

# Depository Services Sector - Enterprise Risk Register

Risk Ref.	Category	Risk Description	Date Raised	Potential Consequences	Inherent Risk			Control / Mitigation Measures	Assurance	Residual Risk			Risk Owner
					Likelihood L (1-5)	Impact I (1-5)	Rank L x I			Likelihood P (1-5)	Impact I (1-5)	Rank P x I	
01	Services	Customers are attracted to other premises that offered similar collections to State Records Repository such as Sarawak Museum Department, National Archives of Malaysia, Jabatan Penerangan etc.	17.01.2022	1) Low usage of collections	2	1	2	1) Virtual promotion on social media such as Khazanah Rekod & Arkib Program (YouTube), E-Literacy on Legal Deposit, Special Collection and Oral History (YouTube), Discover Our Archives Collection (Facebook & Instagram), Services and Collection promotion on Special Collection activities and services (Facebook & Instagram). 2) Organise collaborative program statewide to promote services and activities such as Sarawakiana Festival, Sarawak Authors Festival, Sarawak Records and Archives Networking Program (SARAN) etc. 3) Publication of local contents and knowledge such as Sarawakiana Series Publication.	1) Customer Needs & Satisfaction Rating 2) Beneficiaries and Partnership Satisfaction Rating 3) Client Charter (Piagam Pelanggan)	1	1	1	HEAD OF SARAWAKIANA DIVISION  HEAD OF RECORDS MANAGEMENT DIVISION  HEAD OF ARCHIVES MANAGEMENT DIVISION
02	Services	Lack of online resources on local content.	17.01.2022	1) Low usage of collections 2) Unable to fulfil customer's need. 3) Reflect on Pustaka's reputation and image	3	3	9	1) Enhancement of Sarawakiana Portal by 2023. 2) Development of Content Management System for the State under RMK-12 Project (2021 - 2025).	1) Risk Management Audit 2) Monthly Report 3) Strategic Planning	3	3	9	HEAD OF SARAWAKIANA DIVISION
03	Services	Lost and missing items from Pustaka's collection such as Legal Deposit collection.	17.01.2022	1) Monetary loss of assets. 2) Unable to fulfil customer's need. 3) Reflect on Pustaka reputation and image	2	2	4	1) Digitise copy for a single item. 2) To update policies, procedures and guideline relating to reference services on Legal Deposit collections by December 2022.	1) Risk Management Audit 2) Stocktake 3) Monthly Report 4) ICT audit	1	2	2	HEAD OF SARAWAKIANA DIVISION
04	Services	Metadata in the Angka.Sa2 system related to Sarawakiana Collections are not maintained properly such as: 1. Duplicate items 2. Incomplete records	17.01.2022	1) Inaccurate information provided to customers 2) Reflect on Pustaka reputation and image	2	2	4	1) 50 bibliographic records to be updated and checked yearly. 2) Training for staff 3) To update and improve process workflow	1) Risk Management Audit 2) ICT Audit (system Audit) 3) Monthly Report	2	2	4	HEAD OF SARAWAKIANA DIVISION

Low
  Moderate
  High
  Extreme

Last update: 18 January 2022