....	38
4.3	My Risks and My Actions.....	38
4.4	All risks and All actions	39
4.5	Unsaved lists	39
4.6	Personalised lists.....	39
4.7	Dashboard drilldown lists	44
4.8	My Folders.....	44
4.9	Bulk updating risks	49
4.10	Bulk updating actions.....	54
4.11	Swift risk	57
Part 5	Frequently asked questions	61

Part 1 Introduction

Welcome to Predict! Risk Controller.

Predict! Risk Controller is a powerful and flexible risk management tool which is configurable to meet the requirements of risk management systems equally for large global organisations, joint ventures, complex programs or small, single site companies or projects. Risk Controller is part of Predict!, a complete set of tools for managing, analysing and reporting risk. Predict! also includes Predict! Risk Analyser, the statistical analysis tool, and Predict! Risk Reporter, for creating your own custom report templates. All parts of Predict! make use of the information that you enter into Risk Controller.

This guide is primarily written for risk and action owners who will identify, assess and manage risks and actions using Predict!, and has several purposes. Firstly, as a complement to the intuitive nature of Risk Controller, secondly as a reminder of the workflow for managing risks in Predict!, and lastly, as reference for the Risk Controller screens that you will meet in following this workflow.

This guide explains the basic concepts and functionality to help new users start using Risk Controller as quickly as possible. It is not a comprehensive guide to Risk Controller's extensive configuration options (explained in separate Predict! Administration guides), or a substitute for training that tends to cover wider risk management aspects.

Your organisation will have its own configuration of Risk Controller, and so some of the functionality demonstrated in this guide may not be visible to you, and some of the names and labels used may be different from those shown.

The Predict! Risk Controller Quick Start Guide, available from the Risk Controller Help menu, is a short reference guide tailored to your configuration.

Technical Support

If you need any assistance using Predict! Risk Controller, please contact our help desk:

Email: support@riskdecisions.com

1.1 Definitions

Throughout this guide we will be using terms that have a specific meaning in Predict! Risk Controller or in risk management generally. These include:

Action. An action is an activity that is carried out in order to deal with a risk. For example, an action may be designed to increase the chance of an opportunity occurring, to lessen the impact of a threat or to respond to a risk that has materialised.

Control. An ongoing activity or workplace procedure used to deal with common risks or issues. For example, a control may be used to ensure health and safety procedures are in place and being followed with respect to particular risks. Controls are entered centrally and used multiple times.

Folder. Risks within Risk Controller are organised into a framework of folders. Each folder represents a part of your enterprise, such as a department, functional area, programme, project, contract or even an individual activity. Each risk should be put into the folder that represents the area of your enterprise that that risk will impact on. You only see the folders that are relevant to you.

Risk. Risk is the effect of uncertainty against objectives. It may be an event that may or may not happen, that will have an impact on your business if it does occur, or a deviation from an estimated or expected outcome. The impact may be negative (threat) or a positive (opportunity). We also use the term risk to include issues – threats that have occurred, are almost certain to occur, or are occurring now.

Super user. A user nominated to carry out configuration and administrative functions within Predict!.

Score/Scoring system. Scoring systems are a means of ranking risks based on their likelihood and the severity of their impact. Every risk is given a numerical or % score based on its assessment. The scoring system determines the size, shape and scoring of the assessment grid used to score risks, the sorts of impacts risks are measured against (for example cost impact or reputational damage), and what assessments like High and Low mean in terms of numbers.

Part 2 Getting started

2.1 Logging in

Your super user will provide you with a user name and password for Predict! Risk Controller, as well as with the web address for your installation of Risk Controller.

1. Enter the address into your browser's address bar. The login page will appear.

Figure 1: The login page

2. If your Administrator has enabled Two Factor Authentication you may be presented with a second login screen where you will need to re-enter your password, along with the code from your authenticator app.

Figure 2: The login page with Two Factor Authentication

Note: First time users need to scan the QR code or enter the pairing code contained in the pairing email. If you have not received this email, your Predict! Administrator can resend it.

3. Enter your user name and password and select **Log In**.

Risk Controller is a licence-limited application. If all the licences are currently in use you will not be able to log in and will see a list of users who are currently using Risk Controller.

Logged on Users		
Another session found		
Name	Log on time	
John Smith	09:35	Start new session

Figure 3: Logged on users

Remember to log out of Risk Controller after you have finished your session. Your session will time out and be removed eventually however logging out ensures that your licence is freed up quickly for use by somebody else.

2.2 The Predict! Risk Controller workspace

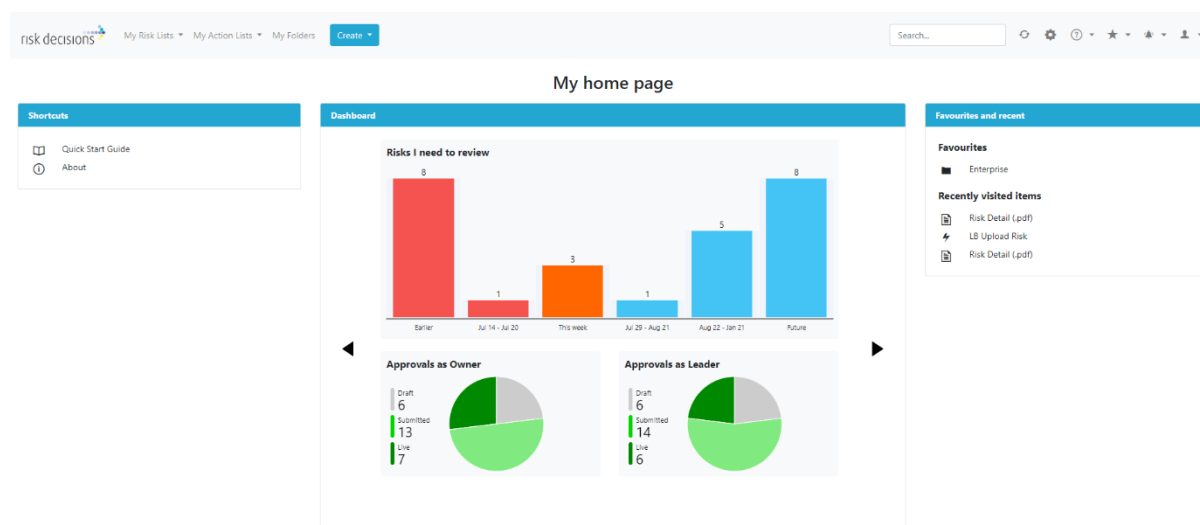


Figure 4: The Predict! Risk Controller workspace



The Risk Decisions logo, or your company logo. Selecting the logo takes you back to the **Home** page.

My Risk Lists / My Action Lists

Access lists, including My Risks, All Risks, My Actions, All Actions and the set of custom risk and action lists that you have previously created. Use **Create New List** to add further lists. See 4.2 My Risk Lists and My Action ListsMy Risk Lists for more details.

My Folders

Select **My Folders**. See section 4.8 My Folders for more details.

Create

Create Risks, Actions, Folders and Users from a centralised location.

Search

Enter text into this field to find risks, actions and folders containing the specified text. Entering a number will show you risks, actions and folders with that number as its ID.

Refresh Data

This icon refreshes your screens with any latest changes made by your administrators.

Admin Cog

From the Admin Cog menu, you can access the Admin Portal. Refer to individual admin help pages in the Admin Portal for more information.

Help

The **Help** menu gives you access to the Predict! documentation, including this guide and the Quick Start Guide. Selecting **About** from this menu shows you details about the version of Risk Controller that you are using – you should have this information to hand when you contact support.

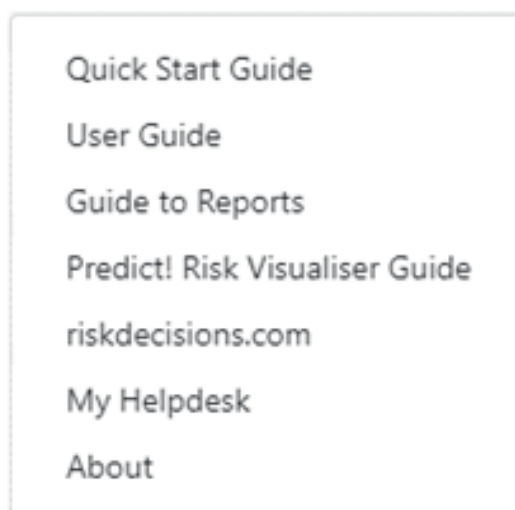


Figure 5: The help menu

Favourites

If you have marked a risk as a favourite, it will appear in this menu so that you can click on it for easy access.

Notifications

The **Notifications** list contains notifications from Predict! Risk Controller. When you run a report, export or import, the **Notifications** area will let you access it when complete. When you have unread notifications, the number of unread Notifications will appear next to the notifications icon ()

When viewing your notifications you have the option to 'Dismiss all', 'Mark all as read', or delete each notification using the bin/trash icon as shown below.

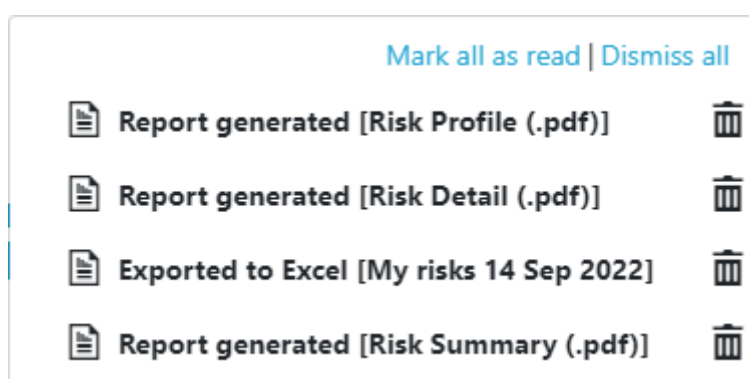


Figure 6: System notifications

My Profile

Manage your account and change your settings (including your password) using the tools in the **My Profile** menu. Super Users will also be able to view the **User List** and configure other users' profiles. All users can log out from here.

Workspace

The area below the menu bar is where you view and update risk information.

2.3 The Home page and Dashboard



Figure 7: The Home page

When you first open Risk Controller, your Home page is shown in the workspace. The Home page contains shortcuts and links to all the things that you do most often in Predict! Risk Controller, and also gives you an overview of the status of the risks and actions that you are responsible for.

You can get back to this screen any time by selecting the logo in the top left hand corner.

2.3.1 Shortcuts

The **Shortcuts** provide links to key Predict! Risk Controller functionality, as well as other parts of Predict! that you have access to. The items that are available will depend on your permissions.

2.3.2 Favourites and recent

Favourites and **Recently visited items** provide links to folders, risks and reports that you have marked as favourites or that you have recently viewed.

The link for a favourite folder will open the My Folders page to display the risk list for the folder. The link for a recently visited folder will open the folder detail page.

To move an item from **Recently visited items** to **Favourites**, highlight a recent item and select ★. To remove an item from either list, highlight it and select 🗑️.

2.3.3 Dashboard

The **Dashboard** provides two visualisation screens that either summarise the risks and actions for which you are responsible, or all risks and actions within a specific folder across your enterprise. These screens are interactive and allow you to drill down into the specific risk or action details for additional information. To switch between the two visualisation screens, use the arrow icons to the left and right of the dashboard panel.

Risks I need to review

The *Risks I need to review* visualisation is based on key dates for each open risk that you are responsible for. It is broken up into six columns each covering a pre-determined date range. This is intended to give the user a snapshot view of things that require attention now and those that will in the future.

Dashboard



Figure 8: Dashboard – Risks

Note: This Dashboard shows all items you are linked to, not just the ones visible through your current filters. This is to ensure that you see all risks that need attention in your dashboard.

The dates that are used to compile the *Risks I need to review* are the risk or action review date, the risk expiry date (current and residual) and the action completion date. The earliest of these dates (or nearest to the current date) will determine which column a risk is reported in. For example, if a risk fits in the *Future* column based on its review date, but one of its actions' completion date has passed, the risk will be reported in the *Earlier* column.

Each column on the key dates visualisation is colour coded according to the following:

- **Red** for Earlier and last week
- **Orange** for this week
- **Blue** for next week, the next six months and Future

Note: Risks and actions with blank review date fields will automatically be included in the Earlier bar.

Note: If the risk and/or action review date field has been removed from your layout, it will be ignored when compiling the *Risks I need to review* chart.

The bottom visualisation covers the approval status of risks and actions, where you are the owner or leader - this is represented via two pie charts. The first covers those risks where you

are the risk owner or risks where you own at least one action. The other pie chart covers those risks where you are the risk leader.

Each pie chart is broken into three segments corresponding to the number of risks in each stage of the risk approval process: **Draft**, **Submitted** and **Live**. **Draft** risks are shaded grey; **Submitted** risks and **Live** risks with **Submitted** actions are shaded light-green; all other **Live** risks are shaded dark-green. See section 3.2, *The risk lifecycle* for more details.

Risks and actions for a specified folder

To visualise the risks and their status from an area that you are interested in, select the **Options** button to update the data. You can choose the folder that you are interested plus whether to include sub-folders. You can change the area at any time using the **Options** button.

Similar to the **Risks I need to review** visualisation, there are two visualisation types displayed. There is a bar chart for each of the key date fields and a pie chart for risk and action approvals.

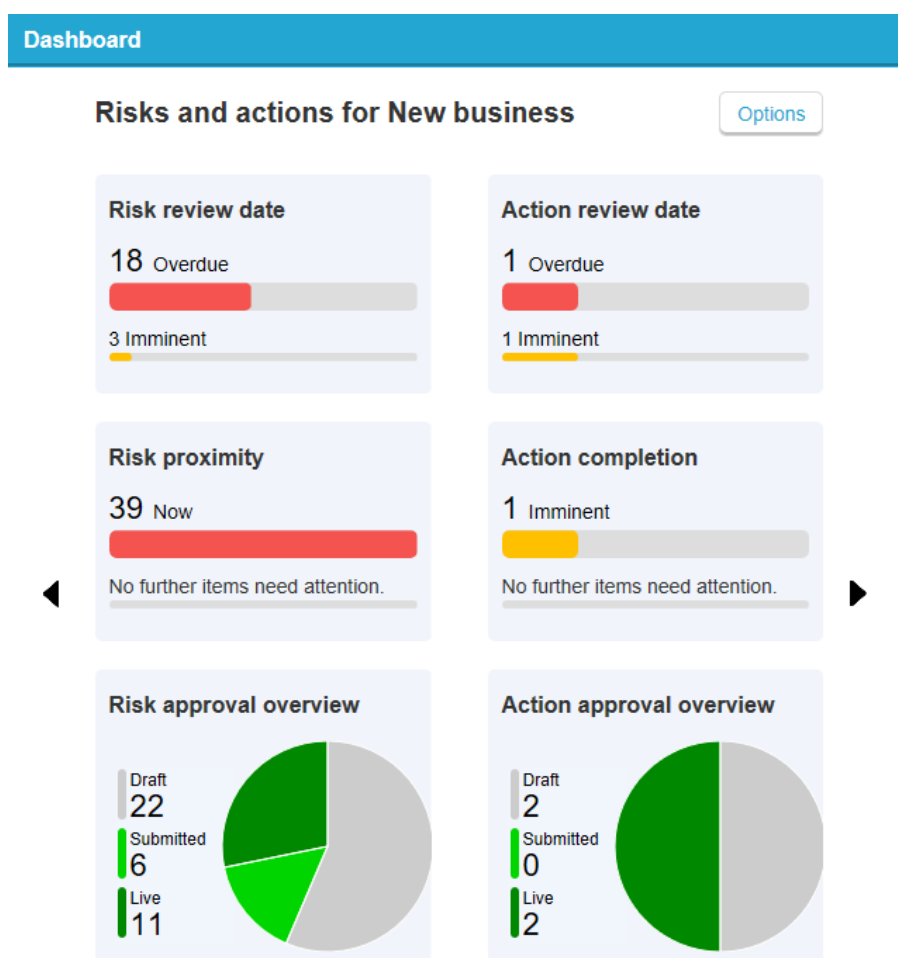


Figure 9: Dashboard – Folder risks and actions

Each of the key date fields has its own bar chart and these are based on the risk review date, action review date, risk proximity (earliest and expiry dates) and action completion date. The risk and action approvals are similar to those on the *Risks I need to review* visualisation.

Each of the key date bar charts has two bars: one representing the worst case across all risks in red and a smaller bar underneath representing the next worst status in orange. For example, if an item is overdue or past its review date, this will be the worst case so the next status will be imminent.

The risk review, action review and action completion dates have the following states: Overdue, Imminent and Not due. The risk proximity (earliest and expiry dates) have the following states: Passed, Now, Imminent and Not due.

Note: Risks and actions with blank earliest and expiry dates are counted as Now.

Note: If the risk and/or action review date field has been removed from your layout, the respective section will be removed from the folder dashboard visualisation.

Dashboard lists

Selecting any bar or segment of a pie chart will open a list of relevant risks and/or actions.

The list page is divided into tabs representing the bars or segments on the Dashboard.

Overdue (37)		Imminent (0)		Not due (0)	
☐	Risk ID	Risk reference	Risk name	Owner	Leader
☐ ⚡	T-31	Bid 1__22T	Asbestos	Christine Court Coordinator	Frank Fellow
☐ ⚡	T-22	Bid 1__13T	Interaction between outages	Rick Richie RiskCoordinator	Frank Fellow
☐ ⚡	T-47	Bid 1__38T	Spoil may have to go off site	Rick Richie RiskCoordinator	Frank Fellow
☐ ⚡	T-40	Bid 1__31T	Future expansion - design issues	Rick Richie RiskCoordinator	Frank Fellow
☐ ⚡	T-37	Bid 1__28T	Outage due to unavailability of engineers	Rick Richie RiskCoordinator	Frank Fellow
☐ ⚡	T-33	Bid 1__24T	Wildlife	Rick Richie RiskCoordinator	Frank Fellow
☐ ⚡	T-20	Bid 1__11T	New earthing	Rick Richie RiskCoordinator	Frank Fellow

Figure 10: Risk review date list

Note: Your super user sets how soon before a given date Imminent risks and actions will appear for your attention.

Note: Items that have been retired don't appear on this page.

2.4 My profile

My profile allows you to update your account information, view your current profile permissions and the licences that you have been granted. You may also switch layout if you have permission to use more than one. Please refer to your super users for more information about how user access has been configured for your installation.

For Predict! Risk Analyser users, the **Predict! Risk Analyser memory** option allows you to set the amount of RAM (in MB) that it is allowed to consume on your machine. Please refer to Part 6 FAQ for more information.

John Smith

Last logged in *11:13

Save Cancel

Details

Login name
JSmith

Windows user name

First name
John

Last name
Smith

Title/position

Email

Security

Change password

Two factor
None

Generate token

Permissions

Role	Access level
Demo Administrator	98

Layout
Base Layout

Folder links
F-52: PRV
F-35: Small Projects
F-33: Upload folder

Licences

Predict! Risk Controller	Predict! Risk Analyser memory
Administrator	---
Predict! Risk Analyser	Concurrent
Predict! Risk Reporter	Designer

Figure 11: My Profile

2.5 Logging out

When you have finished using Predict! Risk Controller you should always log out by selecting **Log Out** from the **My Profile** menu.

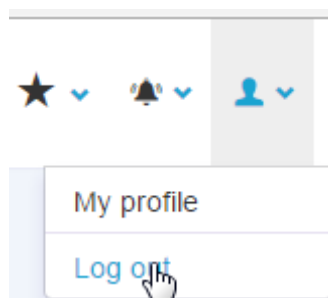


Figure 12: Logging out

Risk Controller is a licence-limited application, so a limited number of users can use it at once. Logging out makes sure that your licence is freed up quickly for someone else to use.

Part 3 Working with risks, controls and actions

3.1 Raising a new risk

To raise a new risk:

1. Select the **Create** button from the top menu bar area of your Home page and choose 'Risk' from the dropdown options.

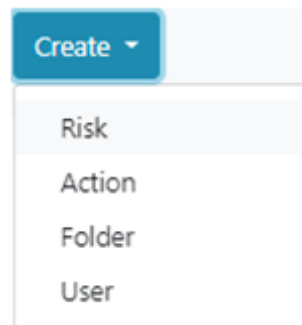


Figure 13: Raising a risk

2. Every risk in Risk Controller is stored in a folder. Select the folder that represents where the risk may impact.

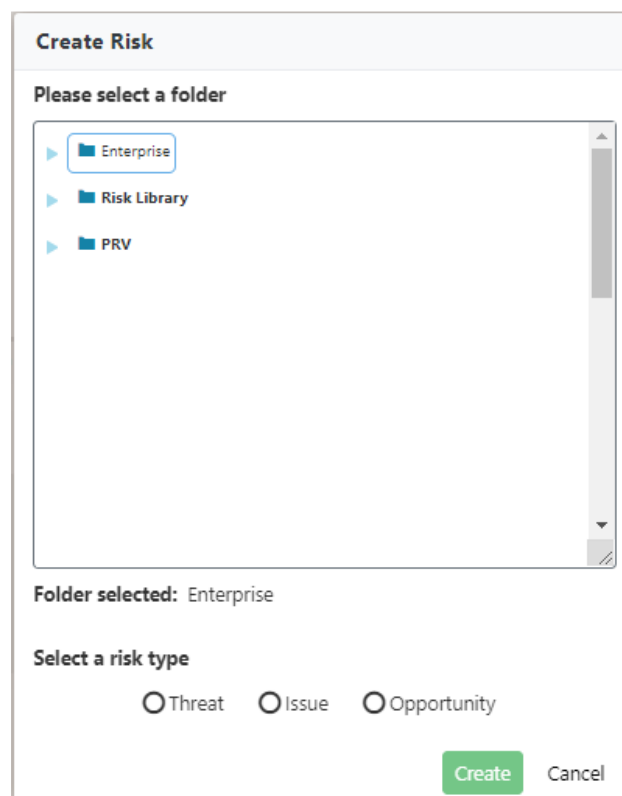
A screenshot of a 'Create Risk' dialog box. At the top, it says 'Please select a folder'. Below this is a list of folders: 'Enterprise', 'Risk Library', and 'PRV'. The 'Enterprise' folder is selected and highlighted. Below the folder list, it says 'Folder selected: Enterprise'. Underneath, there is a section 'Select a risk type' with three radio button options: 'Threat', 'Issue', and 'Opportunity'. At the bottom right, there are two buttons: 'Create' (green) and 'Cancel'.

Figure 14: Selecting a folder for a new risk

3. Select whether the risk is a **threat**, an **issue**, or an **opportunity**.
4. Select **Create**.

Risk Controller will open a detail page for your new risk with the default name selected and ready to replace with the risk name.

3.2 The risk lifecycle

Your risk will go through a number of changes as you manage it. You may start with a rough proposal, then turn it into fully thought-through risk with actions in place to deal with it. Then you will regularly monitor and update your risk, as the actions progress and as you gather more information about the risk itself. Finally, the risk will reach the end of its life – for example because it has impacted and been dealt with, it has passed the date when it could occur, or it has been averted – so it can be stored away for lessons learned.

In Predict! Risk Controller, a ‘rough’ risk is called a **draft** risk, a fully thought-out risk that has been approved into the risk register is called a **live** risk, and a risk that no longer needs to be managed is called a **retired** risk.

Risk owners and submitting risks for approval

The risk owner is responsible for monitoring and updating the risk and its actions. Often when you first raise a risk you will not have all the information about it or have decided how best to deal with it. At this stage, the risk is marked as **draft**, to show that it hasn’t been fully populated and approved. **Draft** risks can be filtered out of reports so that only live risks are included.

Once you have gathered enough information about your risk, you can ask its leader to approve it by selecting **Submit for approval**. Risk Controller will then prompt the leader to review and approve the risk, through their Dashboard.

The initial assessment of a risk is set when it becomes live, so you can’t submit a risk for approval until the **Current assessment** section is completed and the risk has a **current score**.

The risk’s owner is also responsible for coming up with **actions** to deal with the risk. These **actions** also need to be submitted for approval by the risk’s leader, using the button on each action.

***Hint:** Although it isn’t compulsory, it is also a good idea to have the risk’s actions in place before submitting it for approval. The action assessment and completion dates when a risk becomes live make up a baseline management plan for the risk, and reports which compare the risk’s current position with this plan.*

Risk leaders and risk approval

The leader of a risk is responsible for checking that it has been properly considered and is ready to be managed before it becomes a **live** risk. This is done by selecting **Approve** from the menu bar.

***Hint:** Remember to save your risk after you’ve approved any of its actions.*

Once the risk has been approved for the first time, it becomes **live**. This means that it has been reviewed and accepted as being valid and worth monitoring and managing. It can be thought of as having been base-lined at this point.

When approving a risk, you will have the option to also approve any actions that are either draft or have been submitted for approval. To approve the risk and all actions, select **Approve risk and all actions** from the **Approve** menu. The confirmation window will allow you to select the actions that you wish to approve along with the risk, thereby allowing you to keep some actions in the draft state if you wish.

Confirmation

This risk will now be approved, along with the following selected actions:

☒	Name	Life cycle
☒	Research disposal sites nearby	Draft

Please add a comment:

Providing a comment informs other as to why this risk has changed state

Previous comment:

Save

Cancel

Figure 15: Risk and action approval

Any actions that aren't approved with or before the risk won't be included in the baseline when running reports. Selecting **Approve Actions** on a live risk will allow you to approve any draft actions.

You are prompted about risks that you lead that have been submitted for approval via your **Risks I need to review Dashboard** on the Home Page. However, as leader you can approve risks that haven't yet been submitted if you wish.

Depending on the settings of the Folder that the risk is in, when a risk or action is submitted, approved, retired or reopened, Predict! will ensure that you populate a **Reason for Change**, as shown in Figure 15 above.

This helps the leader to review the risk, and also makes it clear what has happened when anyone looks at the history of the risk.

Note: Once a risk has been approved it cannot return to being draft again.

3.3 The risk detail page

The risk detail page contains all the information about the risk and your plans to deal with it.

3.3.1 Layout

The screenshot shows the 'Risk detail page' for a risk titled 'T-7: Planning Approval Delayed' with a warning icon. The page is divided into several sections:

- Header:** Includes a star icon, a 'Follow' button, and a 'Create Action' button. The risk name 'T-7: Planning Approval Delayed' is displayed with a warning icon.
- Status:** A blue bar with a pencil icon for editing.
- Description:** A section containing:
 - Risk reference:** Air Proj A_1T
 - Folder:** Project A
 - Description:** A Planning Application has been lodged with the Local Authority and preliminary discussions have been held. However, these have revealed that there is a risk that the approval will be delayed.
 - Cause:** Significant opposition to the development from the immediate neighbours
 - Consequence:** Building work may not commence until well into quarter 3. Revised plans may need to be drawn up and submitted.
 - Trigger:** Informal meeting with Local Authority Planning Department - meeting requested, no date agreed yet.
 - Owner:** John Smith
 - Leader:** Project Manager
 - Shadow owner:** ---
 - Shadow leader:** Program Director
 - Security classification:** Secret
 - Access level:** 98
 - Customer reference:** ---
 - Customer aware:** Unaware
 - Notes:** ---
- Categories:** A section showing the hierarchy: Supplier > Services > Level 1 > Do Anything Co External Works > Roads and Surfaces > Runways. It also shows 'Folder categories' as Australia > United Kingdom.
- Linked risks:** A section with a pencil icon for editing.
- History overview:** A section showing the history of the risk, including a comment: 'Edit by John Smith on Aug 18, 2022 13:28' and 'Comments: Regular review changed score'. It includes buttons for 'Show History (15 entries)', 'Add Comment', and 'Export History to Excel'.
- Threat and actions assessment:** A section containing:
 - Initial assessment:** High (12)
 - Controls:** A section with a pencil icon for editing.
 - Current assessment:** High (11)
 - Assumptions:** Cost - Architect fees for new plans. Time - Monthly planning meetings will take 6 weeks to prepare new submission. Performance - Probable need to downgrade featured resulting in less attractive property.
 - Velocity:** Medium (1-6 months)
 - Probability:** Medium
 - Cost:** £ 1,400 K
 - Health & Safety:** Major incident resulting in injuries to one or more members of the public
 - Reputation:** National scandal
 - Time:** ---
 - Action plan:** A section with a pencil icon for editing.
 - M-5: Presentation of Case:** Medium (9)
 - M-7: Lobby Local Councillors:** Medium (6)
 - Target assessment:** Low (4)
 - F-50: Fallback Action:** Draft

Figure 16: The risk detail page

Tools

At the top of the detail page are a number of tools to help you manage your risks.

Next to the risk name you may see the **Warning** icon . This visual alert will appear on any risk detail page where the risk needs immediate attention, such as the risk being **overdue** for review. This will also coincide with the risk also appearing on the **Dashboard** visualisations. If you click on the icon, a popup list will appear detailing the specific fields that need attention.

Clicking on a section header will expand and contract the details that have been recorded in that section. The icon will switch a section to edit mode, so you can update the fields in that section.

Select ☆ to add the risk to the list of favourites on your Home page.

Select the **Follow** to Follow/Unfollow a specific risk,

Select an option from the **Reports**  list to prepare a report about your risk. See the *Predict! Guide to Reports* in the help menu for more information.

Note: The reports menu on the risk detail page will be disabled if there are any unsaved changes. You must save or cancel any changes in order to run a report.

Select **Submit for approval** to tell the risk leader that the risk is ready for inclusion in the risk register and select **Approve** to accept the risk into the risk register. The risk's **owner** will usually submit the risk, and its **leader** will usually be responsible for approving it. See section 3.2, *The risk lifecycle* for more details.

If a risk doesn't need to be monitored any more, you can remove it from view by selecting **Retire**. You can reopen a retired risk by selecting **Reopen** and delete a risk (which removes it from the register forever) by selecting **Delete Risk**.

Note: Retiring a risk will also retire its actions.

Select **Cancel** to discard any changes that you have made since the risk was last saved. Select **Save** to save your changes to the risk. Select **Save and New** to save your changes to the current risk and create a new risk within the same folder as the current risk.

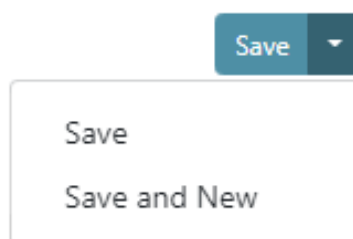


Figure 17: Save options

Note: You cannot move away from a detail page if there are any unsaved changes. You must either select **Save** to save your changes or **Cancel** to discard them.

Note: All users have the option to delete new risks before they are saved for the first time, even if you don't have **Delete** permissions more generally.

Risk name

The risk's **name** is shown at the top of the risk. Click on the name to edit it. The first part of the **title** is a symbol and a letter to signify whether it's a threat (a **T** and a lightning bolt ⚡), an issue (an **I** and a rain cloud ☁), or an opportunity (an **O** and a sun ☀). If you have permission, you will be able to click on this to change the risk to another type.

The next part of the title is the risk's **unique id**. This number is automatically assigned to the risk by Predict!, and no two risks have the same id number. This makes it a useful way of searching for, or referring to, a risk.

3.3.2 Risk details

The information about the risk is stored in a number of different sections, which are described in detail below. You can open and close each section by selecting the section heading, and edit a section by selecting . Risk Controller allows your super user to choose which fields and sections appear on the detail pages, and to change the labels, so your screen may differ from the one described here.

Text fields that are still to be completed show help on how to use them. If you are using a device with a cursor, you can also hover your cursor over fields or field labels to see the help. Some types of field such as dates only show help text when you hover over the field label.

Note: Any of the text fields within a risk detail page can contain hyperlinks to shared company resources, such as a document on SharePoint, or to external websites. These links will only be active when not in edit mode and will open the linked resource in a new browser tab or window.

Please refer to your organisation's risk management process documentation for more information about how to use the fields.

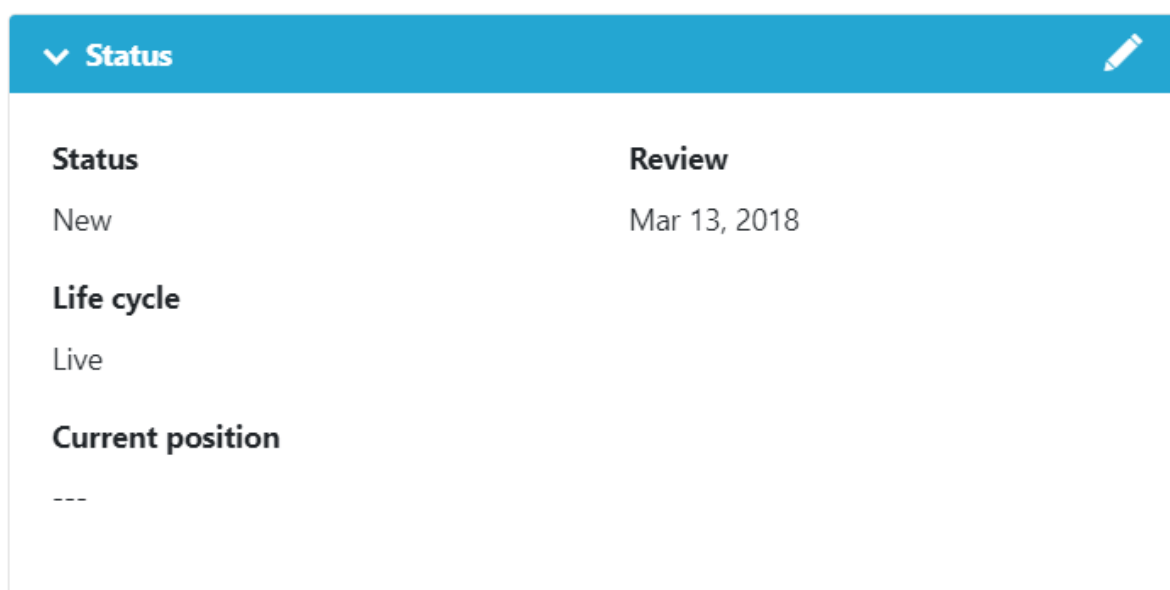
Status

The **Status** section provides a snapshot of the current position of the risk. You can select a status flag, set the risk review date and provide some commentary regarding the Current position.

The **Review** date is the date on which the risk is next due to be reviewed. Predict! can warn you about risks approaching or past their review date and will highlight them on your **Dashboard**. If enabled by your super users, you may also receive email reminders when there are items for attention on your **Dashboard**.

The **Life Cycle** stage that the risk is at is shown as Draft, Live or Retired. See 3.2, *The risk lifecycle* for more details.

Current position is used to provide an up-to-date summary of the status of the risk.

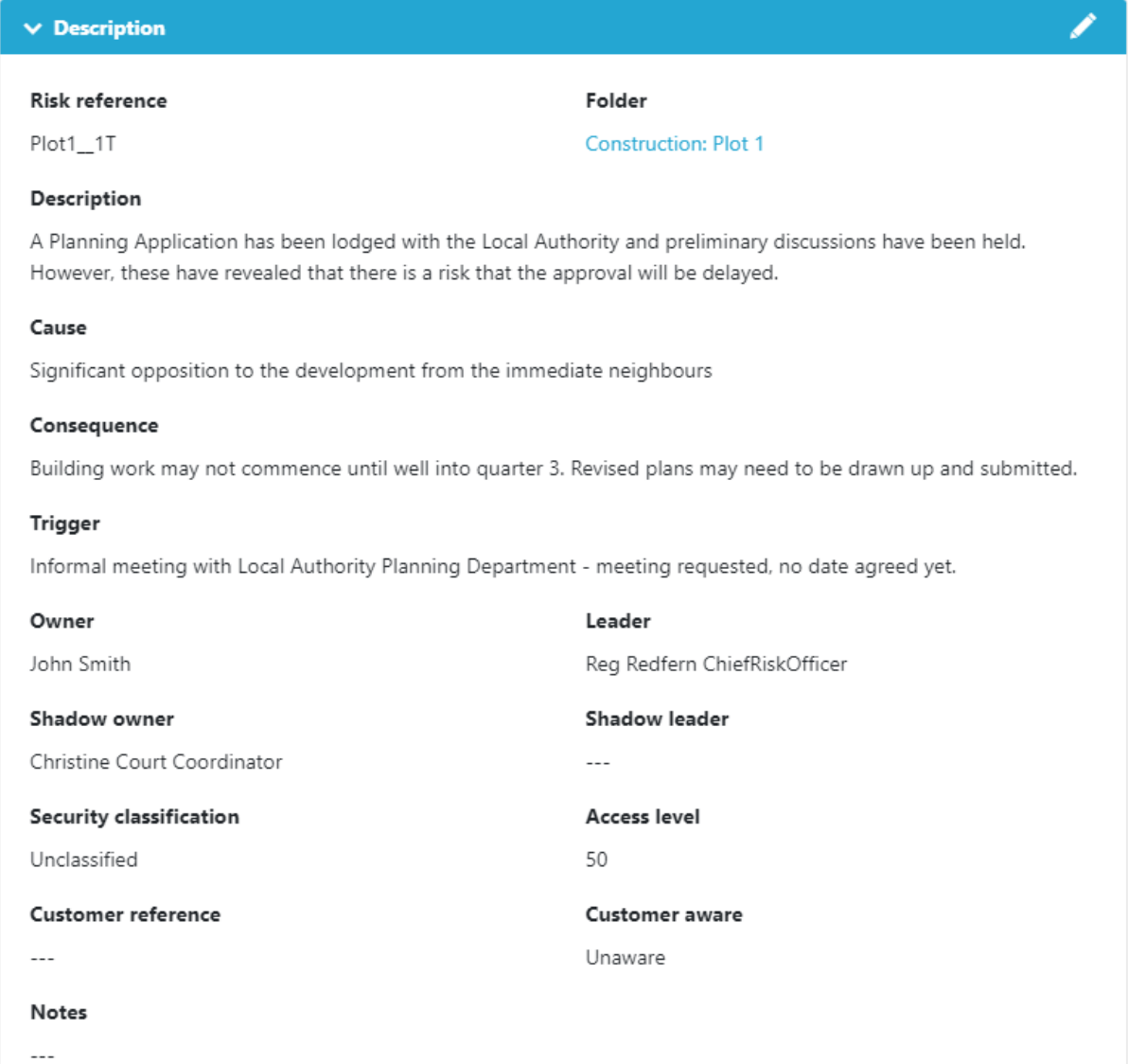


▼ Status 	
Status	Review
New	Mar 13, 2018
Life cycle	
Live	
Current position	

Figure 18: The **Status** section

Description

The **Description** section holds the key basic information about the risk, including who is responsible for it.



Description	
Risk reference	Folder
Plot1__1T	Construction: Plot 1
Description	
A Planning Application has been lodged with the Local Authority and preliminary discussions have been held. However, these have revealed that there is a risk that the approval will be delayed.	
Cause	
Significant opposition to the development from the immediate neighbours	
Consequence	
Building work may not commence until well into quarter 3. Revised plans may need to be drawn up and submitted.	
Trigger	
Informal meeting with Local Authority Planning Department - meeting requested, no date agreed yet.	
Owner	Leader
John Smith	Reg Redfern ChiefRiskOfficer
Shadow owner	Shadow leader
Christine Court Coordinator	---
Security classification	Access level
Unclassified	50
Customer reference	Customer aware
---	Unaware
Notes	

Figure 19: The **Description** section

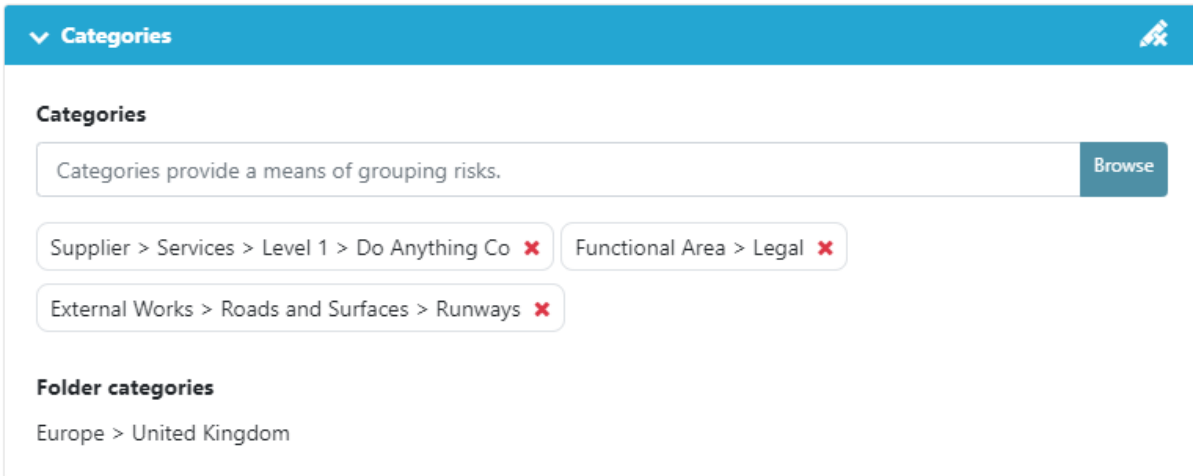
Shadow Owner and **Shadow Leader** allow you to allocate a secondary owner or leader for the risk. A shadow may be the person responsible for the risk in the absence of the owner or leader, a member of another project that is tracking this risk, or a common position within the team that requires access to the risk such as a risk coordinator or project manager. This is sometimes used to indicate who will look after the risk when the owner is not available, or who the risk may be escalated to if it reaches certain threshold criteria.

The **Notes** field allows you to add any important information about the risk that isn't covered in any of the other fields.

Note: Some users will not have permission to follow the folder link to view or edit the risk's Folder's details. Unless you are a super user, you will only be able to edit risks where you are the owner or leader (including shadow owner and shadow leader). Be careful when changing the owner or leader that you may find you are unable to edit a risk by mistake. Contact your super users for more information.

Categories

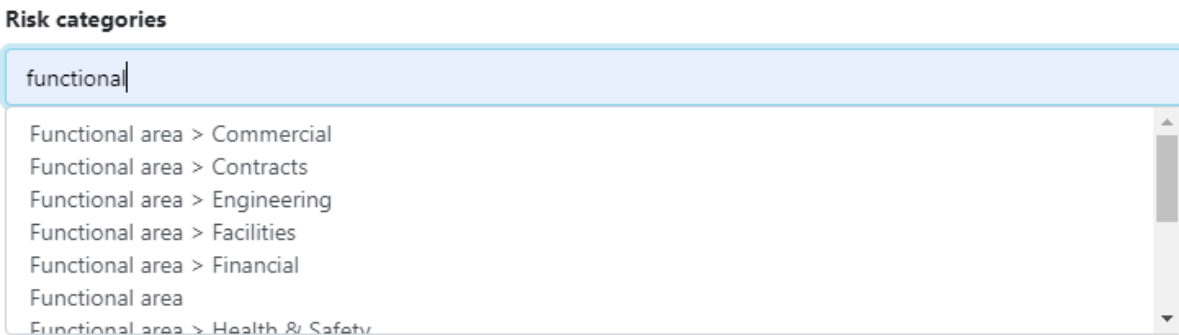
Categories allow you to tag your risks to make it easy to sort, filter, and report on them.



The screenshot shows the 'Categories' section of the Predict! Risk Controller interface. It features a blue header bar with a dropdown arrow and the text 'Categories'. Below the header, there is a text box containing the placeholder text 'Categories provide a means of grouping risks.' and a 'Browse' button. Underneath the text box, there are three category tags: 'Supplier > Services > Level 1 > Do Anything Co' with a red 'X' icon, 'Functional Area > Legal' with a red 'X' icon, and 'External Works > Roads and Surfaces > Runways' with a red 'X' icon. At the bottom, there is a section titled 'Folder categories' with the text 'Europe > United Kingdom'.

Figure 20: The **Categories** section

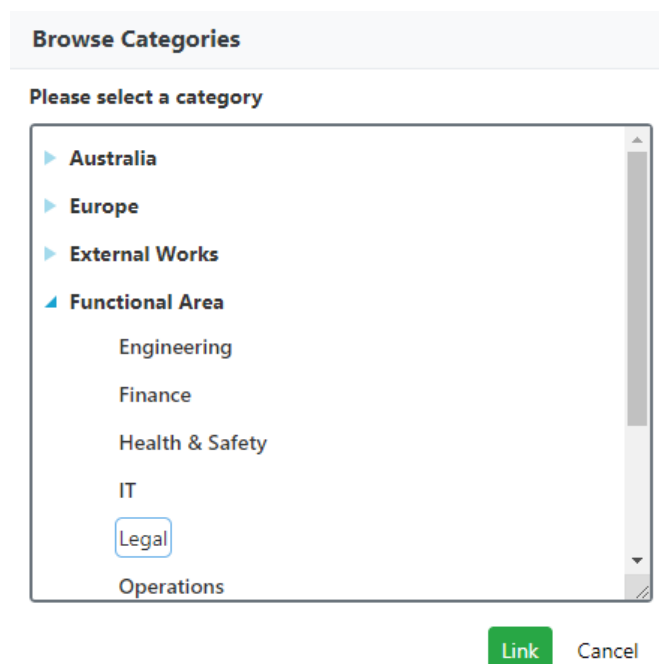
You can directly tag **Risk categories** by searching for them by typing into the text box.



The screenshot shows the 'Risk categories' search interface. It features a text box with the word 'functional' entered. Below the text box, there is a list of search results: 'Functional area > Commercial', 'Functional area > Contracts', 'Functional area > Engineering', 'Functional area > Facilities', 'Functional area > Financial', 'Functional area', and 'Functional area > Health & Safety'. A vertical scrollbar is visible on the right side of the list.

Figure 21: Search for a Category tag

Alternatively, if you are unsure of the category name, select **Browse** to open the Browse Categories window where you can navigate through the categories that have been configured in your system and choose the category you wish to tag. Select **Link** to complete the process.



The screenshot shows the 'Browse Categories' window. It has a title bar with the text 'Browse Categories'. Below the title bar, there is a text box with the placeholder text 'Please select a category'. Underneath the text box, there is a list of categories: 'Australia', 'Europe', 'External Works', 'Functional Area' (which is expanded), 'Engineering', 'Finance', 'Health & Safety', 'IT', 'Legal' (which is highlighted with a blue border), and 'Operations'. At the bottom of the window, there are two buttons: 'Link' and 'Cancel'.

Figure 22: Browse categories

Hover over the **Risk Categories** label for any advice your super users might have configured to help you tag your risks.

Note: *Risk Categories* can be tagged and untagged, whereas **Folder Categories** are read-only and inherited from the Folder that the risk is attached to.

Linked risks

This section allows you to link similar risks across different parts of your enterprise via one of two options: in a parent and child relationship, or by linking risks and defining the strength of the relationship between the risks. Both types of risk linking can be used at the same time.

Parent / Child links can be useful to manage systemic risks, where a single risk may impact several areas of the enterprise. These relationships are always managed from the parent. To link a child risk, select  and enter the risk name. A list of matching risks will be presented allowing you to select the risk to be linked.

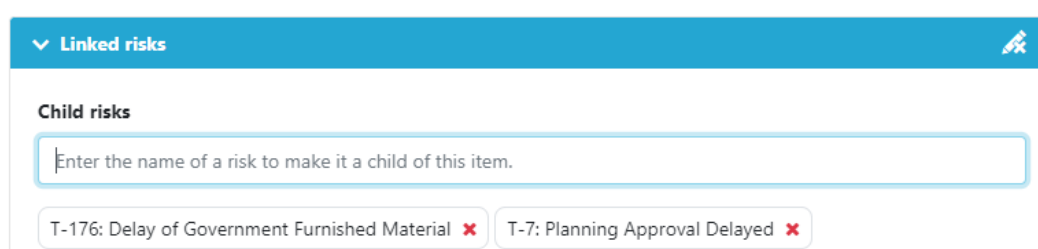


Figure 23: The **Linked risks** section

To remove a linked child risk, simply select  on each linked risk when in edit mode. When not in edit mode on the parent risk, or when viewing one of the child risks, the linked risks will be listed as hyperlinks that will take you directly to the linked risk.



Figure 24: Parent / Child risk links

Note: *Links to retired risks are not displayed.*

Linked risks with a link strength can be used to define the relative importance that the risks may have on one another. These link strengths could be used to indicate a level of correlation, causal effect or perhaps that the risks should otherwise be considered together. *Refer to the Predict! Categories and List Items Admin Guide for information on configuring the link strengths.*

To link a risk with a strength, select  and enter the risk name. When a risk has been selected, add a link strength from the available list and save. The link will appear on both linked risks' detail pages. To link additional risks with a strength, select  and to remove any existing linked risks select . When linking multiple risks to a single risk, each link can have its own strength defined.

Note: *A link strength is mandatory in order to link the two risks.*

Note: *The link strength applies equally in both directions. It is not possible to link risk A to risk B as 'Weak' or '10%' and then link risk B to risk A as 'Strong' or '90%'.*

Note: Adding linked risks with a link strength can also be performed in bulk from any risk list. Please refer to **Error! Reference source not found. Error! Reference source not found.** for more information.

▼ Linked risks 	
Linked risks	Link strength
T-116: Planning Approval Delayed	75%
T-29: Planning Delayed	15%

Figure 25: Linked risks with strengths

History Overview

History overview

Action retired by John Smith on May 15, 2019
M-4: Presentation of case
Comments: Changed completion date for more realistic analysis.

Hide History (13 entries)
Add Comment
Export History to Excel

1 2 3

Changes	Date	User	Comments
Action retired	May 15, 2019	John Smith	M-4: Presentation of caseChanged completion date for more realistic analysis.
Action reopened	May 15, 2019	Reg Redfern ChiefRiskOfficer	M-4: Presentation of caseChanged completion date for more realistic analysis.
Edit	Mar 27, 2019	Predict! Admin	Initial approval
Edit	Jul 2, 2018	Reg Redfern ChiefRiskOfficer	Initial approval
	Jul 2, 2018	John Smith	C-10129: Control: Hazardous materials

Figure 26: The **History Overview** section

This section contains a record of the recent changes to the state of the risk and its actions, and any comments that have been added. This can be valuable during the risk review process, particularly where a risk owner or leader wishes to record a particular event or status at a point in time. The most recent state change or comment will always be visible, along with the date and the user who made the change.

To view previous changes or comments select **Show History**. This will show a small table sorted descending by date with an audit trail of the change that was made and the user who made the change.

To add your own comments at any time, select **Add Comment**, provide your input in the **Comments** fields and save the risk. Your comments will be added as a new entry in the changes table.

Export History to Excel allows you to export a spreadsheet of the data entered against each field of a risk each time it was saved.

Note: The mandatory comments required as part of the risk approval process will appear in this section.

3.3.3 Risk and action assessment

The assessment side of the detail page holds information about the likelihood and potential impact of the risk, and also about the controls and actions that you plan to use to deal with the risk. The information shown will develop as your risk matures: only the controls, current and target assessment sections are shown when a new risk is raised. Once the risk has been fully populated, this shows the through-life assessment of the risk (historic and projected), read top to bottom.

Threat and actions assessment			
> Initial assessment			High (12)
> Controls			✎
▼ Current assessment			High (12) ✎
Assumptions		Velocity	
Cost - Architect fees for new plans. Time - Monthly planning meetings will take 6 weeks to prepare new submission.		Very Fast (< 1 week)	
Earliest date	Expiry date	Budget spent	Probability
Aug 26, 2019	Oct 30, 2020	£ 0 K	High
Fallback plan		Cost	
Adopt alternative design: redesign to address planning concerns - some features dropped, others changed.		High Threat	
		Health & Safety ⓘ	
		Major incident resulting in injuries to one or more members of the public	
		Time	

> Action plan			✎
> M-5: Presentation of Case			Medium (9) ✎
> M-7: Lobby Local Councillors			Medium (6) ✎
> Target assessment			Low (4) ✎

Figure 27: Risk **Assessments**

Risk scores and scoring systems

At the right-hand side of every assessment and action heading is a colour coded number or label and a rating. These are risk scores against **Initial assessment** (when the risk was first approved), **Current assessment**, and **Target assessment**. Against each action, you can also record the expected assessment after each action has been completed. Risk Controller calculates these scores comparing your assessment of the risk at each stage to the scoring system used by the *Folder* to which the risk is attached.

Scoring systems are a means of ranking risks based on their likelihood and the severity of their impact. They are configured by your super user to control the scores assigned to risks, and also how risks are assessed in each *Folder*. The scoring system is a combination of probability and impact, with an overall score calculated from a scoring grid.

Different Folders may use different scoring systems, since (for example) a risk with a £10,000 impact will be more serious for a project with a £100,000 budget than a department with a £4m budget, so will deserve a higher score. Risks are always assessed using the scoring system used in their Folder but can be reported on using any scoring system.

Note: The system can prompt users to escalate a risk when the risk assessment results in the score entering the top rating band. Any escalation action to be taken is a manual process defined by your organisation's own risk management process. Please refer to the *Predict! System Settings guide* for further information on enabling this feature.

Risk Controller's scoring systems allow risks to be assessed either quantitatively (using numbers), qualitatively (using words like high, medium, and low) or using a mixture of the two. The scoring system also controls which types of impact (such as cost, timescale, or reputational damage) risks are assessed for. To see the scoring system grid used to assess the risk, click on the current or target score lozenge.

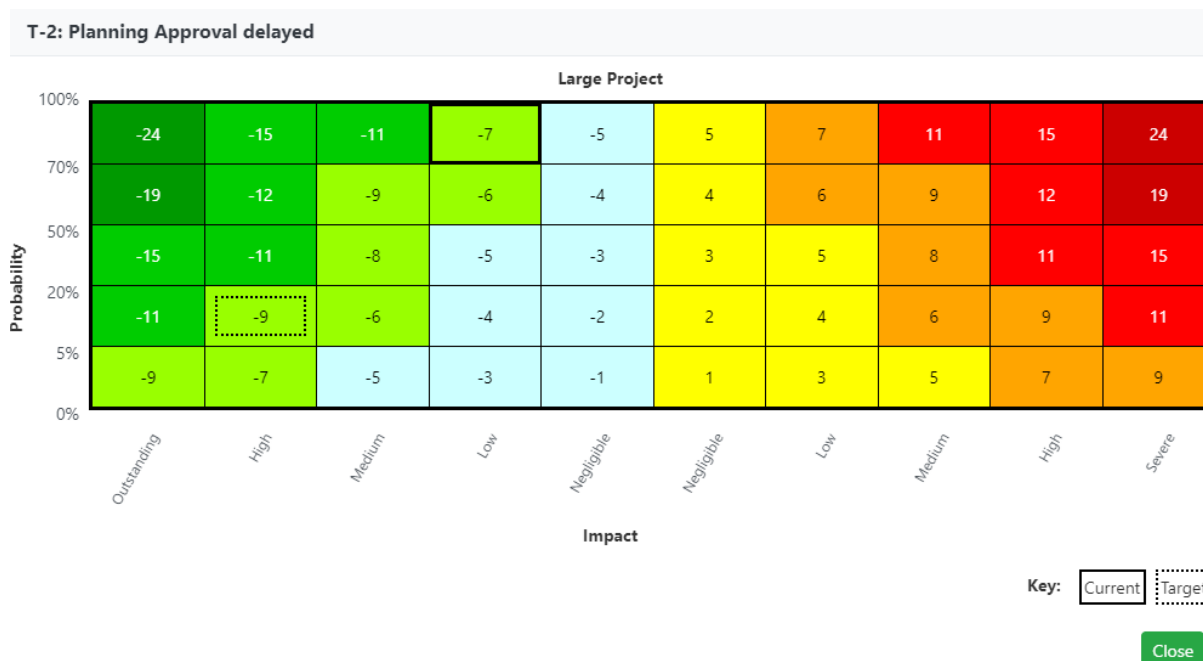


Figure 28: The scoring grid

Types of assessment

The **Initial assessment** section shows the current assessment of the risk at the time when you approve it. By comparing the **initial** and **current assessments**, you can see what progress you have already made in managing your risk. A risk can't be approved by its leader until the current assessment has been completed.

Controls are systems, policies and processes (for example, health and safety procedures) which your enterprise has already put in place to deal with risk. The **Controls** section allows you to note any controls which are already in place to manage this risk, and how effective those controls are (or are likely to be).

The **Retired actions** section lists all of the actions that have already been undertaken to deal with the risk. These are actions that have been **retired**, and where the current assessment has been updated to reflect the effectiveness of the action. *For more information, see section 3.5 Actions.* This section will only appear when the risk has one or more retired actions.

The **Current assessment** section shows the velocity, probability and impact of the risk as assessed today, before any more actions are taken to mitigate it.

The **Action plan** section provides room to describe the overall strategy for dealing with the risk and a response type flag, similar to a category for outlining the planned response to the risk.

As mitigation actions are created, they are listed in order of their completion date below the **Action plan**. These are the steps which you intend to carry out in order to change the **current**

assessment. This allows Risk Controller to show the situation now, then how you intend to manage the risk, then the situation afterwards. *For more information, see section 3.5 Actions.*

The **Target assessment** section shows the level of velocity, probability and impact that you hope to be able to lower the level of risk to (or to increase it to in the case of opportunities). It is the target that you are aiming for with your management of the risk.

Any fallback actions that have been created will appear after the **target assessment** as these actions are not intended to have any impact on the risk score. Fallback actions are activities that you may complete in order to return to business as usual should the risk actually occur.

Assessment details

Each of the assessment sections contains the same information.

The score according to the local scoring system is shown at the right-hand side of the section's header, with a background colour determined by its severity.

The **Earliest Date** and **Expiry Date** are used to determine which risks are in or approaching their risk window – the period during which they might occur. You will be warned about these risks in the **Risk Proximity** section of the folder **Dashboard** visualisations on your **Home** page.

The impacts that you can score a risk against are controlled by the risk's scoring system, and may vary from Folder to Folder, but you can also add other impacts that have been set up in Predict!, if you feel they apply. Some impacts may be assessed with numbers (quantitative assessment), whereas others will only be assessed with words such as **High**, **Medium** and **Low** (qualitative assessment). Risks can have a wide variety of impacts, for example financial cost, reputational damage, delays etc.

Some organisations apportion risk budget across the risks in the risk register. The **Nominal budget for the risk** allows you to capture this information.

The **budget spent** value, visible in the **current assessment detail** accordion, plus the **budget committed** and **budget remaining** values, visible in the **target assessment detail** accordion are then calculated and updated as actions with costs are approved and retired.

The budgets for actions for a risk are summed, and appear in the **Target Assessment** section, and use the following rules:

- **Action is draft** (ignored)
- **Action retired while draft** (ignored)
- **Action has been submitted for approval** (ignored)
- **Action is live** (added to **budget committed**)
- **Action retired while live** (added to **budget spent**)

On risks where you have permission to make changes (i.e. you are the risk owner, risk leader, shadow owner or shadow leader or you have permission to edit any item), select  to edit the assessment. Where a risk is read only, select  to open a read only assessment dialog.

Current assessment

Earliest date

26 Aug 2019

Expiry date

30 Oct 2020

Velocity

Very Fast (< 1 week)

Probability

High (≥ 25%)

Impacts

Cost

High Threat (≥ £ 750 K)

+

Health & Safety

Major incident resulting in injuries to one or more members of the

-

Time

None

Likely

Days

-

Assumptions

Cost - Architect fees for new plans.

Time - Monthly planning meetings will take 6 weeks to prepare new submission.

Fallback plan

Adopt alternative design: redesign to address planning concerns - some features dropped, others changed.

Nominal budget for the risk

Units

Apply

Cancel

Figure 29: Risk assessment view

Note: You can add or remove impacts associated with a risk. Any impact assessments that are not included in your risk's scoring system are highlighted with an information icon ⓘ to explain that this impact's assessment will not contribute to the score of the risk.

Hint: When editing an quantitative impact assessment, you can use the   controls to switch between quantitative and qualitative input.

Hint: When editing a qualitative impact assessment, you can use the   controls to switch between a filtered list of impact ratings that only displays the ratings assigned to the scoring system in use, or all ratings configured for the impact.

3.4 Controls

Controls are systems, policies and processes (for example, health and safety procedures) that are used to manage risk. Your organisation may have a number of 'ready-made' controls in Risk Controller to help deal with the risks you raise. A control may be applicable to many risks across different business areas.

Existing controls can be linked to risks subject to users' visibility permissions. Users can view the details of linked controls read-only. Updates must be completed on the master control, by the control owner or shadow owner. The control title is prefixed with 'C-'.

3.4.1 Raising a master control

Controls are created against risks that describe the company-wide problem the controls are designed to manage. Raise a new control by selecting the dropdown on the **Create New Action** button and then selecting **Create New Control**. The control detail page for a new control will appear.

Note: Only users with appropriate layout permissions are allowed to create master controls.

New Control

* **Name**

New Control

Description

A detailed description of the action.

Status

Review

29 Aug 2019

Owner

Smith, John

Shadow owner

Notes

Save Cancel

Figure 30: The control detail window

3.4.2 Control details

You can edit a master control in the control detail window. You will start off as the owner of any controls that you raise. The **Shadow Owner** is a secondary owner for the control. A shadow may be the person responsible for the control in the absence of the **owner**.

The **Review Date** is the date on which the control is next due to be reviewed and Predict! will prompt you when this date is approaching. Predict! can warn you about controls approaching or past their review date and will highlight them on your **Dashboard**.

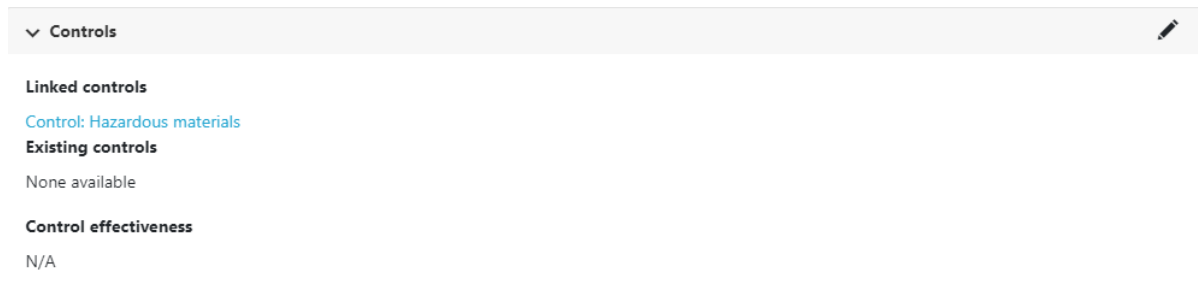
When the control has been put in place it can be approved by selecting **Approve**. When a control is no longer required it can be retired by selecting **Retire** and then deleted (which removes it from the risk register forever) by selecting **Delete**.

3.4.3 The controls section

The Controls section on the risk detail page will show all controls that are in place to help manage the risk. This may include both master controls and linked controls. Master controls are listed at the top of this section on their master risk. Click on their name to update them in a popup window.

Controls listed under the Linked controls field are links to master controls created on other risks. Linked controls can be retired independently of the master control (i.e. if the control no longer applies to the risk) by selecting **Retire**. Any retired controls will appear greyed out in the appropriate list. A linked control can also be removed from the list of linked controls. To remove a linked control, select **Retire** when viewing the linked control.

Two additional text fields are available to capture additional information about the controls and their effectiveness.



The screenshot shows a user interface for the 'Controls' section. At the top, there is a header bar with a dropdown arrow and the text 'Controls', followed by a pencil icon for editing. Below this, the section is divided into two main areas. The first area is titled 'Linked controls' and contains a single entry: 'Control: Hazardous materials'. The second area is titled 'Existing controls' and contains the text 'None available'. Below these, there is a section titled 'Control effectiveness' which displays 'N/A'.

Figure 31: The controls section

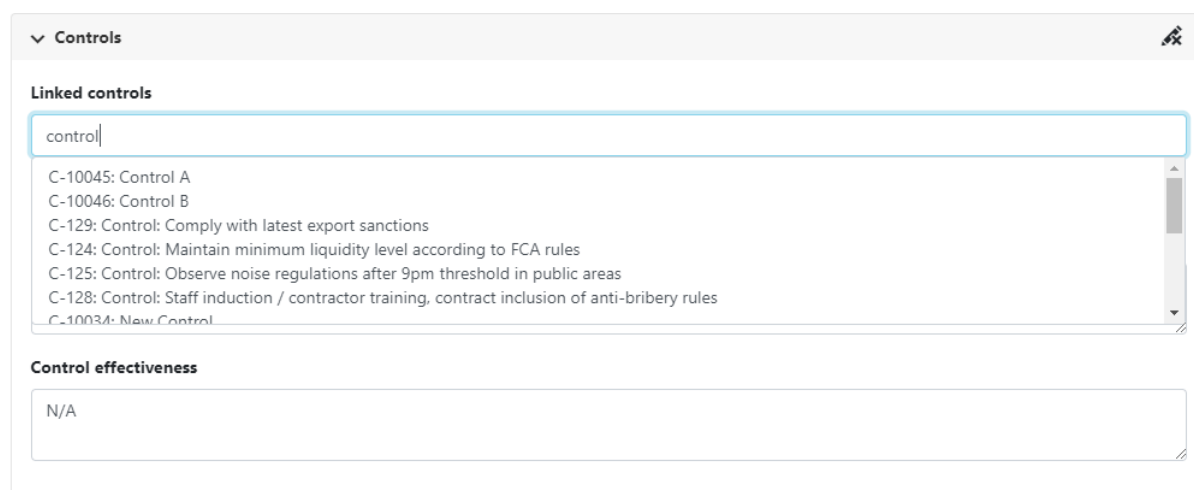
Note: When retiring a risk, all open controls and actions will also be retired, keeping information on everything that was in place, completed or still to complete while actively managing the risk.

Note: You are not able to retire a master control if there are any live linked controls. You must retire all linked controls first.

3.4.4 Linking to an existing control

To link a master control, or search for a master control that may be relevant to a risk that you are managing, select  on the control's header. Under the Linked controls label enter the control name or ID and a list of matching controls will be presented, allowing you to select the control to be linked.

To view the details of a linked control, select the link to the control when not in edit mode. This will open a *read-only* control detail window listing the latest data as populated on the master control.



The screenshot shows a web interface for 'Controls'. At the top, there's a 'Controls' header with a dropdown arrow and a search icon. Below it, the 'Linked controls' section has a search bar with the text 'control'. A list of controls is displayed below the search bar, including 'C-10045: Control A', 'C-10046: Control B', 'C-129: Control: Comply with latest export sanctions', 'C-124: Control: Maintain minimum liquidity level according to FCA rules', 'C-125: Control: Observe noise regulations after 9pm threshold in public areas', 'C-128: Control: Staff induction / contractor training, contract inclusion of anti-bribery rules', and 'C-10034: New Control'. Below the list, the 'Control effectiveness' section shows 'N/A'.

Figure 32: Searching for a control to link to your risk

Note: Each control must be approved before you can link it to a risk.

Note: You must have read/write access to the risk to retire a linked control.

3.5 Actions

Actions are key to good risk management. Just knowing about your risks isn't enough – you have to do something about the important ones! Actions are the activities that you plan to carry out in order to deal with a risk. The owner and shadow owner of an action can always see the risk.

3.5.1 Action types

There are three types of actions that you can work with in Predict!: **mitigation actions**, **exploitation actions** and **fallback actions**. As the names imply, **mitigation** and **exploitation** actions are those that will have an impact on the risk's score, whereas **fallback** actions are those that will be enacted should the risk eventuate.

Mitigation actions are available for threats and issues, whereas **exploitation** actions are available for **opportunities**. **Fallback** actions are available for all actions.

Similar to the risk title, an action title is prefixed with 'M-' for **mitigation** actions, 'E-' for **exploitation** actions and 'F-' for **fallback** actions.

3.5.2 Raising an action

Raise a new action by either selecting **Create New Action** from the risk's tool bar or by selecting  from the top menu bar area and choose 'Action'. The action detail page for a new action will appear. You can select the **action type** from the dropdown list at the top of the window.

Depending on the action type selected, Risk Controller will enter a new action in the **Action plan** section for mitigation and exploitation actions and after the **target assessment** for **fallback** actions. See Action plan and retired actions *below for more details about the Action plan section*.

M-7: Lobby Local Councillors

* **Action type**
Mitigation

* **Name**
Lobby Local Councillors

Description
Architect and Finance manager will lobby local councillors through personal contacts.

Status
Under Review

Project notes

Start
30 Aug 2019

Completion
31 Oct 2019

Review
2 Sep 2019

Owner
Smith, John

Shadow owner

Budget
10

Units
£K

Save **Cancel**

Figure 33: The action detail window

Hint: You must save any changes that you've made to your risk before you raise an action.

Note: When creating a new Action from 'My home page', all visible risks will be displayed in the 'Create Action' window, however, when creating a new Action from within a Folder List or a normal List, by default only those risks present in the list will be displayed in the 'Create Action' window.

3.5.3 Action details

You can edit the action in the **action detail** window. For **mitigation** actions that have already been raised, you can access the **action detail** window by selecting **Edit Action** or review the action assessment by selecting  from the relevant action's header. If you are unable to edit an action's detail, you can select  to view the action details.

▼ M-7: Lobby Local Councillors Medium (6) 

Edit Action **Retire Action**

Status
Under Review

Description
Architect and Finance manager will lobby local councillors through personal contacts.

Start
Aug 29, 2019

Review
Oct 9, 2020

Budget
£ 10 K

Completion
Oct 21, 2020

Owner
John Smith

Duration

Velocity
Medium (1-6 months)

Probability
Low

Cost
Medium Threat

Health & Safety ⓘ

Time

Figure 34: New mitigation action on the risk detail page

You will start off as the owner of any actions that you raise.

A red label on the action header will show the lifecycle status of the action if it is either **Draft** or Submitted for **approval**.

The **Completion date** is used to determine when an action will affect the risk. The benefit of the action is taken to be effective on its completion, and so the risk's current score is expected to change to the action's score at this date. If the action is being managed as a project or a task in a project, this date should be taken from the current project schedule. Once an action has reached its **completion date** you should review the risk and its actions, retiring the action and updating the risk's current score to reflect the new level of risk. You will be warned about actions that are approaching or past their completion date in the **Dashboard visualisations** on your **Home** page.

The **Review Date** is the date on which the action is next due to be reviewed and Predict! will prompt you when this date is approaching. Predict! can email you to warn you about actions approaching or past their review date and will highlight them on your **Dashboard**.

The **Shadow Owner** is a secondary owner for the action. A shadow may be the person responsible for the action in the absence of the **owner**, a member of the project that is carrying out this action, or a common position within the team that requires access to the action such as a risk coordinator or project manager.

3.5.4 Action plan and retired actions

The **Retired actions** section shows summary information about all of the actions that have already been undertaken to deal with the risk. These are the **mitigation** or **exploitation** actions that have been **retired**, and that between them have caused the **initial assessment** to change, giving the **current assessment**. **Retired fallback** actions are also listed here, however these do not have any impact on the risk's assessment.

Retired actions are grouped in completion date order, with items with no date or the same date sorted by ID. **Mitigation** or **exploitation** actions are also grouped first, with **fallback** actions shown below.

Note: You cannot edit retired actions.

The **Action plan** section shows summary information about each of the actions that you intend to carry out in order to change the **assessment** of the risk from its current state to its **target** state. They appear in the order in which they will affect the risk (by completion date). You can open and close each action's section by selecting the **section heading**.

Each of the action summaries has a score in the top right corner, which reflects the expected score of the risk once the action has been completed, and the right edge of the summary is colour coded according to the scoring system of the Folder.

Select **Edit Action** to open the action detail window.

Select **Submit Action for Approval** when you are ready for your changes to be reviewed by the action's leader.

Select **Retire Action** when the action has been completed. This will move it to the **Retired actions** section. Retiring a **draft** action will delete it. It is the risk owner's responsibility to manage the actions on a risk, not the action owner's. The action owner cannot edit the risk or retire their own action.

Select  to open the action assessment window. See section 3.5.5, *Action assessment for more details*.

3.5.5 Action assessment

Mitigation or **exploitation** actions are designed to deal with risks. You show how effective you believe each action will be at dealing with the risk in the action assessment page. This is accessed by selecting  from the action's header.

The action assessment is your assessment of the probability and impact of the risk after the action has been completed. Bear in mind that the **assessment** of the risk should also include the effect of any other actions that finish before the action you are assessing.

Hint: The actions are listed in order of their completion dates, with those that complete first at the top. Actions without a completion date will appear at the top of the list.

Assessment for M-7: Lobby Local Councillors

Velocity	Medium (1-6 months) ▼	
Probability	 Low (≥ 5%) ▼	
Impacts		
Cost	 Medium Threat (≥ £ 250 K) ▼	- +
Health & Safety	 --- ▼	-
Time	 Days ▼	-
Implementation notes		
A free text field that can be used to store any other information relevant to this action.		

Apply

Cancel

Figure 35: The action assessment window

The action assessment window contains the same probability and impact fields that you filled in for the current and target risk assessments.

Note: Selecting **Apply** updates the risk detail screen with your changes, but doesn't save. Your changes to the action won't be saved until you select **Save** on the risk detail page.

3.5.6 Fallback actions

Fallback actions are activities that will be completed in order to return to business as usual should the risk eventuate. As such, they do not require an action assessment similar to **mitigation** or **exploitation** actions and therefore do not have a score. There is no edit or view assessment option.

▼ F-6: Redesign and resubmit[Edit Action](#)[Retire Action](#)**Status**

Not started

Description

Draw up new plans to resubmit, with elements of design compromised to fit with planning authority's requirements.

Start

Review

02/05/2018

Budget

£ 5,000

Completion

Owner

Reg Redfern
ChiefRiskOfficer

Duration

0 Days

Figure 36: Fallback action details

Part 4 Lists

Predict! Risk Controller provides many different ways to help you to manage your risks: **My Risk Lists**, **My Action Lists**, **My folders**, **Dashboard** and drilldown, plus the ability to create your own list. Each of these views displays a list of risks and actions organised and filtered in different ways.

All risks: 108 items visible

	Risk ID	Risk name	Owner	Leader	Review Due	Last changed	Score - Current	Score - Target
☐	T-54	Planning Approval Delayed	Trevor Jay	John Smith	Nov 29, 2022	12:01	Very High (19)	High (12)
☐	T-101	Supply Chain Failure	John Smith	John Smith	Sep 28, 2022	11:56	Very High (19)	Medium (9)
☐	T-53	Groundworks problem	John Smith	Program Director	Sep 28, 2022	11:56	Very High (19)	Medium (8)
☐	T-110	Warehouse Fire	Trevor Jay	John Smith	Sep 1, 2022	11:57	Very High (19)	Medium (8)
☐	T-167	Groundworks problem	John Smith	Library Manager	Jan 20, 2024	Sep 12, 2022	Very High (19)	Low (5)
☐	T-169	Windows don't match specification	John Smith	Library Manager	Jan 20, 2024	Aug 31, 2022	Very High (19)	Low (5)
☐	T-111	Major Cyber Attack	John Smith	John Smith	Sep 1, 2022	12:02	High (15)	Medium (9)
☐	T-102	Key Supplier Bankruptcy	John Smith	John Smith	Oct 28, 2022	11:58	High (15)	Low (5)
☐	T-117	Contract complexity with foreign requirements	John Smith	John Smith	Oct 1, 2022	12:01	High (12)	Medium (8)
☐	T-177	Availability of test facilities	Trevor Jay	Trevor Jay	Aug 13, 2021	Jan 25, 2022	High (12)	Low (5)
☐	T-131	Imported risk 2	John Smith	John Smith	Aug 31, 2022	12:01	High (12)	Low (3)

Figure 37: A risk list

4.1 Using lists

Note: Not all of the tools described here are available in every list view. See the descriptions of the different list pages towards the end of this chapter for more details.

Viewing a risk's scoring matrix

To see a risk's score in relation to the **scoring system matrix** that it has been assessed against, click on the **score lozenge** to display the **scoring matrix window**.

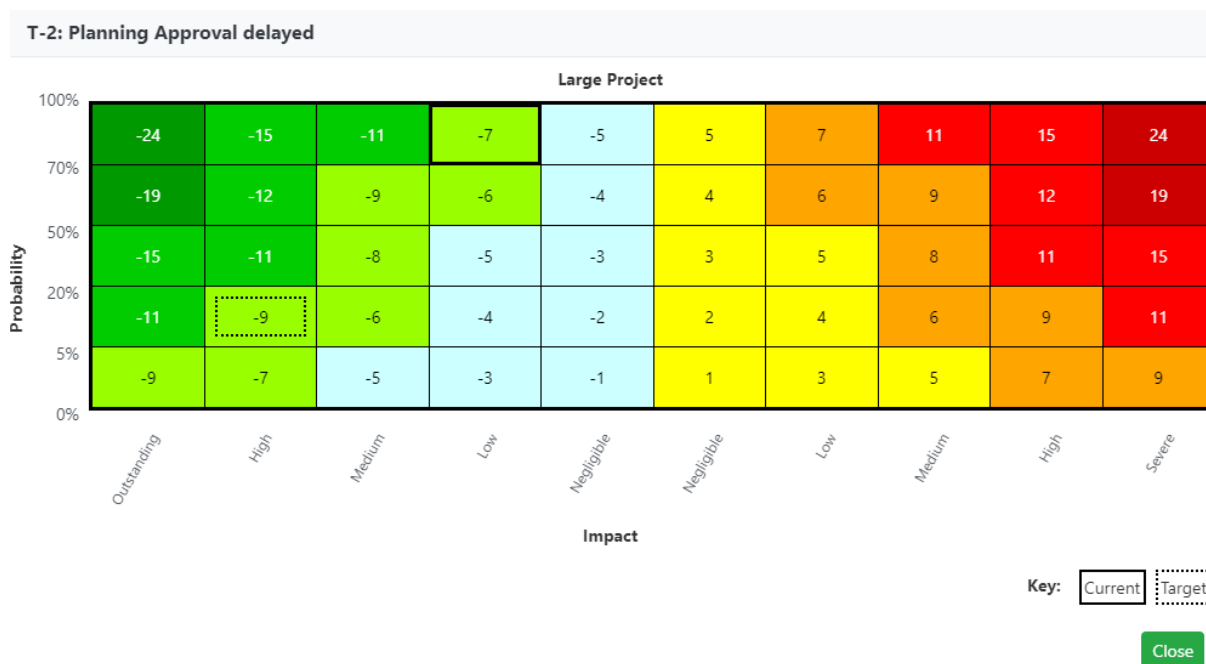
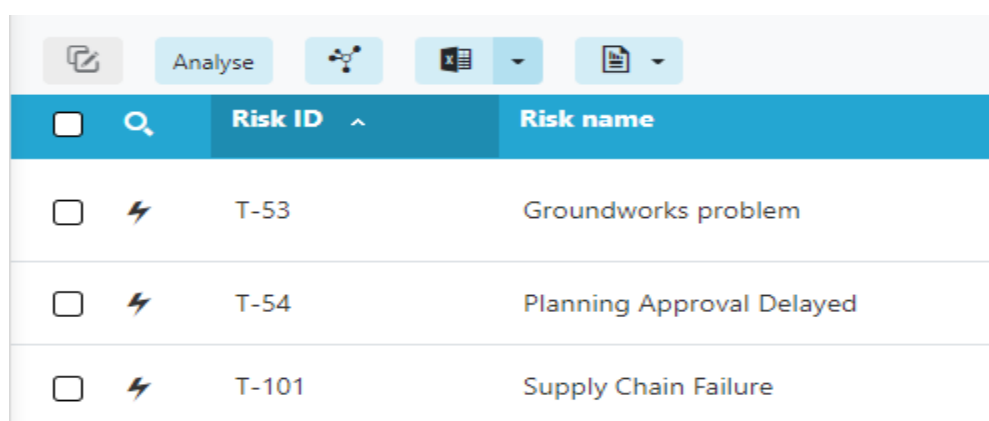


Figure 38: Viewing the risk scoring matrix

Viewing a risk's detail screen

The text for each risk in a list is a **hyperlink** that you can use visit the detail screen for that risk. Select the **hyperlink** to open the detail screen in the current tab, or right-click/long-tap and to use your browser's options for opening in new tabs or windows.



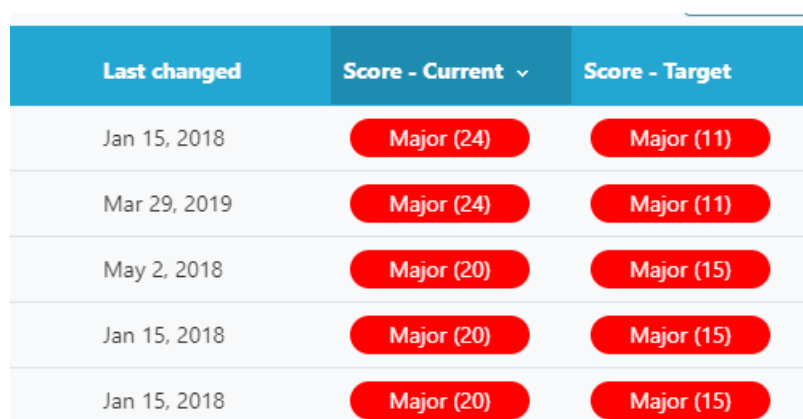
☐		Risk ID ^	Risk name
☐		T-53	Groundworks problem
☐		T-54	Planning Approval Delayed
☐		T-101	Supply Chain Failure

Figure 39: Opening a risk's detail screen from a list

Clicking the link for an action will open the risk that the action is linked to, with the action details dialog open for review and/or editing.

Sorting

Select a column heading to sort that column in ascending order. Selecting the same column heading again will reverse the sort order. An arrow to the right of the title, now shaded, indicates whether the column is sorted ascending or descending.



Last changed	Score - Current ▾	Score - Target
Jan 15, 2018	Major (24)	Major (11)
Mar 29, 2019	Major (24)	Major (11)
May 2, 2018	Major (20)	Major (15)
Jan 15, 2018	Major (20)	Major (15)
Jan 15, 2018	Major (20)	Major (15)

Figure 40: Sorting by current score (currently in descending order)

If your device has a keyboard you can sort by more than one column by holding the **Ctrl** key and selecting another column heading. Otherwise selecting another column heading will reset the order to be sorted by just that column.

Owner ^	Leader	Review ^	Last changed
Archie Anderson Architect	Paddy Porter ProjectManager	Sep 22, 2011	Dec 18, 2018
Archie Anderson Architect	Reg Redfern ChiefRiskOfficer	Jul 8, 2016	Jan 15, 2018
Archie Anderson Architect	Reg Redfern ChiefRiskOfficer	Jul 8, 2016	Jan 15, 2018
Archie Anderson Architect	Reg Redfern ChiefRiskOfficer	Jul 8, 2016	Jan 15, 2018
Archie Anderson Architect	Sally Short Surveyor	Jul 8, 2016	Jan 15, 2018

Figure 41: Sorting by multiple columns

Searching a column

To search for risks and actions where a field contains specific text, first show the column search bar by selecting  from the left of the title bar.

☐ 

☐  T-1 Planning Approval delayed Archie Anderson Architect

Figure 42: Showing the search bar

Enter text into the box under any column heading to show only risks and actions where that column contains the text you enter.

Note: When searching by date you must use the same date format (i.e. if the dates are displayed as '14 Mar 2017' then you cannot search using 14/03/17).

Export to Excel

You can quickly export to **Microsoft Excel** by selecting the **Export to Excel** button  on a **List** screen (excluding the **Dashboard** drilldown lists). This quick export will produce an exact copy of the data that you see on screen, including the risk score colouring as determined by the scoring system in use.

When working with your own risk list, this allows you to tailor your export on screen by sorting, applying filters and selecting the data that you wish to see prior to running the export. Once your export is ready it will be available through your **Notifications** list () , labelled with the export name you chose.

	A	B	C	D	E	F	G	H
1	ID	Name	Owner	Leader	Review	Last changed	Current Score	Target Score
2	T-19	No mapping survey for services	Rick Richie RiskCoordinator	Christine Court Coordinator	23/01/2019	30/01/2018	Major (12)	Major (11)
3	T-22	Interaction between outages	Rick Richie RiskCoordinator	Christine Court Coordinator	23/01/2019	30/01/2018	Major (11)	Minor (3)
4	T-47	Spoil may have to go off site	Rick Richie RiskCoordinator	Rick Richie RiskCoordinator	23/01/2019	30/01/2018	Significant (9)	Significant (9)

Figure 43: A quick export to Microsoft Excel

Export to Excel in workshop format

If actions are visible in the list, the option to **Export to Excel in workshop format** will be available. Select the dropdown option next to the Excel icon to access this export format.

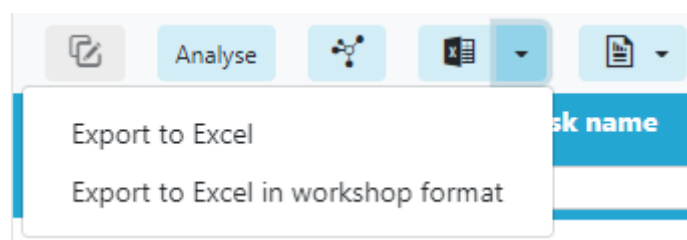


Figure 44: Exporting to Microsoft Excel in the workshop format

The workshop format will export actions on the same row as the risk to which they are attached. Each action column may contain multiple actions in a single cell. These will be separated by a new line and contain the Action ID (e.g. M-6) to distinguish them. This format aids with sorting and filtering in Excel and can also be used when uploading data, therefore enabling quick and easy offline risk workshops.

	A	B	D	H	I	J	K	M	N
1	Risk ID	Risk name	Owner	Review	Score - Current	Score - Target	Action Name	Action Owner	Action Start
2	T-8	Groundworks problem	John Smith	Aug 28, 2019	Very High (19)	Low (5)	Additional survey [M-6]	David Brown [M-6]	Sep 20, 2019 [M-6]
3	T-7	Planning Approval Delayed	John Smith	Aug 28, 2019	High (12)	Low (4)	Presentation of Case [M-5] Lobby Local Councillors [M-7]	David Brown [M-5] John Smith [M-7]	Sep 21, 2019 [M-5] Aug 30, 2019 [M-7]
4	T-17	Flooding of site during excavation	John Smith	Aug 19, 2019	Medium (8)	Low (4)	Install flood barrier [M-11] Deploy pumps [F-12]	John Smith [M-11] John Smith [F-12]	
5	T-20	Finance delayed	John Smith	Aug 19, 2019	Medium (7)	Low (3)	Source alternative finance [M-10]	John Smith [M-10]	Aug 19, 2019 [M-10]

Figure 45: A workshop format Excel export

Running a Cost or Schedule Risk Analysis

If you have a licence for Predict! Risk Analyser, an **Analyse** button will appear in the toolbar above your risk list. Selecting this option will download a .predict file that allows you to launch Risk Analyser and start the process of performing a Monte Carlo analysis on your risks.

When viewing a standard folder on the **My Folders** page or a personalised risk list, selecting Analyse will launch a Cost Risk Analysis (CRA), whereas viewing a schedule import folder on the **My Folders** page will launch a Schedule Risk Analysis (SRA). *Please refer to the Predict! Risk Analyser User Guide for more information on how to create and interpret risk analysis models.*

Note: Both CRA and SRA options will include all of the risks visible in the list. This will take into account any filters that you have in place on the list via the **Edit List** settings but will exclude any filters set in the list via in-column filtering.

4.2 My Risk Lists and My Action Lists

The **My Risk Lists** and **My Action Lists** menus contain a set of risk and action lists unique to each user. The **My Risks**, **All Risks**, **My Actions**, **All Actions**, **Unsaved risk list** and **Unsaved action list** are standard system shipped lists and these cannot be removed.

Additional entries will be added to these menus as you create new risk or action lists to cater to your requirements. See 4.6 *Personalised lists*.

Note: The My Risk Lists and My Action Lists menus will display a maximum of 10 items. Where you have more than 10 items, a scrollbar will appear within the menu to display any additional items.

4.3 My Risks and My Actions

The **My risks** and **My actions** lists are simple lists that are filtered to only show the risks and actions that you are responsible for. These are the items where you have been selected as either the **owner** or the **leader**, looking through all risks and actions you can see, whether or not they need attention today. You can only modify these lists by selecting the columns you

wish to see. You can also apply **filters** on the list itself, however you cannot save these changes.

4.4 All risks and All actions

The **All risks** and **All actions** lists are complete, unfiltered lists that include all risks and actions that meet your visibility permissions. If you have visibility of a large number of risks or actions, these lists can be quite large. You can only modify these lists by selecting the **columns** you wish to see. You can also apply **filters** on the list itself, however you cannot save these changes.

4.5 Unsaved lists

The **Unsaved risk list** and **Unsaved action list** are special temporary lists that allow you to view changes to a list without saving those changes. For example you may add a new column, change a filter and add grouping to a list in order to answer an ad hoc query, but not wish to save those changes for later use. Unsaved lists will always retain the last list settings you used, including selected columns and filters, even after logging out and back in.

An unsaved list is created or updated by editing any risk or action list, including the unsaved list itself. After making changes to the list settings, selecting **View** within the dropdown next to the **Save and View** button.

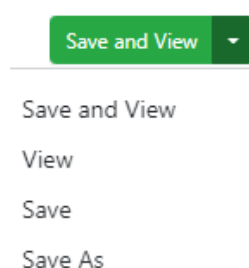


Figure 46: Select View to open an unsaved list

Note: There is only one unsaved list for risks and another for actions. Using the View option with a different list will overwrite your previous unsaved list.

4.6 Personalised lists

Every Predict! user will undoubtedly have their own unique perspective, especially in terms of what information they deem important. Predict! caters for the ability to create a view to match this unique perspective. You can tailor a risk list to meet your own specific requirements using the **Create New List** menu option or clicking **Edit List** on an existing list.

Figure 47: Editing a risk list

You can click on the text at the top and to give your list a name as it will appear in the **My Risk Lists** menu.

There are several sections on the screen when editing or creating a risk list, described below. When your list design is ready, select **Save and View** to save your list and be taken to the list screen.

Note: If you are running a Cost Risk Analysis (CRA) in Predict! Risk Analyser from a personalised list, you can save the results against the risk list in Risk Controller. This allows you to run an Analysis Trend report to track the risk profile over time. However, if you modify any of the filters in the risk list after you have saved the results from a CRA, you will be warned that any previously saved results may no longer be reliable. Please ensure that changing the list filters is what you are intending. Alternatively, you can create a new risk list with different filters.

Confirmation

Saving this list could invalidate any previous analysis results and affect trend reporting. Would you like to continue?

Yes No

You can edit an existing list at any time, simply by selecting  next to the appropriate list name from the **My Risk Lists** menu or via the **Edit List** button if you are currently viewing the list. Once you have updated the filter criteria or visible columns select the **Save and View** button to see the changes in the list. You can also edit an existing list and save the changes under a new name, thereby creating a new list.

To delete an existing list at any time, select  from the **My Risk Lists** menu.

List sharing

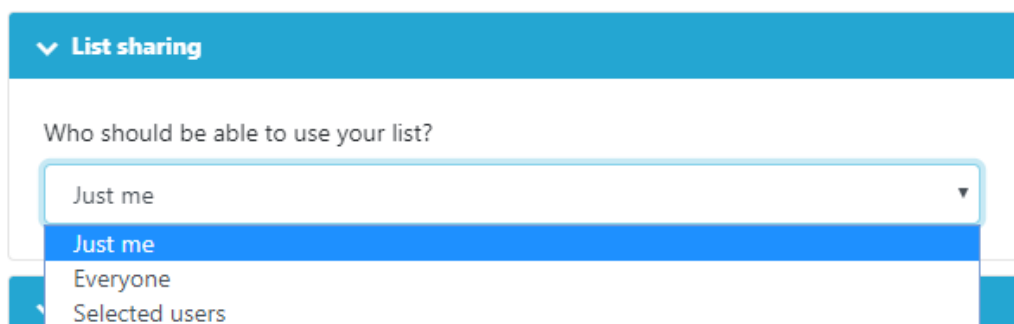


Figure 48: Sharing a risk list

By default, your new risk list will appear on **My Risk Lists** only for you. If you have the appropriate permissions, you can choose to share your list with specific users or all users, who have the risk list added to their **My Risk Lists** menu without editing rights.

Set quick filters

This section allows you to work with some basic filtering options that are a powerful way to quickly limit the data according to common criteria. These filters will be saved as part of the list and will be applied whenever the list is opened.

Figure 49: Setting quick filter criteria

Actions and risks share list columns where appropriate; or display blank if they do not match. For example, risks and actions both have a Name, so the column header is common. Action start and completion dates share the risk earliest and expiry dates.

Note: When working with risk lists, risks and actions have similar but separate quick filter settings. This allows you to include actions in your risk list but apply a separate set of action filters. For example, you may wish to show only live risks, but still include both draft and live actions.

Specify risk criteria

This section allows you to chain additional basic filters together for a greater degree of granularity in your risk data. After selecting the **field**, **comparison operator** and **filter value**, you can select **+** to add another component to the filter. Similarly, selecting **-** will remove the filter component. Use the icons on the right to add and remove criteria, and click on **AND** or **OR** to choose how you want to combine multiple criteria.

Figure 50: Specifying risk filter criteria

Note: When filtering on multi-select list fields such as categories, the [Any] and [None] options are mutually exclusive with any other selected values and are applied in that order.

Note: Filtering on date fields allows the use of relative dates (e.g. using comparison operators such as before, after and between) as shown above in Figure 50.

Specify folder criteria

To limit the risk list to only risks from within a certain area or folder within your enterprise, you can select the area of interest from this section. Start typing to search for and select the folders that you want to include. If you wish to include risks from the sub-folders below your chosen area, select the show **sub-folders**.

Figure 51: Specifying folder filter criteria

Note: The folders list does not list imported project tasks.

Choose columns

This section allows you to select the fields that you would like to appear in your list, in the order you prefer. The columns that are available for inclusion in your list are listed on the left, with the columns that are already included in your list on the right.

To move columns from one list to the other you can either drag and drop the column into place or use the icons displayed in the middle of the page that separates the two lists. To add all fields to the list, select **→|**, while selecting **→** will add only the highlighted field. Similarly, to remove all fields from a list, select **←|**, while to remove only the highlighted field, select **←**.

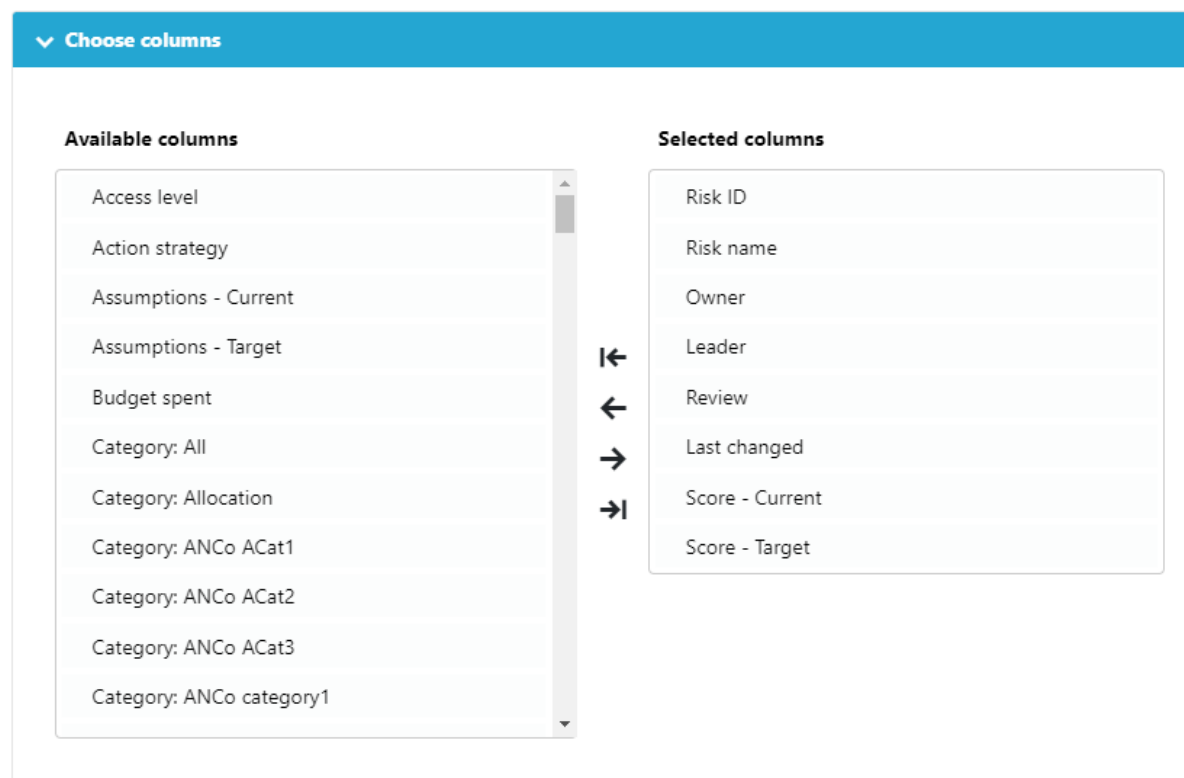


Figure 52: Choosing columns

When adding impact columns to your list, you have the option of displaying the assigned value or the grid rating for the scoring system that the risk is using. Each impact type provides the option to include any of the Initial, Current or Target fields.

For quantitative impacts (e.g. Cost, Time) you can choose to include the quantitative estimate fields (e.g. min, likely, max) or the resulting rating for the assessment (e.g. Low) using the *[Impact name] Rating* field. For qualitative impacts (e.g. Reputation, Health & Safety) you can choose the assigned value of the selected impact (e.g. Minor incident requiring medical attention for one or more employees) using the *[Impact name]* field, or the resulting rating for the assessment (e.g. Low) using the *[Impact name] Rating* field.

When including category columns in your list, each category label that is included in a category path will be available for each risk. For example, if you have a category path of Europe > United Kingdom > London and Europe is assigned the *Continent* category label, United Kingdom the *Country* category label and London the *City* category label, you can include each of the Continent, Country and City category columns in your list and the appropriate component of the category path will be displayed under the respective column. This allows you to tag a risk with the lowest level of the category path but still be able to filter on the higher-level components of the path, such as Country.

Column options

The first three options (risk scores, cost impacts and time impacts) will remap your risk list. This allows you to re-interpret risks that have been input in different ways. For example, you can see how they score against a particular scoring system or convert them to the same impact units for ease of comparison. In the example below, the user has chosen to view the risks as if they had been scored against the *Corporate* scoring system impact thresholds, and to convert units to £M for cost and Months for time.

Figure 53: Choosing column options

Note: When remapping a risk list to a specific scoring system, any filters set in the **Specify risk criteria** section, such as current or target score, will be applied **before** the list is remapped. For example, if a filter is set to only include risks with a current score greater than 15, this filter is applied against the risk's local scoring system. The results of the filtered list are then remapped to the specified scoring system which may result in some risks appearing in the risk list with scores below 15.

Note: A risk list which has been remapped to another scoring system will display the name of the scoring system being used, see screen shot below.

Figure 54: A risk list which has been remapped to a specific scoring system

You can also add grouping and sorting. Adding a group to your list can only be done against a single field. Select the desired field from the **Choose a column to group items on** option to add a group to your list.

By default, a list will be sorted by the Current score, then Risk ID. You can configure your own sorting preferences by adding the sort columns you require using the **Add columns to sort items on** option. You can add multiple sort fields by using the **+** and **-** icons and flag whether each field should sort ascending or descending by checking the **Descending?** option. The order of precedence for the sorting works from top down.

Note: In order to group or sort on a field, it must also be in your selected columns list.

Note: When grouping your list, sorting is applied within each group with the groups always being listed in ascending order.

Risks by Owner: 82 items visible

⊕ Ⓞ ⚡ Ⓜ Ⓞ Ⓞ Edit List

☐	⚡	Risk ID ^	Risk name	Owner ^	Leader	Last changed	Score - Current	Score - Target
Database Administrator								
☐	⚡	T-129	New Threat	Database Administrator	John Smith	Jan. 27, 2021	Low (1)	
☐	⚡	T-5	Merger of Raw Materials suppliers	Database Administrator	Database Administrator	Aug. 9, 2019		
☐	⚡	T-6	Key Supplier Bankruptcy	Database Administrator	Database Administrator	Aug. 9, 2019		
Business Manager								
☐	⚡	T-3	Data Protection	Business Manager	Program Director	Sep. 16, 2020	Low (3)	
☐	⚡	T-4	Workplace Health & Safety	Business Manager	Program Director	Sep. 16, 2020	Low (1)	
Library Manager								
☐	⚡	T-36	Planning Approval Delayed	Library Manager	Library Manager	Apr. 24, 2020	Medium (6)	Low (4)

Figure 55: A list grouped by Owner and sorted by Current score descending

4.7 Dashboard drilldown lists

The **Dashboard drilldown** lists are accessed by interacting with the visualisations in the **Dashboard** section of the **Home** page. They show you the risks or actions that you are responsible for, divided into separate tabs to reflect the appropriate breakdown of the visualisation that you selected in order to reach the page.

You cannot filter these lists, they cannot be exported and you cannot perform a bulk update. See section 2.3.3, *Dashboard for more details*.

4.8 My Folders

Risks in Predict! Risk Controller are organised into **folders**. Each folder represents a part of your enterprise, such as a business unit, functional area, department, programme, project, or contract. You only see the folders – and the risks and actions that they contain – that a super user has given you access to. Some users will see the whole folder structure and will aggregate the information you enter about your risks with those entered by all the other users to spot trends, and to assess the level of risk faced by each department, division, and enterprise as a whole.

Each Folder can be used to represent a distinct part of your enterprise with its own risks and actions to manage, and its own risk management budget. **Folders** make it easy to report on the risks that affect different parts of your enterprise.

My Folders shows you the risks and actions in the folders in much the same way the file browser shows you the files in the folders on a computer.

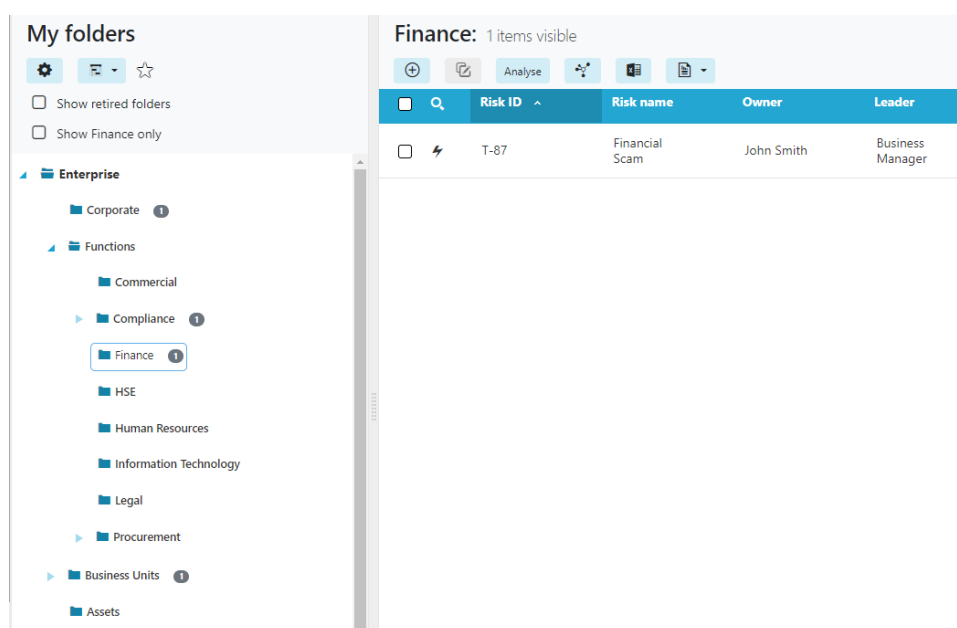


Figure 56: My Folders

The types of folders that you may see in the folder structure include:

-  for open folders
-  for retired folders
-  for folders containing imported project schedules

Hovering over a folder will show a tooltip displaying the unique folder ID number (pre-fixed with F-). This can be helpful when working in Predict! Risk Analyser or Predict! Risk Reporter, particularly if you have folders with a similar name.

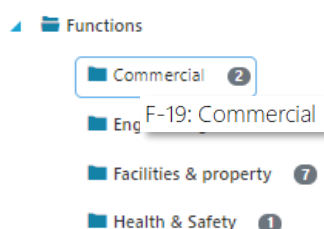


Figure 57: Showing the folder ID in My Folders

Note: If you have not been granted access to any folders in the organisational structure you will see a notification and will need to contact your Predict! administrator to request access.

4.8.1 Using My Folders

Open the page by selecting **My Folders** from the menu bar. Your folders are arranged at the left of the page. The number of open risks in each folder is shown to the right of the folder's name.

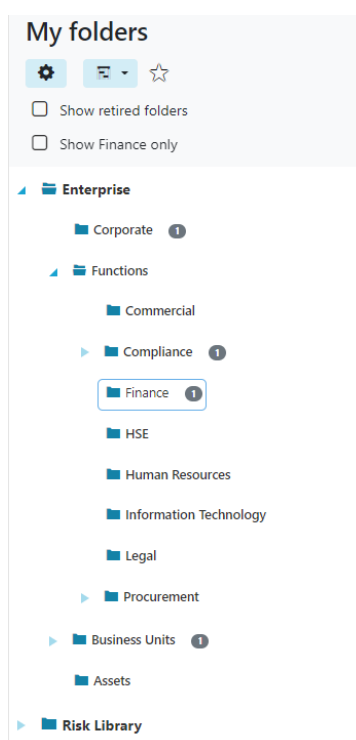


Figure 58: The folders

If a folder contains other folders inside it, an arrow will show to its left ►. Select this arrow to expand the folder.

You can simplify your view of your folders by focusing on one branch or by selecting the '**show foldername only**' checkbox. Select the folder in the branch and tick the box above the folders to show only that folder and its contents (including its subfolders and everything in them). By default, the My Folders page will only show open folders. If you have retired folders, select **Show retired folders** and any retired folders will be visible throughout the folder structure.

When a Folder is selected, you can make it a favourite ★ so that you can jump straight to it in **My Folders** any time you want.

If you have the appropriate permissions, you will also have icons to create and modify folders, as well as to import schedules. Please refer to the *Predict! Folder Management* document available on the Folder detail screen for more information.

Edit List

Use **Edit List** when in **My Folders** to modify the way a list of risks appears for this page. For this list, you will not be able to specify risk criteria, or share the list. This is done through **My Risks Lists**.

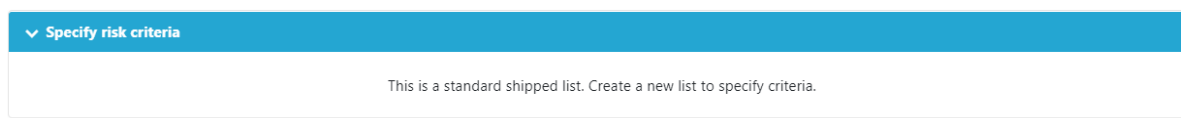


Figure 59: You cannot specify risk criteria for **My Folders**

Hint: Select *My items only* to only include risks that you are owner or leader of in your list.

Moving and copying risks

You can move a risk to a different folder or create a new copy of a risk using **My Folders**. For moving and copying risks in bulk, see [4.9 Bulk updating risks](#).

Select the risk type icon at the left-hand end of the risk in the list and drag it onto the folder where you want to move or copy the risk.

Note: Users should use the bulk copy feature instead to make copies of risks that they can't edit, as this allows users to change the owner/leader to defaults (default owner being the user carrying out the copy), enabling them to edit the copied risks.

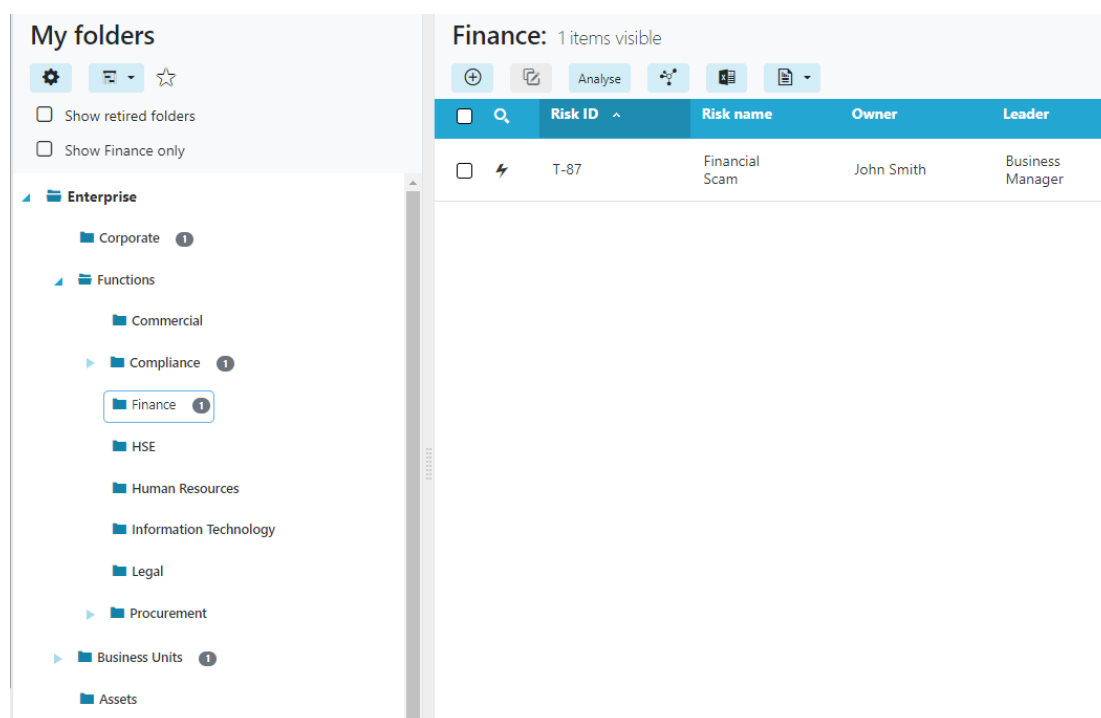


Figure 60: Selecting a risk to move or copy

A message appears asking whether you want to **move** the risk or to create a **copy**.

Move or copy risk

Move or copy T-79: Failure to negotiate mortgages to F-4: Corporate?

Move Copy Cancel

Figure 61: Move or Copy message

Risks will keep their original owner and leader. If any owners or leaders don't have permission to see the new destination Folder, you will be asked whether you want to give them permission to see it.

Warning

This action will link the following users to New Tree. They will be able to see other risks and actions in this folder. Do you wish to continue?

Users	Role
Frank Fellows FinanceOfficer (CFO)	Simple

Copy and Link Cancel

Figure 62: Giving owners and leaders permission to see a risk in its new Folder

Note: If your User Role and permissions don't allow you to link the users to the Folder, then you will not be able to copy or move the risk in question.

Note: It is also possible to move or copy folders throughout the folder structure via drag and drop. This is considered an administrative task and also requires appropriate permission. Refer to the Folder Management Guide for further information.

Raising a risk

You can raise a risk from **My Folders** by selecting $\oplus$. Rather than asking you to select a folder from the popup window, the risk will be stored in the folder that you have selected from the My Folders page. See 3.1, *Raising a new risk for more details*.

Importing project schedules

You can import a project schedule from your planning tool into Risk Controller by selecting **Import Schedule** and choosing a compatible project schedule file. The currently supported formats are **Microsoft Project**, **Primavera** and **Open Plan**.

When the project schedule file has been uploaded, you will see the import options window. The available options are the same for each supported schedule format.

Import a schedule

Importing file: PredictTrainingHouseProject.mpp

Uncertainty Options

Uncertainty from:

☒ Global values ☐ Values from file

Durations

* Minimum (%) 80 * Likely Duration * Maximum (%) 120

Costs

* Minimum (%) 80 * Likely Fixed Cost * Maximum (%) 120

Cost unit used in planning tool:

£

OK Cancel

Figure 63: Import options

You can specify how uncertainty should be applied to the schedule by selecting either **Global values** or **Values from file**. Values from file is the preferred option if three-point estimates have been used when creating the schedule. Select from the dropdowns where the **duration** and **cost** values have been stored in your planning tool. If there are no three-point estimates for cost or durations in the schedule, use global values and select the percentages to be used to create a global set of three-point estimates for the imported schedule.

Finally, select the appropriate value for **Cost unit used in planning tool**. This will ensure that the correct currency weighting is applied to any cost values stored in the schedule; if for example your schedule is in \$ but your Risk Controller data is in £.

Select **OK** to complete the import process and you will be notified that the import is being processed.

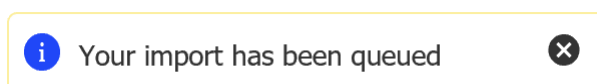


Figure 64: Import notification

The **notification** menu will inform you when the import has completed. Open the notification from the menu to refresh the **My Folders** page which will now include a new folder representing the imported project schedule.

Imported project schedules are shown in **My Folders** as a single Gantt chart icon representing the entire project. Selecting a project folder will display a list of all the risks affecting the project. Project lists always show risks for the entire project's Folders and can't be filtered with the **Show sub-folders** option.

Select  **View** to see the task view of the project. This is a detailed view including the individual tasks, nested according to the logic of the schedule. In this view you can see which tasks are affected by risks. You always see all the risks that affect each task – the lists in this view can't be filtered.

Note: You can't produce reports or exports in the task view.

Imported projects and the risks and actions attached to them can be analysed in Predict! Risk Analyser to show the effectiveness of your risk management. For proper analysis, make sure that risks are attached to the right tasks. Schedule risks attached to the top folder will not affect the project's critical path but will be added to the end date of the project instead.

To move or copy a risk from another area in your folders onto a task in an imported project, first drag it onto the project's top folder, then select the applicable task in the confirmation window.

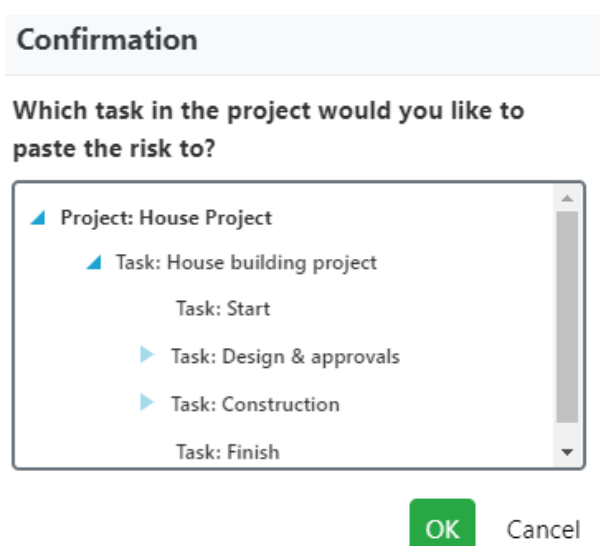


Figure 65: Select task when moving or copying a risk

4.9 Bulk updating risks

If your User Role's permissions allow it, you can make a common change across a selected set of risks from all list pages. The first column on any list page is a checkbox that allows you to select the set of risks that you wish to update. To select all risks in a list, use the checkbox in the header row.

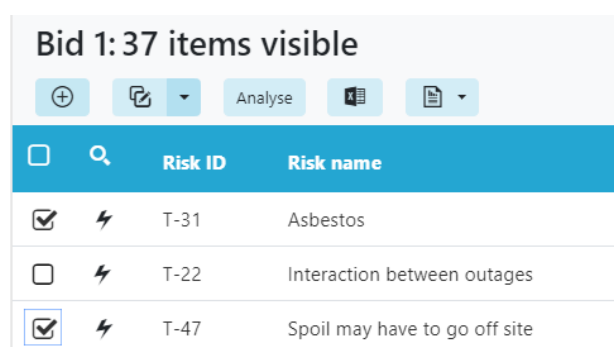


Figure 66: Selecting risks for a bulk update

Note: You can only select risks that you have the ability to edit. You will not see a checkbox next to a risk where you are unable to make changes.

When you have selected the risks that you wish to update, select **Bulk Update** icon  from the toolbar. The bulk update dialog will appear where you can select the fields to update and specify the new values. A summary is also provided showing the number of risks that will be affected by the update.

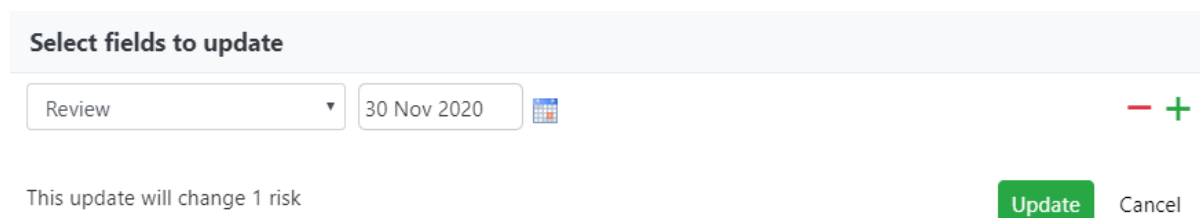


Figure 67: Selecting fields to update

After selecting the field, and providing the updated value, you can select **+** to add another field to the update. Similarly, selecting **-** will remove the field from any update operation.

Note: Only a subset of the overall fields available on a risk detail page are available to use in bulk update operations. E.g. It's not possible to bulk update risk assessments as the risks included may use different scoring systems and have different criteria.

Field types

The options available to you when updating fields will depend on the data type of the field being updated.

Boolean fields

These fields are essentially flags of the yes/no variety and are represented as a check box.

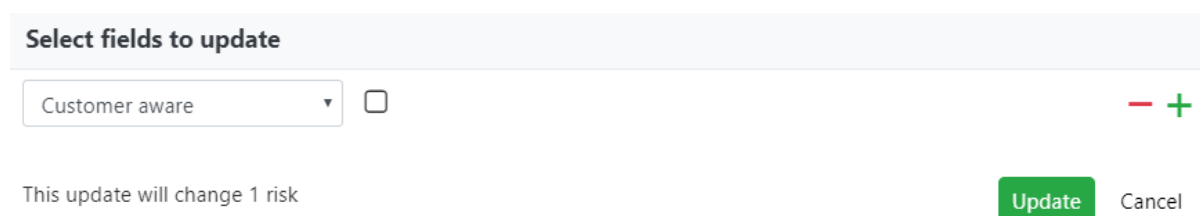


Figure 68: Updating a Boolean field

Date fields

When working with date fields, you will have a calendar popup from which to easily select the new date value.

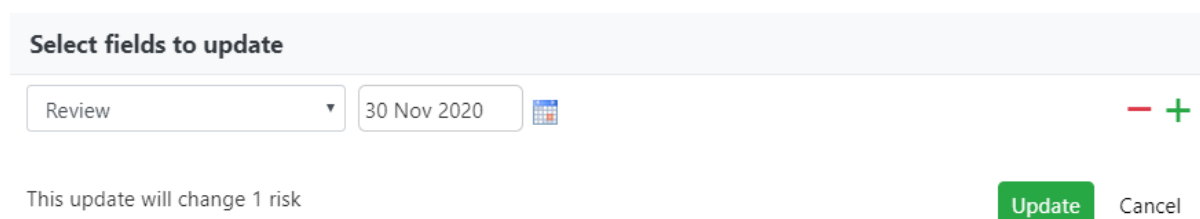


Figure 69: Updating a date field

Note: Where data validation exists on fields, it will also be enforced in the bulk update window. You should therefore always aim to include each required field in a bulk update operation. For example, updating both current earliest and expiry dates will ensure that you cannot enter an expiry date that is earlier than the earliest date.

Numerical fields

When working with numerical fields, you will just have a single field to enter the new value. Any existing value will be overwritten with the new value provided.

Select fields to update

Access level ▼ 99 - +

This update will change 1 risk

Update Cancel

Figure 70: Updating a numerical field

Text fields

When working with a text field, you will have the option to either **Append** the text to any existing value or **Overwrite** any existing text with the changes.

Select fields to update

Comments ▼ My new comment Overwrite ▼ - +

This update will change 2 risks

Update Cancel

Figure 71: Appending text to the Notes field

User fields

When working with user fields, a dropdown list containing the users with visibility of all of the selected risks is available.

Select fields to update

Owner ▼ Coordinator, Christine Court ▼ - +

This update will change 2 risks

Update Cancel

Figure 72: Updating a user field

Bulk risk approvals

For users with permission to complete bulk update operations, there is an option to either bulk submit risks for approval, or bulk approve risks. After selecting the risks to submit for approval or to approve, select the dropdown option and either **Bulk Submit for Approval** or **Bulk Approve**.

Bulk Update

Bulk Submit for Approval

Bulk Approve

Bulk Move

Bulk Copy

Bulk Link

Figure 73: Advanced bulk update operations

The completion of these operations follows the same rules for the risk lifecycle as submitting or approving risks individually. Therefore, the risk must have a current score in order to be submitted and approved, and you must be either the risk leader, the shadow leader, or have administrative permissions in order to approve the risks.

Note: Each risk in a bulk submit for approval or bulk approve operation must meet the required criteria. For example, if one of five selected risks does not have a current score then the entire operation will not proceed.

Bulk copying and moving risks

Risks can be copied or moved in bulk operations. Rather than dragging and dropping individual items, users can select the risks they wish to copy or move and select either **Bulk Move** or **Bulk Copy** from the bulk update menu.

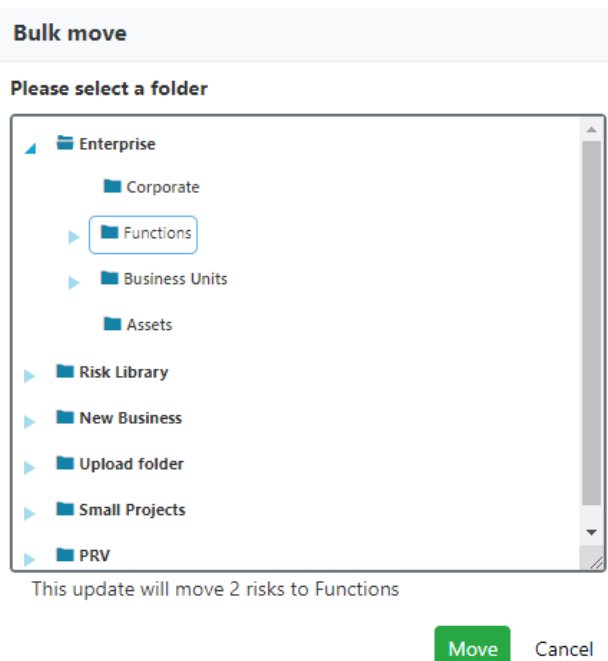


Figure 74: Bulk moving a risk

In the bulk copy or move dialog, select the folder where you would like to copy or move the risks and select **Copy** or **Move**. If there are any risks where the owners or leaders are not linked to the destination folder, you will be presented with an option to **Link users** to the destination folder or reassign the roles to the applicable **Default** options for the destination folder.

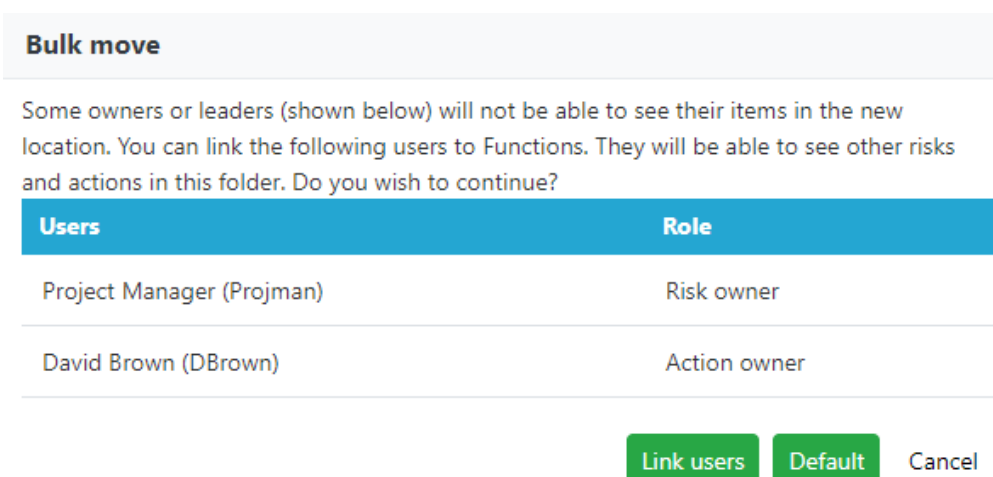


Figure 75: Bulk moving a risk confirmation

Note: The option to link users requires that your user role has the user management permission enabled. If this is not the case, you will only be able to continue using the default option. Refer to the Predict! User Roles guide for more information on permissions.

Bulk linking risks

Risks can also be linked to many other risks in a bulk update operation. Select the risks that you wish to add linked risks to and select the **Bulk Link** option from the bulk update menu. The Bulk Link dialog will open with the risks chosen in the risk list appearing in the **Selected risks** panel.

Figure 76: Bulk linking risks dialog

By default, the list of risks that can be linked to the selected risk is limited to the risks from the currently selected folder or risk list. If you wish to link a risk that is not from within the same folder or the risk list filter settings, select the **Show all visible risks** option to expand the list of **Available risks to link to**. With this setting enabled, this list will include any item that you can see across all folders. If there are a large number of possible risks to link to, you can enter some filter criteria in the **Search for a risk** text field to limit the displayed risks to those that match.

To add a risk link, select a risk from the **Selected risks** panel and then using the options described above, select a risk to link to via its checkbox. This will add an entry to the **Linked risks** panel at the bottom of the dialog. Select a **Link strength** option from the dropdown list to specify the strength of the connection between the two risks. Adding a link strength is mandatory.

You can select multiple risks to link to the selected risk and each will appear in the linked risks panel and can have its own unique link strength. Select a different risk in the selected risks panel and work through the same process to add risk links to each risk. When you have all of your desired risk links in place, select **Update** to add the defined risk links to the database. If you are adding risk links to several different risks, it would be wise to select Update after each one to ensure that the risk links are saved.

To remove a risk link, you can either remove the selection from the available risks list or alternatively select **–** from the linked risks panel and select **Update**.

Finally, select **Close** to return to the folder or risk list where you started. If you have any unsaved updates, you will see a warning message. Selecting the **Cancel** option at any time will discard changes not already committed by using the Update button.

If you open this bulk link dialog again or a risk detail page, you will see that the new risk links are displayed.

Bulk Link

Selected risks

- T-7: Planning Approval Delayed

Available risks to link to

☐ Show all visible risks

Search for a risk

- T-7: Planning Approval Delayed
- ☐ T-17: Flooding of site during excavation
- ☐ T-18: Supplier bankruptcy
- ☒ T-20: Finance delayed
- ☐ O-21: Tax Break
- ☐ T-82: Extreme Weather
- ☐ I-128: ESTIMATE

Linked risks

- T-20: Finance delayed

*** Link strength**

45%

Update **Cancel** **Close**

Figure 77: Bulk linking risks process

Note: Bulk linking risks is only available for linked risks with a link strength. Linking parent and child risks must be done individually from the parent risk.

Note: Access to the bulk link option requires both the Bulk update permission in the user's role, plus the risk_links field enabled and visible in the user's layout.

4.10 Bulk updating actions

Note: Bulk updating actions can only be performed from an action list.

Similar to bulk updates on a selected set of risks (see 4.9 Bulk updating risks), actions can also be updated in a bulk operation. From any action list, select the actions to be updated and select  from the toolbar. In the bulk update dialog, select the fields to update and then specify new values.

Select fields to update

Review 25 Feb. 2021 

Status On Target

This update will change 3 actions

Update **Cancel**

Figure 78: Bulk updating actions

Note: Changing the action type via bulk update should be done in a separate update to other action fields. Controls do not share all of the same fields as mitigation, exploitation and fallback actions, so the list of available fields will be limited if a control is selected in the items to update.

Bulk action approvals

There is also an option to bulk submit actions for approval, or bulk approve actions. The completion of these operations follows the same rules for the action lifecycle as submitting or approving actions individually. Therefore, the action must have a completion date in order to be submitted and approved, and you must be either the action owner, the risk leader, or have administrative permissions in order to approve the actions.

Bulk copying and moving actions

Actions can be copied or moved in a bulk operation, which will copy or move the selected actions to a chosen risk. From any action list, select one or more actions that you wish to copy or move to another risk and select either **Bulk Copy** or **Bulk Move** from the bulk update menu.

Figure 79: Bulk copy/move actions dialog

From the bulk copy or move dialog, search for the risk that you wish to copy or move the selected actions to, using the risk ID or risk name. Select the risk from the search results to tag the risk and then select **Copy** or **Move**.

Figure 80: Tagging risks for the bulk copy/move actions operation

If there are any actions where the owners are not linked to the destination folder of the selected risk(s), you will be presented with an option to **Link users** to the destination folder or reassign the owner(s) to the applicable **Default** option. The default new action owner will be yourself – the user completing the copy or move operation. This is the same as where you create a new action directly from the risk detail page.

Users	Role
Project Manager (Projman)	Action owner

Figure 81: Bulk moving an action confirmation

Note: The option to link users requires that your user role has the user management permission enabled. If this is not the case, you will only be able to continue using the default option. Refer to the Predict! User Roles guide for more information on permissions.

Note: You can only bulk move actions to a single risk. You can bulk copy actions to multiple risks.

Bulk linking controls

Controls are designed to help manage risks and these can be linked to multiple risks from any action list. Select one or more controls that you wish to link to another risk and select **Bulk Link Controls** from the bulk update menu.

Note: The Bulk Link Controls option is only applicable for **approved** controls. The option is disabled whenever a draft control, or a mitigation, exploitation or fallback action has been selected in the action list.

Figure 82: Bulk link controls dialog

From the bulk link controls dialog, search for the risk(s) that you wish to link the selected controls to, using the risk ID or risk name. Select the risk from the search results to tag the risk and then select **Link**.

Figure 83: Tagging risks for the bulk link controls operation

If there are any controls where the owner is not linked to the destination folder of the selected risk(s), you will be presented with an option to **Link users** to the destination folder.

Users	Role
Business Manager (Busman)	Action owner

At the bottom right are 'Link users' and 'Cancel' buttons.

Figure 84: Bulk linking controls confirmation

Note: The option to link users requires that your user role has the user management permission enabled. If this is not the case, you will only be able to continue if the control owners are already linked to the destination folder of the selected risks. Refer to the Predict! User Roles guide for more information on permissions.

4.11 Swift risk

Individual fields on a risk or an action can be updated from any list available on the My Risk Lists and My folders pages. When viewing a list of risks or actions,  will appear when hovering over a field to indicate that you can update the field.

Enterprise: 60 items visible

		Risk ID	Risk name	Owner	Leader	Review Due	Last changed	Score - Current	Score - Target
☐		T-167	Groundworks problem	John Smith	Library Manager	Jan 20, 2024 	Sep 20, 2022	Very High (19)	Low (5)
☐		T-169	Windows don't match specification	John Smith	Library Manager	Jan 20, 2024	Aug 30, 2022	Very High (19)	Low (5)
☐		T-8	Groundworks problem name changed	Trevor Jay	Trevor Jay	Aug 27, 2021	Sep 12, 2022	High (12)	Low (5)

Figure 85: Editing risks fields in lists

Note: Only risks or actions that you have the permission to edit are available for updating from a list. These items will have a checkbox in the first column in the list.

Note: Read only and Linked risks fields are not editable. Therefore, the  is not displayed.

To edit a risk or action from a list, select  to open a window for updating the field. The Risk ID and Risk name will be displayed in the window header to identify the risk that you will be updating.

T-167: Groundworks problem

Review Due



Save

Cancel

Figure 86: Selecting fields to update

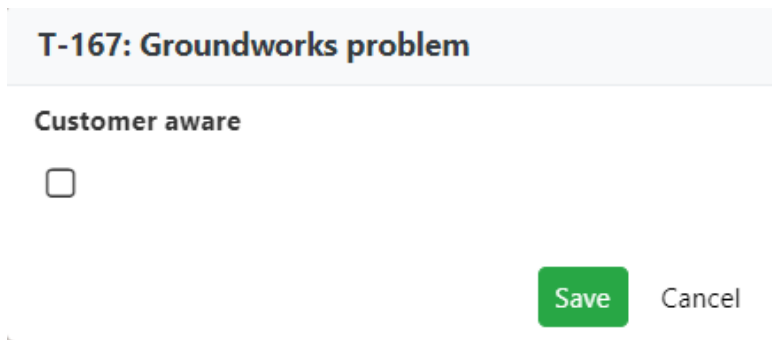
Select **Save** to update the field for the risk.

Field types

The options available to you when updating fields will depend on the data type of the field being updated.

Boolean fields

These fields are essentially flags of the yes/no variety and are represented as a check box.



T-167: Groundworks problem

Customer aware

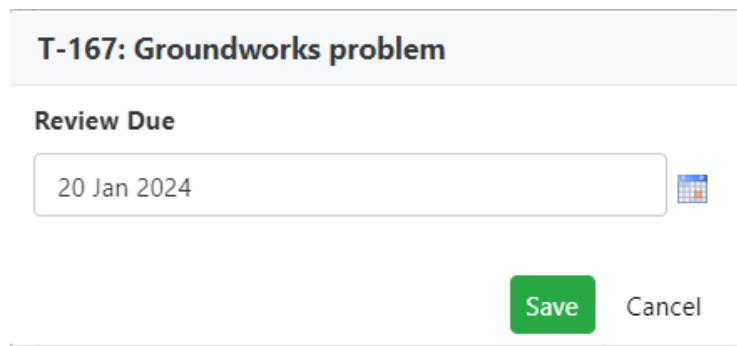
☐

Save Cancel

Figure 87: Updating a Boolean field

Date fields

When working with date fields, you will have a calendar popup from which to select the new date value.



T-167: Groundworks problem

Review Due

20 Jan 2024

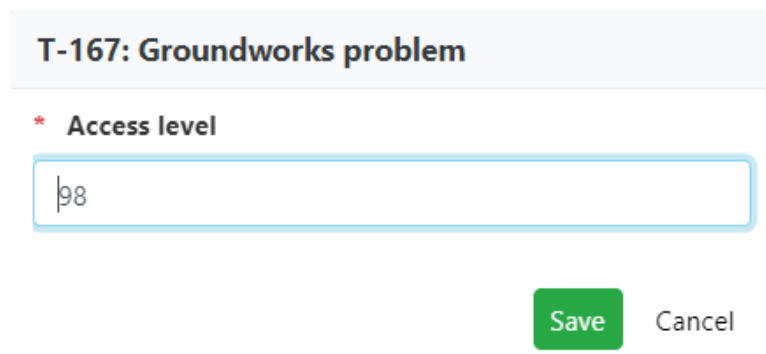
Save Cancel

Figure 88: Updating a date field

Note: Where data validation exists on fields, it will also be enforced in the swift risk update window.

Numerical fields

When working with numerical fields, any existing value will be overwritten with the new value provided.



T-167: Groundworks problem

* Access level

98

Save Cancel

Figure 89: Updating a numerical field

Text fields

When working with a text field, it is free form so you can modify any or all the field content.

T-167: Groundworks problem

Description

There is a risk that foundation work will uncover existing services

Save Cancel

Figure 90: Updating a text field

Current or Target Assessment

Updating the current or target assessment will open the assessment window as seen on the risk detail screen. See section 3.3.3, *Risk and action assessment for more details*.

Current assessment for T-167: Groundworks problem

Earliest date 27 Jul 2023 **Expiry date** 28 Jan 2024

Velocity ---

Probability 37.5

Impacts

Cost Triangular 2,500 3,500 4,500 £ +

Health & Safety Major incident resulting in injuries to one or more members of the public -

Time Triangular 40 50 60 Days -

Assumptions

Cost - Architect fees for new plans.
Time - monthly planning meetings will take 6 weeks to prepare new submission.

Fallback plan

Adopt alternative design: redesign to address planning concerns - some features dropped, others changed.

Nominal budget for the risk **Units**

Save Cancel

Figure 91: Risk assessment view

Actions

Updating actions will open the action detail window as seen on the risk detail page. See section 3.5.3, *Action details for more details*.

M-7: Lobby Local Councillors

Action type

Mitigation

Name

Lobby Local Councillors

Description

Architect and Finance manager will lobby local councillors through personal contacts.

Status

Under Review

Project notes

Start

30 Aug 2019

Completion

31 Oct 2019

Review

2 Sep 2019

Owner

Smith, John

Shadow owner

Budget

10

Units

£K

Save

Cancel

Figure 92: The action detail window

Part 5 Frequently asked questions

How can I share my risk with a colleague?

You can send colleagues a link to your risk by using the Email Risk icon  on the risk detail screen. This will create a new mail message in your default email application such as Outlook, which contains a pre-populated subject and a link to the risk. You can add your own personal note before sending.

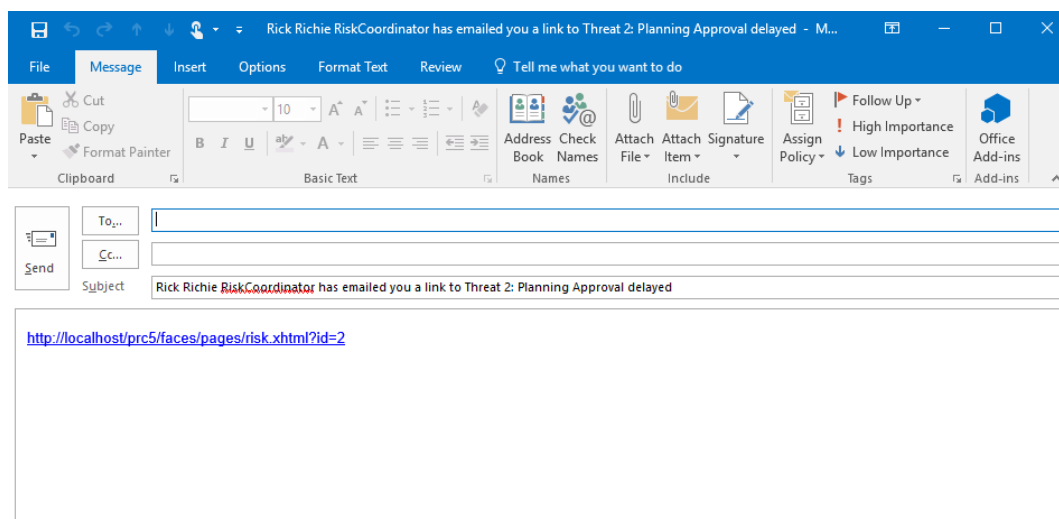


Figure 93: Sharing a risk

You can also email the URL address of a list, but remember that your colleague will only be able to see risks that are stored in folders that they can see.

Why can't I see this risk?

You can only see a risk in Predict! if you can see the folder that it is stored in. The exception to this is that you can always see risks that you own in the **My risks** list, even if you can't see their folders. You still won't be able to see the risk's detail page when you select it, though.

Your super user can give you access to other folders, so contact them if you can't see risks that you should be able to see.

If you can see the risk's folder but not the risk, it might have been removed from your list because of your filters. Check which boxes are ticked in the **Edit list** settings.

Why can't I edit my risk?

Most users can only edit risks that they are responsible for. You won't be able to edit a risk if you've set the **owner**, **leader**, and **shadow owner** and **leader** to be other people. If you've done this by mistake, ask a super user or one of the owners or leaders to correct the problem.

Additionally, risks can't be modified if they are retired.

What does my risk's score mean?

Risk scores are controlled by the scoring system used by their Folder. They are based on a grid of probability vs. impact. Probability and impacts are divided into ratings such as Low and High, according to how much effect they would have on the **Folder**. The impact with the highest rating is used when selecting a rating from the grid.

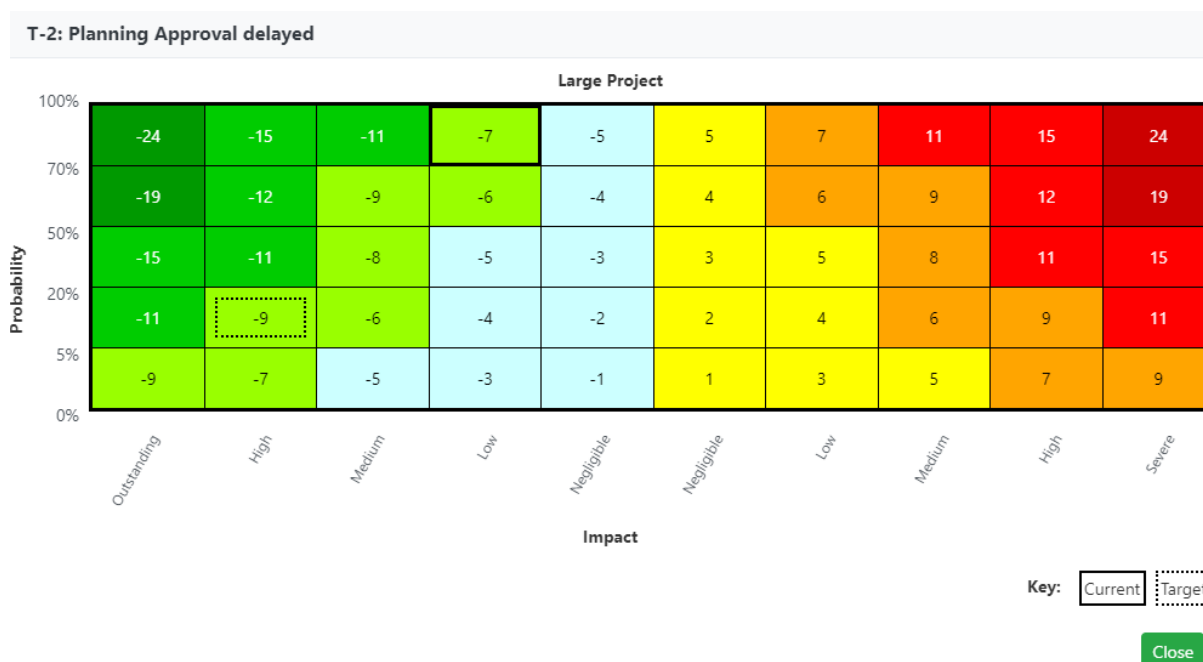


Figure 94: A simple scoring grid for opportunities (left side) and threats (right side)

When I log in I see a list of users instead of my Home page. Why?

Risk Controller is a licence-limited application. If you don't log out when you stop using Risk Controller, your session will still be active for a while afterwards, until Risk Controller notices that you aren't using it. If you log in again whilst your old session is still active, Risk Controller will ask you to log off.

Remember to log out of Risk Controller after you have finished using it so that you don't stop someone else from logging in.

Why does my version of Predict! Risk Controller look different from what's in this manual?

Every enterprise can configure Risk Controller differently, showing different fields with different labels to match their own risk process. You can find details of your own enterprise's configuration in the **Quick Start Guide**, which is available from the [?](#) menu in the menu bar. You can also access the **Quick Start Guide** from the [?](#) menu, which acts as a crib-sheet for your configuration.