

Impact Measurement Tool Corporate Level

Impact Levels	Damages and Liability	Operational Effects	Reputation
Extreme 5	<ul style="list-style-type: none"> Incur/reduce damages of/by >\$10M Loss of key physical assets Public officials charged criminally Significant increase/decrease in provincial/federal funding Irreparable, significant damage to environment Exposure of critical confidential information Death and/or significant permanent disability of public or staff 	<ul style="list-style-type: none"> Unable to perform essential services for extended period Total loss of service group data Ability to deliver newly identified essential service >\$10M in cost savings/overruns in delivery of services >\$10M from additional revenue sources 	<ul style="list-style-type: none"> Public/media outcry for change in administration and council A Public Inquiry/trial Very positive/negative public ratings Very significant increase/decrease in quality of life indicators with resulting impact on City image
Major 4	<ul style="list-style-type: none"> Incur/reduce damages of/by \$1M – \$10M Loss of significant physical asset Exposure of significant amount of confidential information Major environmental damage – extended clean-up required/some permanent damage Serious injuries to public or staff resulting in some permanent disability 	<ul style="list-style-type: none"> Significant improvement/disruption in delivery of essential services Significant gain/loss of service knowledge Significant over/underachievement of service/service group objectives Significant gain/loss of service data Significant cost savings/overruns in delivery of services Significant source of additional revenue 	<ul style="list-style-type: none"> Significant gain/loss of client trust Public/media outcry for removal of departmental official Strong praise/criticism by review agencies Strong praise/criticism by external or internal audit Public trial Significant increase/decrease in quality of life indicators with resulting impact on City image
Moderate 3	<ul style="list-style-type: none"> Incur/reduce damages of/by \$500 K - \$1M Exposure of limited amount of confidential/sensitive information Loss of large, but replaceable physical assets Serious injuries to public/staff Moderate environmental damage with moderate clean-up effort required, no permanent damage 	<ul style="list-style-type: none"> Moderate improvement/disruption in essential services Some gain/loss of service knowledge Some over/underachievement of service objectives Some gain/loss of service data Moderate cost savings/overruns in delivery of services Moderate source of additional revenue 	<ul style="list-style-type: none"> Some gain/loss of client trust Positive/negative media attention Praise/criticism by review agencies Strong recommendations from external or internal audit Out-of-court settlement
Minor 2	<ul style="list-style-type: none"> Incur/reduce damages of/by \$100K - \$500K Minor, non-permanent environmental damage requiring very limited cleanup efforts Limited exposure of sensitive information Minor injuries Limited loss of physical assets 	<ul style="list-style-type: none"> Minor improvement/disruption in services, projects or processes Minor gain/setback in achievement of service objectives Limited gain/loss of service/service group data Minor cost savings/overruns in delivery of services 	<ul style="list-style-type: none"> Minor gain/setback in building client trust Some favourable/unfavourable media attention Some favourable/unfavourable observations by review agencies Minimal improvements suggested by external or internal audit Threat of lawsuit
Insignificant 1	<ul style="list-style-type: none"> Incur/reduce damages of/by <\$100K Results in no injuries Very limited exposure of sensitive information Very limited loss of physical assets Very minor, non-permanent environmental damage requiring no clean-up measures 	<ul style="list-style-type: none"> No or very minor improvement/disruption in services, projects or processes No or very minor gain/loss of service data No or very minor cost savings/overruns in delivery of services 	<ul style="list-style-type: none"> No or very minor impact on client trust No or very minor media attention