Student Name: _____

What happened?
Identify the sentinel event that has occurred.

- **What are the details of the event?**
- **When did the event occur?**
- **What area / service was affected?**

Why did it happen?
What were the most proximate factors?

- **What steps were involved in the event?**
- **Human factors**: What human factors were relevant to the outcome?
- **Equipment factors**: How did the equipment performance affect the outcome?
- **Controllable environmental factors**: What factors directly affected the outcome?
- **Uncontrollable external factors**: Are they truly beyond the organisation's control?
- **Other**: Are there any other factors that have directly influenced this outcome? What other areas or services are impacted?

Why did that happen?
What systems and processes underlie those proximate factors?

- **Human resource issues**:
  - To what degree are staff properly qualified / competent for their responsibilities?
  - How did actual staffing levels compare with ideal levels?
- **Information management issues**:
  - To what degree is all necessary information available when needed, accurate, complete, and unambiguous?
  - To what degree is communication among participants adequate?
- **Environmental management issues**:
  - To what degree was the physical environment appropriate for the processes being carried out?
  - What systems are in place to identify environmental risks?
  - What emergency and failure-mode responses have been planned and tested?
- **Leadership issues**:
  - To what degree is the corporate culture conducive to risk identification and reduction?
  - What are the barriers to communication of potential risk factors?
  - To what degree is the prevention of adverse outcomes communicated as a high priority?
- **Uncontrollable factors**:
  - What can be done to protect against the effects of these uncontrollable factors?

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Describe your Business Context
Describe the nature of your organisation's business and the risk impacts to your business using PESTLE analysis.

Student Name: _____

Question	Response /Remarks (Use Questions above to guide your answers)
1. What Happened?	Describe Risk Event below:
2. Why did it happen? Proximate Factors.	a. Identify the risks within the business framework b. Identify areas of the business which are affected by these risks?
3. What are the systems and processes that proximate those factors?	
4. What changes can you make for improvements?	a. System changes (IT, HR, Operational etc.) b. What are the basic operational processes that need improvements? (Operational processes?
Question	Response /Remarks (Use Questions above to guide your answers)