



Republic of the Philippines
Department of Education
 REGION IV-A CALAVARZON

RISK REGISTRY

Effective as of January 30, 2023

No	Risk Identification			Risk Analysis & Risk Evaluation			Risk Treatment			Target Risk Assessment <i>(after treatment)</i>		
	Declared Process & Risk Description	Risk Causes & Consequences	Current controls	Likelihood (L)	Impact (I)	Risk Rating (RR)	Action/ Response	Person/Office Responsible	Target Date	L	I	RR
1.	Declared Process Policy Implementation (for Request and Indorsements)	Risk Causes Unforeseen activities from CO/Line agencies/NGOs	RO Calendar of activities	4	4	16	Share RO calendar of activities Pre-planning activities (CO-RO interfacing)	Regional Planning Team	December 2022 - January 2023	3	2	6
2.	Declared Process 1. Prioritization in the implementation/conduct of program, project and activities will cause major changes in RO calendar of activities	Consequences RO activities will be rescheduled										



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	<p>Policy Implementation (Contextualized Implementation of Policy)</p> <p>Risk Description Diverse interpretation of policy results to multiple revisions of issuance.</p>	<p>Risk Cause Differing perspectives in policy</p> <p>Consequence Differing response in the action to be taken on the policy</p>	Review by FD Chief and ARD	5	2	10	Consult and clarify issues with CO Adhere to the original memo	FD Chief	January to December 2023	3	1	3
3.	<p>Declared Process Policy Review</p> <p>Risk Description Unavailability and weaknesses of Committee Members to perform duties</p>	<p>Risk Cause Overlapping of schedule Representative not authorized to make decision</p> <p>Consequence Delayed release of policy recommendation</p>	RM No. 432. S. 2021 Complete staff work on issuances with implication to the policies, direction, and standard of the DepEd	3	3	9	Enforced implementation of Regional Memorandum No. 432 s. 2021	Concerned FD	January to December 2023	2	1	2
4.	<p>Declared process Office and Staff Performance Monitoring and Appraisal (For 3rd Level Position and</p>	<p>Risk Cause Misaligned individual target</p> <p>Consequence</p>	DepEd Order No. 2 s. 2015 re: Guidelines on the establishment and implementation of the RPMS in the DepEd	2	4	8	Frequent conduct of Division Process Review	Concerned FD	Bi-Annual	2	2	4



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	RO FD Chiefs and Section/Unit Heads) Risk Description Misaligned individual versus office performance targets	Failure to achieve individual and office goals					Enforce the DepEd Order No. 2 s. 2015					
5.	Declared Process Office and Staff Performance Monitoring and Appraisal (For 3 rd Level Position and RO FD Chiefs and Section/Unit Heads) Risk Description Absence of top management and committee members due to overlapping of activities.	Risk Cause Sudden changes of activities Consequence Rescheduling of Committee Meeting	Conduct of Online Committee Meeting	3	2	6	include in the RO calendar	ORD	January to December 2023	2	2	4
6.	Declared Process Policy Implementation (for	Risk Cause Unforeseen activities from	RO Calendar of activities	4	4	16	Share RO calendar of activities	Regional Planning Team	December 2022 -	3	2	6



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	Request and Indorsements) Risk Description Prioritization in the implementation/conduct of program, project and activities will cause major changes in RO calendar of activities	CO/Line agencies/NGOs Consequence RO activities will be rescheduled					Pre-planning activities(CO-RO interfacing)		January 2023			
7.	Declared Process: Legal Management Risk Description: Movement of legal personnel due to promotion/resignation	Risk cause: Unexpected movement/promotion/resignation Consequences: Lack of legal personnel to do the task; re-hiring and re-training; costly and will affect the efficiency of legal services	Need technical support staff (Contract of Service/Job Order)	5	4	20	Hired technical support staff (Contract of Service/Job Order)	Regional Director, Finance, HRDD, Legal Unit	Starting January 2023	3	3	9
8.	Declared Process:	Risk cause: Increase of complaints	Need technical support staff	5	4	20	Hired technical support staff	Regional Director, Administrati	Starting January 2023	3	3	9



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	Legal Management & Public Affairs Management Risk Description: Increased of or Voluminous administrative cases, complaints, and related concerns considering the DepEd CALABARZON is a big region	Consequences: Work burn-out of legal personnel; increased stress level	(Contract of Service/Job Order)				(Contract of Service/Job Order)	ve Division, Finance, HRDD, Legal Unit				
9.	Declared Process: Legal Management & Public Affairs Management Risk Description: Vexatious litigants or clients	Risk cause: Vexatious litigants Consequences: Harassment suits; Client files an administrative, civil or criminal action against legal personnel due to adverse decision rendered against him/her; Legal Unit personnel is	Need independent government lawyer to protect the rights of Legal Unit/RO personnel facing administrative, civil and criminal suits due to the nature of functions	5	4	20	Observe caution in dealing with vexatious litigants/clients; Exercise Transparent Ethical and Accountable Governance	Legal Unit/RO Personnel	Starting January 2023	3	3	9



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		vulnerable to administrative, civil and criminal suits due to the nature of functions										
10	<p>Declared Process: Legal Management & Public Affairs Management</p> <p>Risk Description: No exclusive and secured private conference room for conferences/hearings; Need to comply with Data Privacy Act</p>	<p>Risk cause: No exclusive and secured private conference room</p> <p>Consequences: Other clients/third persons can overhear confidential information and discussion inside the Legal Unit office; Breach of security and confidentiality of information</p>	Resort to Online investigation/ videoconferencing (investigations and clarificatory conferences)	5	4	20	Temporary use of Bulwagan ng Karangalan, ORD's conference room if available; Observe caution; Need to renovate the office to accommodate secured private conference room or transfer the Legal Unit office to a bigger and	Regional Director, Administrative Division, Finance, Legal Unit	Starting January 2023	3	3	9



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							spacious room with a separate and secured private conference room; online investigations					
	<p>Declared process Public Relations and Assistance</p> <p>Risk Description Failure to address concern may result in negative feedback or complaint</p>	<p>Risk Causes: Delay in the addressing concern due to external factors from the field or overload of work in PUA</p> <p>Consequences May result in complaint from client which can also result in low performance of RO</p>	<p>In-placed Public Assistance process in handling Facebook, email, and Public Assistance Action center concerns</p> <p>Email labels in identifying pending concerns</p>	3	4	12	Quarterly request of status report for pending concerns	PAU	Starting April 2023	2	2	4
12	<p>Declared Process: Communication Planning, Management,</p>	<p>Risk causes: Overlapping of activities and</p>	<p>Prioritization and scheduling of work assignments</p>	3	3	9	Manage schedule	PAU	March 2023	2	2	4



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	Monitoring, and Evaluation Risk Description: Overload of tasks due to multiple assignments in various RO committees, TWG, and technical groups causes	outputs needed by committees or TWG or technical groups can cause overload of tasks Consequences: Delay in providing services due to overlapping of activities					Properly monitor incoming communication Properly designate tasks and activities to current staff of PAU (4 persons)					
13	Declared process Monitoring of Citizen/Client Satisfaction Survey Risk Description: Failure to address negative feedback causing a negative Customer Satisfaction Score	Risk Cause Client's expectation and office's standards may not be aligned Consequence If feedback is not assessed or addressed by personnel, the Region may experience	Google Sheet of feedback received is shared with other offices so that they can easily monitor feedback	4	2	8	Part of Continuous Improvement Plan of Team E of DepEd CALABARZON's CPROCIA Draft Office Memorandum reiterating use of feedback Mechanism and establish standards	PAU	Monthly meeting (2023) April 2023	3	1	3



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		repeated negative feedback and will lower the quality of the RO's services										
14	<p>Declared Process: Materials Production</p> <p>Risk Description: Some staff of PAU may not be trained in media or graphic creation which can delay release of content</p>	<p>Risk cause: Staff's limited knowledge on media production</p> <p>Consequences: Reliance on ICT Unit to create media content who are already busy with other functions which will further delay release of information</p>	<p>Use of premade templates from Canva</p> <p>AO V and PDO II provides guidance on design</p> <p>Seeks assistance of ICT Unit when other staff cannot create media content</p>	3	2	6	Train staff in media production	ICT Other PAU personnel	May 2023	2	2	4
15.	<p>Declared Process Management of ICT Solution</p> <p>Risk Description a) Upgrading web</p>	<p>Risk Cause Lack of manpower service</p> <p>Consequence</p>	Search for online tutorials/ trainings	2	4	8	Undergo proper training for the development of skills,	ICT Unit & HRDD	January to December	2	3	6



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	programming techniques b) Upgrading knowledge and skills in server, network and security management c) Work overlapping	Outdated knowledge, techniques, skills & etc.					techniques, etc.					
16.	Declared process Design and Development of ICT Solutions Risk Description a) Restrictions of enhancement b) Familiarity of programming used by the developer c) Expiration of license and reinstallation of software	Risk Cause Familiarity to the programming language to be used Consequence Lack of knowledge transfer, Digital Divide	Download similar software/ program to be used, Coordination with the main programmer	2	4	8	Purchase licensed software/ program to be used	CP II, requesting party, developer	January to December	2	3	6



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17.	<p>Declared process Management of Technology Infrastructure</p> <p>Risk Description a) Expired license of data firewall b) Distribution of bandwidth due to lack of hardware support c) Absence of approved ISSP provided by Central office for the procurement of desktop, laptop and other ICT equipment under capital outlay d) Lack of policy implementation in the condemnation</p>	<p>Risk Cause Medium level network security</p> <p>Consequence Data breach, Data Loss, Delay of transactions</p>	Monitor the cloud back vice-versa the on-premise servers	2	4	8	Provide a Firewall Services / Equipment, Use the RAID and Cloud Back up as redundancy of the Website server	ICT Unit	January to December	1	3	3



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	n of ICT equipment e) Lack of fail-over equipment to backup the server											
18.	<p>Declared Process Management of ICT Solution</p> <p>Risk Description a) Low speed in 75% personnel accessing voice and video simultaneously b) Network Failure</p>	<p>Risk Cause ISP Problem</p> <p>Consequence Reached the maximum bandwidth because of heavy usage, Malware / Virus Issue</p>	Inform the ISP Provider, Check the number of users of internet connection	3	4	12	Provide a backup internet / with load balancing router, perform a maintenance check and repair the network equipment	ICT Unit	January to December	2	3	6
19.	<p>Declared Process User Support/Help Desk</p> <p>Risk Description</p>	<p>Risk Cause Procurement Problem</p> <p>Consequence</p>	Providers are more online and mostly are not following the procurement process	3	5	15	Look for a third-party provider	ICT Unit	January to December	2	4	6



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	a) Lack of licensed tools & high-end hardware to be use in video editing, lay outing and designing b) Lack of Manpower c) Short notice of coordination among requested party d) Lack of formal training Fast phasing changing of technologies	Lack of Knowledge in using specific programs										
20.	Declared Process Design and Development of ICT Solutions Risk Process a) Copyright	Risk Cause Lack of information regarding copyrighted documents Consequence	Check copyrighted documents, Proper turnover of documents and data	2	3	6	Use of unpatented/ open source software/ documents Provision of security layer	ICT Unit	January to December	1	3	3



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	b) Safety and network security c) Malicious software d) Internet downtime e) Change Management Improper turnover of document and data of third party upon end of contract	Low level network security, Data breach, Data Loss, Delay of transactions					Proper turnover of documents and data					
21.	Declared process Management of Technology Infrastructure Risk Description a) Absence of updated data firewall appliances and license b) Cyber safety and Security layer c) Procurement policy to fast track to	Risk Cause Procurement problem Consequence: Low level of Security, Lack of Knowledge	Use of available open-source software/hardware	3	4	12	Purchase licensed data firewall & other hardware equipment & follow the standard ISSP	ICT Unit	January to December	2	2	4



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	replacement of defective ICT equipment d) Absence of approved ISSP provided by Central office for the procurement of desktop, laptop and other ICT equipment under capital outlay											
22.	Declared Process Management of ICT Solution Risk Description a) Natural Calamities and human error b) ISP Emergency Maintenance Electricity shortage	Risk Cause Natural Calamities Consequence unplanned maintenance	Advise the use of UPS	2	4	8	Provision of proper UPS per equipment/ circuit breakers & grounding Provision of backup plan using cloud base	ICT Unit	January to December	1	2	2



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23.	<p>Declared process User Support/Help Desk</p> <p>Risk Description a) Equipment failure b) Absence of tool to be used c) Absence of skilled personnel related to certain issue</p>	<p>Risk Cause Lack of knowledge in using the equipment/ tools</p> <p>Consequence Untrained personnel</p>	Troubleshoot Search tutorials via online	3	3	9	Provision of proper equipment/ tools to be used/ train personnel	ICT Unit	January to December	1	2	2

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