Axnosis

Demo script – Enterprise Risk Mobile App

Microsoft Dynamics 365 FO

Foreword

ISO 31000 (2009) / ISO Guide 73:2002 definition of risk is the 'effect of uncertainty on objectives'. Therefore, risk has the potential of gaining or losing something of value. There is normally an initial risk (inherent) before controls are applied. After application, risk should reduce or remain to an acceptable risk (residual) value.

Risk can also be defined as the intentional interaction with uncertainty. Uncertainty is a potential, unpredictable, and uncontrollable outcome; risk is a consequence of action taken in spite of uncertainty.

In proper risk management, a prioritization process is followed whereby the risks with the greatest possible loss (or impact) and the greatest probability of occurring are handled first, and risks with lower probability and loss are dealt with later. In practice the process of assessing risk can be difficult as well as balancing of resources to mitigate between risks with a high probability of occurrence but lower loss versus a risk with high loss but lower probability of occurrence.

Risk management also faces difficulties in allocating resources. This is the idea of opportunity cost. Resources spent on risk management could have been spent on more profitable activities. Again, ideal risk management minimizes spending (or manpower or other resources) and also minimizes the negative effects of risks.

Enterprise Risk Management is defined as an organization's ability to understand, control, and articulate the nature and level of risks taken in pursuit of business strategies, coupled with accountability for risks taken and activities engaged in. One of the main benefits of ERM is an enhanced perspective and focus on risk management across the enterprise.

Operational risk Management is defined as an uncertainty or hazard associated with the delivery of specific project, program, job, or operational objectives, and includes risks inherent to the day-to-day operation of an enterprise. It can include internal risk method statement and external events such as an incident.

To assist the process, a mobile app exists to supportthe above offline functionality and the App engages directly with OHS 365 - a sub-module inside Dynamics 365 FO.

Related Documentation

DOCUMENT NAME	DATE	REVISION	AUTHOR
TEST SCRIPT - ENTERPRISE RISK MANAGEMENT – GRC000	22/08/2022	5.14	HANNES STRYDOM
TEST SCRIPT - OPERATIONAL RISK MANAGEMENT – GRC0001	16/08/2022	5.10	HANNES STRYDOM

Table 1: Related Documentation

Change and Version History

DATE	VERSION	AUTHOR	CHANGES REQUESTED BY
01/09/2022	2	KRISTIAN JORDAAN	RIAAN VAN DER BERG
12/03/2025	3	KAYLEN VAN DER BERG	RIAAN VAN DER BERG

Table 2: Change and Version History

Table of Contents

1. Technology

- Microsoft Dynamics 365 (D365 for Finance and Operations)
  - o OHS & GRC modules
- Ionic/Angular standalone applications
  - o ERM mobile application
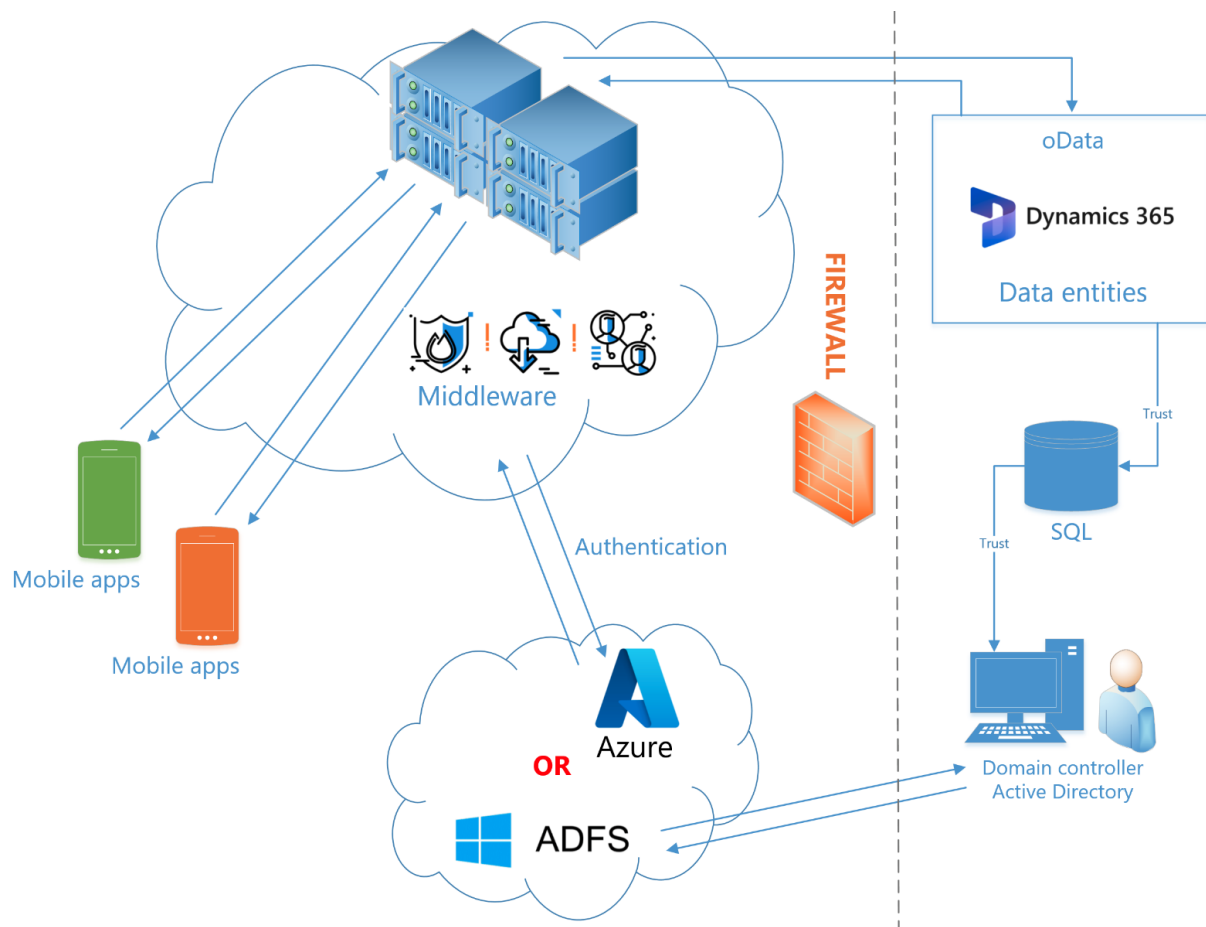
2. Demo setup

- This script is written for use with D365 for Finance and Operations and Axnosis Enterprise risk mobile app.
- The user must download either of the following mobile applications, dependent on the phone type to be used:
  - Android (Samsung, etc)
  - iOS (Apple)

- The apps can be downloaded from:
  - Android: Play Store
  - iOS: TestFlight

- The user must have a valid D365, for Finance and Operations, license:
  - Environment: Same D365 environment as used for transacting
  - Company: Defaults to the user setup in D365

- The users should be able to successfully login to the app by using the same login details as used for D365 for Finance and Operations. The relevant restrictions and legal entity allocations on D365 for Finance and Operations will be applied on the mobile app sessions. The same user security roles will permit/exclude the user's right to capture events on the app.

- Whenever a new app update is required to be installed on the mobile phone, first ensure:
  - Previous app installations are uninstalled
  - Clear the mobile phone's cache (Android)
  - Remove all previous downloads of the application from the phone's download folder
  - Re-install the application and use

3. Demo script

3.1 Demo background

Risk can be defined as the 'effect of uncertainty on objectives' according to ISO 31000 (2009) / ISO Guide 73:2002. The ability is there to lose something that is deemed valuable to the entity. There are two (2) types of risk:

- Inherent risk – the initial risk that exist before any controls or risk mitigation procedures are implemented.

- Residual risk – This is the level of risk which the entity is willing to accept after the above-mentioned controls have been implemented.

To perform risk management, potential risks need to be measured to prioritize certain risks. The following two (2) aspects are used to measure the level/priority of risk:

- Impact – Amount of possible loss.

- Likelihood – Probability of the risk occurring.

The risk with the highest impact and likelihood scores needs to be addressed first.
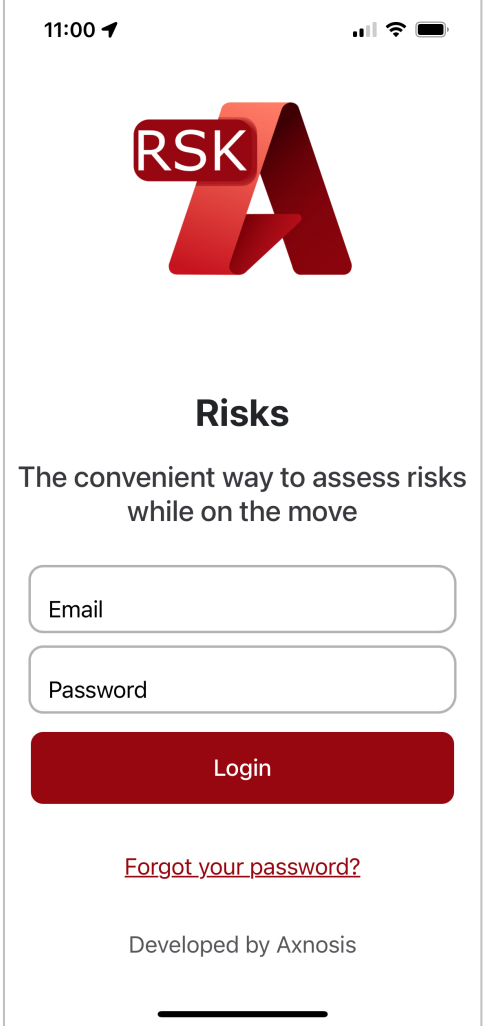
Thereafter, the number of resources available should also be considered when planning to assess a loss, along with the abovementioned priority rating.

Risk management also faces additional difficulties in allocating resources, namely the concept of opportunity cost. Resources spent on risk management could have been spent on more profitable activities.

- It is assumed that D365 OHS and GRC modules are installed on D365.

3.1.1 Recording a risk assessment via the D365 Enterprise risk mobile app

TALKING POINTS AND STEPS	MOBILE APP
The user takes out his/her mobile phone and taps on the **Risk (RSK)** icon.	

TALKING POINTS AND STEPS	MOBILE APP
The logo on the **login** screen appears … The user's D365 login details (**Username** and **Password**) are entered and used by the app for validation. The user then taps on the **Login** button to log into the app session.	11:00 **RSK** **Risks** The convenient way to assess risks while on the move Email Password Login Forgot your password? Developed by Axnosis

If multi-factor authentication has been enabled for the organization, Microsoft sign in may required in addition to the application sign in. During the initial sign in, the Microsoft sign in may have to be completed twice.

The Microsoft sign in will not be required during every sign in to the mobile application. Sign in to Microsoft will be required during initial sign in; after sign in expiry and after a user has opted to manually sign out of the Laboratory application.

Enter the **Microsoft email account** and click on the **Next** button to continue.

Microsoft

Sign in

julene.vaneeden@axnosis.com

Can't access your account?

Next

Sign-in options

Terms of use   Privacy & cookies   . . .

Enter the **password** for the Microsoft account entered.

Click on the **Sign in** button to continue.

Microsoft

← julene.vaneeden@axnosis.com

Enter password

···········

Forgot my password

Sign in

Terms of use   Privacy & cookies   ···

If multi-factor authentication is enabled, the **authentication number** may be displayed.

Take note of the number for entry in the authenticator app.

Microsoft

julene.vaneeden@axnosis.com

Approve sign in request

Open your Authenticator app, and enter the number shown to sign in.

88

No numbers in your app? Make sure to upgrade to the latest version.
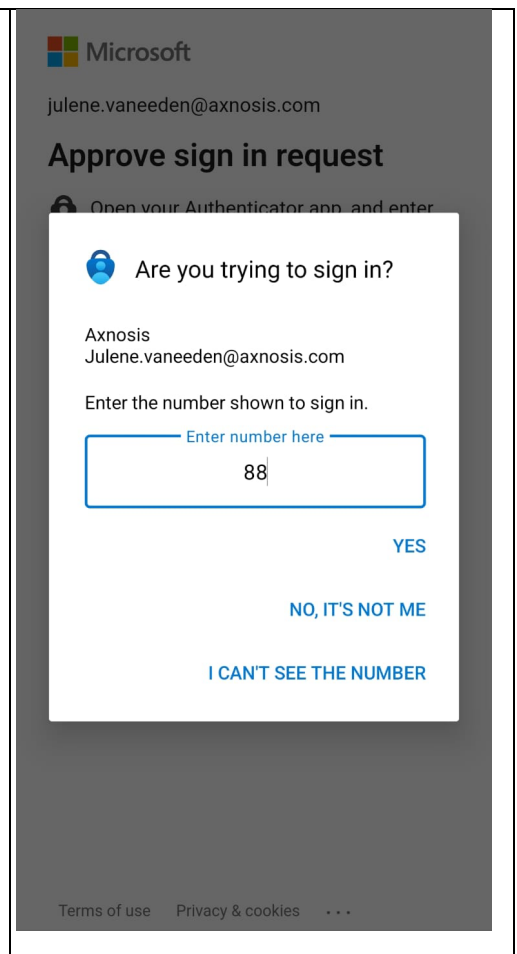
I can't use my Microsoft Authenticator app right now

More information
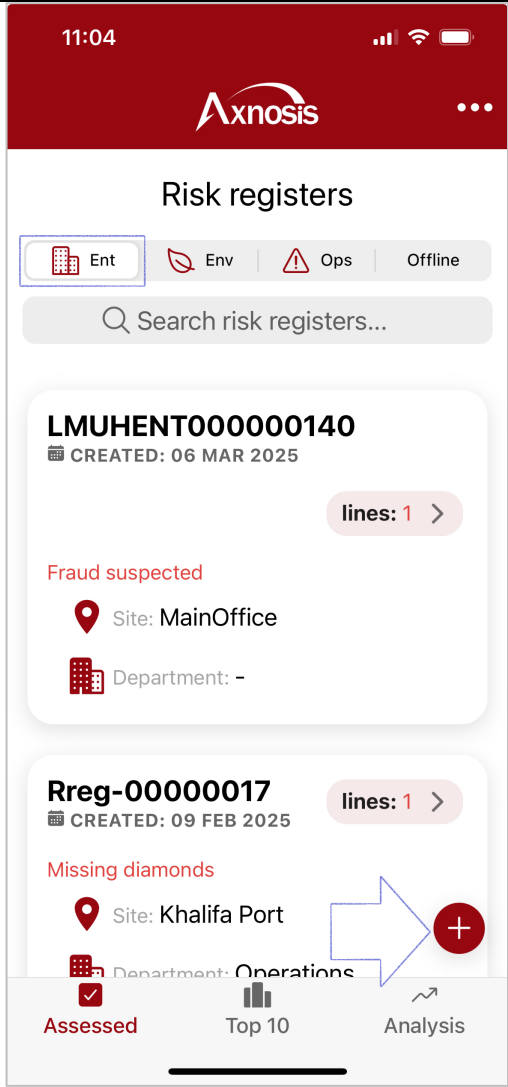
Terms of use   Privacy & cookies   · · ·
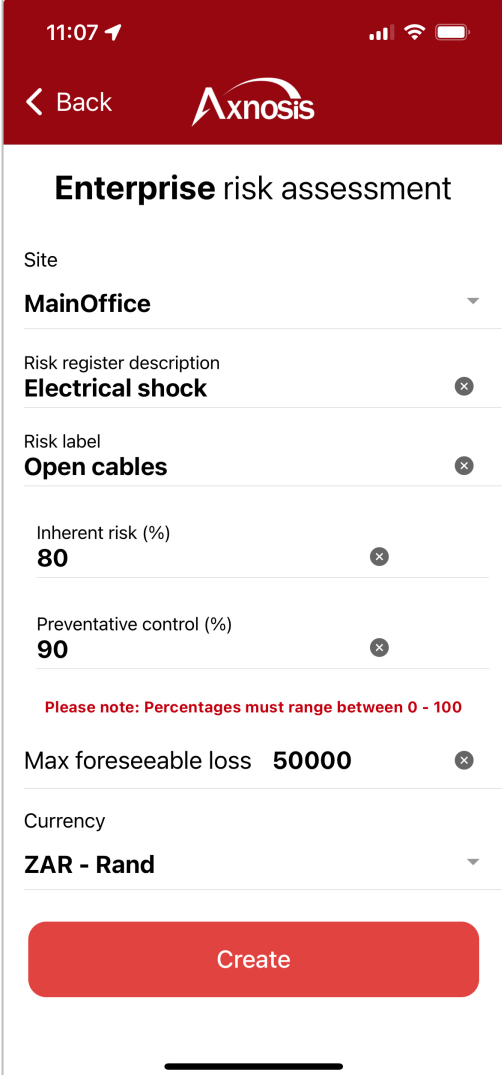
A notification may appear requiring the authentication number to be entered or the user may opt to access the authenticator app manually to complete the authentication process.

Enter the **authentication number** previously provided to approve the sign in then click on the **Yes** button to continue.

TALKING POINTS AND STEPS	MOBILE APP
The **Risk Registers** screen opens where the user can see all the online and offline risk registers that have been created via the **Risk app** and through D365. To create a new **Enterprise** risk register: • At the top of the screen, tap on the **Ent** icon • Tap on the **+** button at the bottom of the screen. **NB:** Note that to be able to create an environmental (ENV)/operational (OPS) risk register, follow the same process as above under the applicable tab.	**11:04** **Risk registers** Ent · Env · Ops · Offline Search risk registers... **LMUHENT000000140** CREATED: 06 MAR 2025 lines: 1 Fraud suspected Site: MainOffice Department: – **Rreg-00000017** CREATED: 09 FEB 2025 lines: 1 Missing diamonds Site: Khalifa Port Department: Operations Assessed · Top 10 · Analysis

TALKING POINTS AND STEPS	MOBILE APP
The **Enterprise risk assessment** screen opens, and the user can enter the following information: • **Site** • **Department** • **Risk register description** • **Risk label** • **Risk owner** • **Inherent risk** percentage • **Preventative control** percentage • **Max foreseeable loss** value • **Currency** Tap on the **Create** button. (A red line indicates a field that is mandatory for the risk assessment to be completed)	11:07 **Back** · Axnosis **Enterprise** risk assessment Site **MainOffice** Risk register description **Electrical shock** Risk label **Open cables** Inherent risk (%) **80** Preventative control (%) **90** **Please note: Percentages must range between 0 - 100** Max foreseeable loss **50000** Currency **ZAR - Rand** **Create**

3.1.2 Viewing the "mobile created" Risk register inside D365

TALKING POINTS AND STEPS	DYNAMICS OHS 365 MODULE
The mobile created risk assessment can be viewed inside D365 – log into D365 and navigate to the **GRC** module. Go to: **GRC > Risk > Registers > All enterprise risk registers** Select the Risk register that you want to see the details of.	

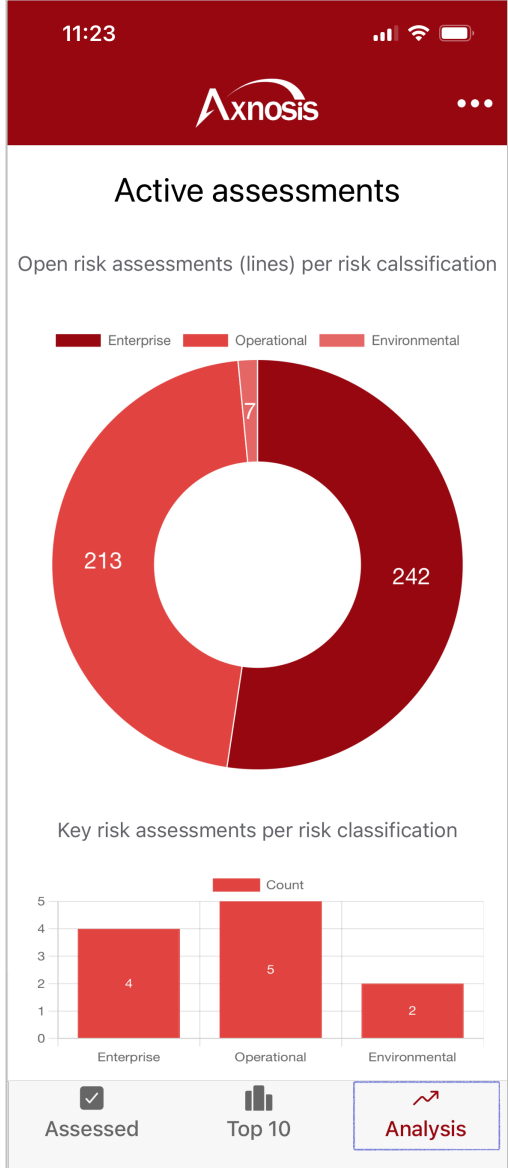| TALKING POINTS AND STEPS	DYNAMICS OHS 365 MODULE
Open on the **Lines** view to see the risk lines and edit the details on the Line-item Fast Tabs More risks/lines can be added to the Risk register. Save after updating and editing the line items under the register.	
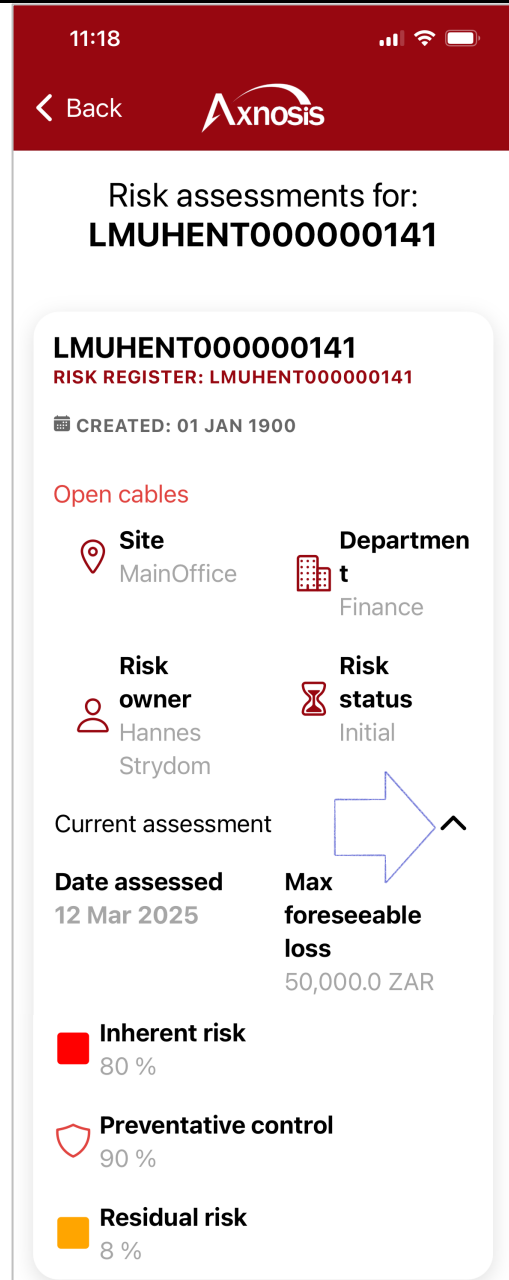
3.1.3 Viewing the risk register details on the mobile device

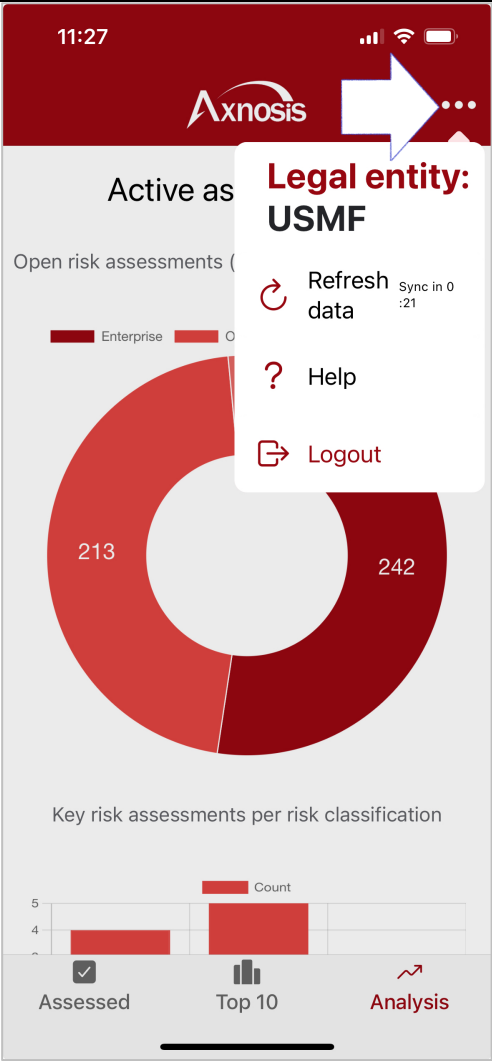| TALKING POINTS AND STEPS	MOBILE APP
The new risk register will now be on the **Risk Registers** screen. Tap on the relevant risk register to see the details. Tap on the arrow next to **Current assessment** to see additional details to the **line risk items**.	11:18 ‹ Back **Axnosis** Risk assessments for: **LMUHENT000000141** **LMUHENT000000141** **RISK REGISTER: LMUHENT000000141** 📅 **CREATED: 01 JAN 1900** Open cables 📍 **Site** MainOffice 🏢 **Department** Finance 👤 **Risk owner** Hannes Strydom ⌛ **Risk status** Initial Current assessment ➡ ∧ **Date assessed** 12 Mar 2025 **Max foreseeable loss** 50,000.0 ZAR 🟥 **Inherent risk** 80 % 🛡 **Preventative control** 90 % 🟧 **Residual risk** 8 %

3.1.4 Viewing the Top Ten Risk lines on the mobile device

TALKING POINTS AND STEPS	MOBILE APP
To view the top 10 risk lines across all risk registers, filtered on the **Residual risk %**, tap on the **Top 10** icon at the bottom of the screen. The three tabs filter the risks by type: • **Enterprise risks** • **Environmental risks** • **Operational risks** Each tab displays the top 10 risk lines for that type of risk.	**Top 10 risk assessments** Ent · Env · Ops **Risk-00000082** RISK REGISTER: RREG-00000017 CREATED: 09 FEB 2025 Score: 25 Missing diamonds **Site** Khalifa Port **Department** Operations **Risk owner** Not specified... **Risk status** Initial Current assessment **LMUHENTR000000069** RISK REGISTER: LMUHENT000000123 Assessed · Top 10 · Analysis

3.1.5 Viewing the Risk analysis on the mobile device

TALKING POINTS AND STEPS	MOBILE APP
Tap on the **Analysis button** at the bottom of the screen to view the **Risk Analysis** across all the risk register types. Firstly, each open risk assessment that still needs to occur is displayed in a pie chart, split up between each risk type. Next, each key risk assessment is displayed in a Vertical Bar Chart, split up between each risk type.	

3.1.6 View the options under the Ellipsis

TALKING POINTS AND STEPS	MOBILE APP
The **ellipsis** at the top of the screen provides the following functions: • Displays the **D365 Legal entity** that the user is currently logged into • The **Refresh data** button is used to update the app with recently captured data (via the app and D365) • The **Help** button opens the **Axnosis Contact Support** screen • **Logout**	