

Building Maintenance, Audit 01-04

Risk Analysis Work Sheet

October 30, 2001

<u>Risk</u>	<u>Control</u>	<u>Control In Place</u>	<u>Assessment</u>
Failure to respond to maintenance requests in a timely manner.	Management reviews work order processing/requests on a daily basis through maintenance system. User/requestor complaints if not accomplished timely.	Yes. In addition, customer survey's are performed on a random basis.	Medium.
Preventative maintenance is not performed on a regular basis.	System program initiates work orders; management review on a consistent and timely basis.	Climate control for the most part.	High
The work order process is inefficient and "bottlenecks" are created as a result.	The work order process is clearly defined and adhered to. Processing is monitored by management and technological improvements are implemented as they become available.	Somewhat. Possible that technological improvements are not being utilized to its fullest extent (Tmail). Also possible that the most efficient process for work orders is not being utilized.	Medium to High