ANNEXURE A

Requirement Description	State the page where the requirements have been fully set out
General	
Customisable risk management software system (system should be flexible enough to be aligned with Legal Aid SA's approved Risk Management Framework and strategies)	
Flexible, i.e., configurable solution to suit our unique requirements and frameworks without any programmer intervention	
Create user defined fields	
Add new users at marginal cost	
Ability to cater for additional modules, should the need arise	
Holds a risk library for all users to access and for administrators to modify	
Ensure the integrity of data and provide an audit trail of all changes to records and changes to user access rights in the system	
Email capability within the system	
Export and import data to and from external sources (Excel)	
Provide user audit trail for changes made	
Ability to retire and not delete risks (archive risks that are no longer active)	
System to be used by multiple users at the same time and ensure real-time updating	
Ability to configure a 5 x 5 Heatmap/Matrix	
Risk Management Methodology	
Ability to capture identified risks, root causes, risk owner, risk probability, risk impact, risk evaluation, treatment/response plans, action owner, and monitoring reports (monitoring of treatment plan progress, et cetera)	
Ability to automatically create a unique risk identification number	
Ability to allocate/appoint risk owners, task owners, escalation and automatically generate an email notification to the appointees	
Cater for Legal Aid SA risk criteria (impact scale, probability scale, heatmap) and be able to select using a drop down menu or similar	
Able to capture/import existing risk register (from Excel documents)	
Link and view multiple causes and consequences to a risk	
Capture multiple controls (existing and planned) for a particular risk with time frames	
Ability to create new controls and amend existing controls through the risk assessment module (without requiring a user to exit the risk assessment module/process)	
Able to update risk profile in real time once control failures have been detected and captured on the system	
Ability to calculate inherent residual risk, current residual risk, and target residual risk	

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Link risks to objectives/outcomes/strategies	
The system must also have the functionality for risk control self-assessments and surveys	
Escalation function from all levels not limited to the following: − Non-achievement of deadlines − Risk above acceptable tolerance − Cross-cutting risks in the organisation	
Automated reminders on due/overdue action plans and progress updates	
Create a comment for each risk	
Reporting	
Generates a comprehensive risk register at various levels of the organisation incorporating Key Risk Indicators, Risk Appetite, Risk Tolerance, Risk Capacity, KPIs	
Able to generate Risk Control Self-Assessment and survey reports	
Provides an organisation-wide view (helicopter view) of the risk universe at strategic, operational, business unit levels, and project level	
Generate reports for: − Non-achievement of deadlines − Risk above acceptable tolerance − Cross-cutting risks in the organisation	
Ability to aggregate risk, i.e., by category, risk type	
Provides proactive monitoring, including status tracking	
Provides various risk dashboard reports (graphs, tables, et cetera) for monitoring of risks by Management/Audit Committee/Board	
Enables reporting and creation of dashboards to monitor trends (movement of risks from month to month and quarter to quarter)	
System must provide various risk dashboard reports for monitoring of risks by office/region/Management/Executives/Audit Committee/the Board	
Opportunities	
Capturing, analysis, evaluation and response to opportunities identified	
Lessons Learnt	
Ability to capture lessons learnt	