



## Service Grouping Risk Profile

Source of Risk							
Context Risks				Resource Risks			
External Environment	Compliance	Organization Culture	Business Process	Human Resources	Financial Resources	Information Resources	Physical Assets
Change in enabling legislation	Compliance with provincial safety regulations	Workforce's inability to adapt to change	Customer complaints are not effectively handled	Loss of key employees	Inadequate level of funding	Inadequate sharing information between services	Obsolescence of customer service system
Aging population	Compliance with privacy legislation	Leadership	Quality of service fails to meet standards	Poor morale	Inadequate insurance coverage	Inadequate performance measurement information	Infrastructure failure
			service delivery fails to meet standard	Shortage of specific skills	Fraud	Lack of timely information	Inadequate infrastructure

**Level of Risk**

	Critical
	High
	Moderate
	Low