

CA-20-24 Appendix D: Inherent Risk Assessment Scoring

Imported from 2024 Audit Universe				RISK SCORING (with factor weighting applied)					RISK SCORE
#	Category	Service	Audit Unit	Complexity	Financial	Reputation	Change	HR/People	TOTAL
33	Finance	Financial Management	Procurement	22.5	18.75	10	15	3.75	70
34	Finance	Financial Management	Financial Transactional Processing	22.5	18.75	7.5	15	3.75	67.5
35	Finance	Financial Management	Payroll	22.5	12.5	7.5	15	3.75	61.25
49	Burlington Digital Services	Burlington Digital Services	IT Support Service	22.5	12.5	7.5	10	7.5	60
133	Community Services	Transit	Transit Operations	22.5	18.75	5	10	3.75	60
36	Finance	Financial Management	Financial Reporting and Business Planning	22.5	6.25	10	15	3.75	57.5
53	Burlington Digital Services	Burlington Digital Services	Information Security	15	12.5	7.5	15	7.5	57.5
55	Community Services	Arts and Culture	Festivals and Events	22.5	12.5	7.5	10	3.75	56.25
62	Community Services	Recreation	Aquatic Programs	22.5	18.75	5	5	3.75	55
63	Community Services	Recreation	Ice Programs	22.5	18.75	5	5	3.75	55
64	Community Services	Recreation	Golf Course and Program	22.5	18.75	5	5	3.75	55
11	Development & Growth Management	Building Code Permits and Inspection	Building Inspections	22.5	12.5	5	10	3.75	53.75
13	Development & Growth Management	Community Design and Development Review	Site Plan/Minor Development/Zoning Review and Administration	15	12.5	7.5	15	3.75	53.75
14	Development & Growth Management	Community Design and Development Review	Development Applications Review	15	12.5	7.5	15	3.75	53.75
48	Human Resources	Human Resources	Employee & Labour Relations	15	12.5	7.5	15	3.75	53.75
88	Public Works	Roadway and Sidewalk Maintenance	Winter Maintenance	22.5	12.5	5	10	3.75	53.75
86	Community Services	Recreation	General Recreation Programs	15	18.75	5	10	3.75	52.5
124	Public Works	Parking Management	Parking Revenue Management	15	18.75	5	10	3.75	52.5
17	Public Works	Facilities And Buildings - Design and Construction	Facilities And Buildings - Design and Construction	22.5	12.5	7.5	5	3.75	51.25
102	Development & Growth Management	By-law Enforcement	By-law Enforcement Complaints and Inspections	22.5	12.5	2.5	10	3.75	51.25
6	Community Services	Service Burlington	Service Burlington Contact Center	15	12.5	7.5	15	0.15	50.15
52	Burlington Digital Services	Burlington Digital Services	IT Data Analytics & Visualizations	15	12.5	5	10	7.5	50
39	Corporate Affairs	Corporate Communications and Engagement	Strategic Communications	15	12.5	7.5	10	3.75	48.75
44	Human Resources	Human Resources	Compensation and Benefits	15	6.25	5	15	7.5	48.75
47	Human Resources	Human Resources	Health, Safety and Wellness	22.5	6.25	7.5	5	7.5	48.75
54	Community Services	Facilities And Buildings - Operations	Facility Operations	15	12.5	7.5	10	3.75	48.75
85	Public Works	Roadway and Sidewalk Maintenance	Roadway & Routine Maintenance	22.5	12.5	5	5	3.75	48.75
86	Public Works	Roadway and Sidewalk Maintenance	Sidewalk and Walkway Maintenance	22.5	12.5	5	5	3.75	48.75
87	Public Works	Roadway and Sidewalk Maintenance	Leaf Pick Up Program	22.5	12.5	5	5	3.75	48.75
111	Community Services	Fire Emergency Response	Fire Training & Emergency Response	22.5	12.5	5	5	3.75	48.75
46	Human Resources	Human Resources	Talent Acquisition	15	6.25	7.5	15	3.75	47.5
115	Legal & Legislative Services	Halton Court Service	Halton Court Services Administration	15	18.75	5	5	3.75	47.5
117	Legal & Legislative Services	Halton Court Service	Halton Court Services Financial Management	15	18.75	5	5	3.75	47.5
4	Legal & Legislative Services	Council and Citizen Committee	Records & Information Management	22.5	6.25	7.5	10	0.15	46.4
9	Development & Growth Management	Building Code Permits and Inspection	Application Process	15	12.5	5	10	3.75	46.25
10	Development & Growth Management	Building Code Permits and Inspection	Plan Review	15	12.5	5	10	3.75	46.25
12	Development & Growth Management	Community Design and Development Review	Planning Policy, Research, Community Initiatives and Official Plan/Zoning Amendments	15	12.5	5	10	7.5	46.25
37	Finance	Financial Management	Collection and Payment Processing	15	12.5	5	10	3.75	46.25
40	Corporate Affairs	Corporate Communications and Engagement	Community Engagement & Volunteer Management	15	12.5	5	10	3.75	46.25
81	Public Works	Parks and Open Space Maintenance	Parks and Open Space Maintenance	22.5	12.5	2.5	5	3.75	46.25
94	Public Works	Tree Management	Tree Maintenance	22.5	12.5	2.5	5	3.75	46.25
112	Community Services	Fire Emergency Response	Fire Fleet and Station Operations	22.5	12.5	2.5	5	3.75	46.25
123	Public Works	Parking Management	Parking Space Management	15	12.5	5	10	3.75	46.25
125	Public Works	Parking Management	Parking By-law Enforcement	15	12.5	5	10	3.75	46.25
1	Legal & Legislative Services	Council and Citizen Committee	Council and Committee	15	6.25	10	10	3.75	45
3	Legal & Legislative Services	Council and Citizen Committee	Election	22.5	6.25	7.5	5	3.75	45
7	Community Services	Service Burlington	Customer Experience Design and consultation	15	6.25	5	15	3.75	45
45	Human Resources	Human Resources	Organizational Development	15	6.25	5	15	3.75	45
61	Community Services	Organized Sport Support	Sport Venue Operations & Renovations	15	18.75	2.5	5	3.75	45
41	Corporate Affairs	Corporate Communications and Engagement	Creative & Digital Services	15	12.5	7.5	5	3.75	43.75
50	Burlington Digital Services	Burlington Digital Services	Digital Experience & Design	15	6.25	5	10	7.5	43.75
51	Burlington Digital Services	Burlington Digital Services	IT Solution Delivery & Project Management	15	6.25	5	10	7.5	43.75
74	Public Works	Fleet Management	Vehicle and Equipment Maintenance	15	12.5	2.5	10	3.75	43.75
90	Public Works	Surface Water Drainage	Surface Water Drainage Maintenance & Storm Sewer Discharge	15	12.5	7.5	5	3.75	43.75
104	Development & Growth Management	By-law Enforcement	By-Law Permits	15	12.5	2.5	10	3.75	43.75
110	Community Services	Fire Prevention & Public Education	Fire Safety Education and Prevention	22.5	6.25	5	5	3.75	42.5
15	Development & Growth Management	Community Design and Development Review	Variances, Consent and Other City Tribunals	15	12.5	5	5	3.75	41.25
60	Community Services	Organized Sport Support	Sport Organization Relationships, Granting, Allocation of Space & Joint Ventures	15	12.5	5	5	3.75	41.25
76	Public Works	Fleet Management	Vehicle and Equipment Operator Training	15	6.25	2.5	10	7.5	41.25
109	Community Services	Fire Communications	Fire 911 Communications Dispatch	15	12.5	5	5	3.75	41.25
118	Public Works	Roads and Structures - Design and Construction	Survey	15	12.5	5	5	3.75	41.25
119	Public Works	Roads and Structures - Design and Construction	Design	15	12.5	5	5	3.75	41.25
120	Public Works	Roads and Structures - Design and Construction	Construction Administration	15	12.5	5	5	3.75	41.25
126	Public Works	Traffic Operations Management	Traffic Operations	15	12.5	5	5	3.75	41.25
127	Public Works	Traffic Operations Management	Traffic Signals	15	12.5	5	5	3.75	41.25
129	Public Works	Traffic Operations Management	Streetlighting	15	12.5	5	5	3.75	41.25
8	Community Services	Service Burlington	CRM System Admin and User community support	15	6.25	5	10	3.75	40
82	Public Works	Parks and Open Space Maintenance	Horticulture	22.5	6.25	2.5	5	3.75	40
83	Public Works	Parks and Open Space Maintenance	Technical Services	22.5	6.25	2.5	5	3.75	40
84	Public Works	Roadway and Sidewalk Maintenance	Road and Sidewalk Inspection	22.5	6.25	2.5	5	3.75	40
96	Public Works	Tree Management	Urban Forest Health and Pest Management	22.5	6.25	2.5	5	3.75	40
75	Public Works	Fleet Management	Vehicle Procurement	7.5	12.5	5	10	3.75	38.75
80	Public Works	Environment and Energy	Sustainability Initiatives	7.5	12.5	5	10	3.75	38.75
97	Public Works	Tree Management	Public Tree Bylaw Administration, Education, Enforcement	15	12.5	2.5	5	3.75	38.75
98	Public Works	Tree Management	Private Tree By-law Pilot	15	12.5	2.5	5	3.75	38.75
106	Community Services	Emergency Management	Whole of Government emergency management program	15	6.25	5	5	7.5	38.75
134	Community Services	Transit	Transit Maintenance	15	12.5	2.5	5	3.75	38.75
137	Community Services	Specialized Transit	Specialized Transit	15	12.5	2.5	5	3.75	38.75
101	Development & Growth Management	Animal Control	Animal By-law Enforcement & Education	15	12.5	5	5	0.15	37.65
23	Public Works	Asset Management	Asset Management Oversight	15	6.25	2.5	10	3.75	37.5
26	Legal & Legislative Services	Corporate Legal	Realty Services	7.5	12.5	5	5	7.5	37.5
73	Public Works	Cemetery	Grounds Maintenance	15	6.25	2.5	10	3.75	37.5
5	Community Services	Service Burlington	Customer Experience Business Development	15	6.25	5	10	0.15	36.4
42	Corporate Affairs	Government Relations	Government Relations	7.5	6.25	5	10	7.5	36.25
79	Public Works	Environment and Energy	Energy Management	7.5	12.5	2.5	10	3.75	36.25
103	Development & Growth Management	By-law Enforcement	By-law Licensing	7.5	12.5	2.5	10	3.75	36.25
105	Development & Growth Management	By-law Enforcement	By-law Lottery Licensing and Liquor Licensing	7.5	12.5	2.5	10	3.75	36.25
99	Development & Growth Management	Animal Control	Dog Licensing	7.5	12.5	5	10	0.15	35.15
100	Development & Growth Management	Animal Control	Adoption and Care	7.5	12.5	5	10	0.15	35.15
28	Strategy, Performance and Risk	Corporate Strategy & Risk Management	Corporate and Strategic Planning	7.5	6.25	7.5	10	3.75	35
57	Community Services	Arts and Culture	Arts & Cultural Programs & Services	15	6.25	5	5	3.75	35
59	Community Services	Arts and Culture	Relationship Liaison with Arts & Culture Boards	15	6.25	5	5	3.75	35
65	Community Services	Recreation	Parks and Trails	15	6.25	5	5	3.75	35
89	Public Works	Surface Water Drainage	Surface Water Drainage Project Management	15	6.25	5	5	3.75	35
91	Public Works	Surface Water Drainage	Resident Drainage Customer Service	15	6.25	5	5	3.75	35
116	Legal & Legislative Services	Halton Court Service	Halton Court Services Courtroom Support	15	6.25	5	5	3.75	35
121	Public Works	Roads and Structures - Design and Construction	Construction Inspection	15	6.25	5	5	3.75	35
122	Public Works	Roads and Structures - Design and Construction	Municipal Consent	15	6.25	5	5	3.75	35
136	Community Services	Transit	Transit Rider Experience & Education	15	6.25	5	5	3.75	35
38	Finance	Financial Management	Property Tax Billing	7.5	12.5	5	5	3.75	33.75
16	Development & Growth Management	Community Design and Development Review	Urban Design, Special Projects and Heritage	15	6.25	2.5	5	3.75	32.5
18	Public Works	Parks and Open Space - Design and Development	Parks and Open Space Planning	15	6.25	2.5	5	3.75	32.5

19	Public Works	Parks and Open Space - Design and Development	Parks and Open Space Design and Construction	15	6.25	2.5	5	3.75	32.5
20	Public Works	Parks and Open Space - Design and Development	Parks and Open Space Asset Management	15	6.25	2.5	5	3.75	32.5
24	Public Works	Asset Management	Long-Range Financial and Operational Planning	15	6.25	2.5	5	3.75	32.5
92	Public Works	Surface Water Drainage	Storm Water Management Design and Review	15	6.25	2.5	5	3.75	32.5
95	Public Works	Tree Management	Tree Planting	15	6.25	2.5	5	3.75	32.5
113	Community Services	Fire Emergency Response	Fire Administration	7.5	6.25	5	10	3.75	32.5
114	Legal & Legislative Services	Halton Court Service	Halton Court Services Prosecution	15	6.25	2.5	5	3.75	32.5
132	Public Works	Transportation Planning	Active Transportation	7.5	6.25	5	10	3.75	32.5
135	Community Services	Transit	Transit Planning & Service Development	15	6.25	2.5	5	3.75	32.5
25	Legal & Legislative Services	Corporate Legal	Insurance/Risk Management	7.5	6.25	5	5	7.5	31.25
27	Legal & Legislative Services	Corporate Legal	Legal Services	7.5	6.25	5	5	7.5	31.25
71	Public Works	Cemetery	Customer Service and Sales	7.5	12.5	2.5	5	3.75	31.25
72	Public Works	Cemetery	Interment Services	7.5	12.5	2.5	5	3.75	31.25
107	Community Services	Emergency Management	Continuity of Operations Planning	7.5	6.25	2.5	5	7.5	28.75
108	Community Services	Emergency Management	Whole Community Emergency Management	7.5	6.25	2.5	5	7.5	28.75
128	Public Works	Traffic Operations Management	Crossing Guard Program	15	6.25	2.5	0.2	3.75	27.7
22	Public Works	Parks and Open Space - Design and Development	Development Applications Review	7.5	6.25	5	5	3.75	27.5
29	Strategy, Performance and Risk	Corporate Strategy & Risk Management	Corporate Risk & Accountability	7.5	6.25	5	5	3.75	27.5
56	Community Services	Arts and Culture	Public Art Collection Management	7.5	6.25	5	5	3.75	27.5
77	Public Works	Geographic Information and Mapping	Property/Land Information Service, Advocacy, Map pro	7.5	6.25	5	5	3.75	27.5
78	Public Works	Geographic Information and Mapping	Spatial Data Management and Analysis	7.5	6.25	5	5	3.75	27.5
93	Public Works	Surface Water Drainage	Site Alteration Permitting and Administration	7.5	6.25	5	5	3.75	27.5
130	Public Works	Transportation Planning	Long Range Transportation Planning	7.5	6.25	5	5	3.75	27.5
131	Public Works	Transportation Planning	Development Applications Review	7.5	6.25	5	5	3.75	27.5
43	Corporate Affairs	Internal Audit	Internal Audit	0.3	6.25	5	10	3.75	25.3
21	Public Works	Parks and Open Space - Design and Development	Landscape Architecture	7.5	6.25	2.5	5	3.75	25
58	Community Services	Arts and Culture	Cultural Mapping and Community Liaison	7.5	6.25	2.5	5	3.75	25
67	Community Services	Recreation	Community Garden Program	7.5	6.25	2.5	5	3.75	25
68	Public Works	Sign Production	Sign Production	7.5	6.25	2.5	5	3.75	25
69	Public Works	Sign Production	Sign Installation	7.5	6.25	2.5	5	3.75	25
70	Public Works	Sign Production	Sign Design	7.5	6.25	2.5	5	3.75	25
32	Office of the Chief Administrative Officer	Corporate Strategy & Risk Management	Corporate Culture Leadership	0.3	6.25	7.5	5	3.75	22.8
2	Legal & Legislative Services	Council and Citizen Committee	Citizen Advisory Committee	7.5	0.25	5	5	3.75	21.5
31	Office of the Chief Administrative Officer	Corporate Strategy & Risk Management	Board Liaison	0.3	6.25	5	5	3.75	20.3
30	Strategy, Performance and Risk	Corporate Strategy & Risk Management	Business Performance and Continuous Improvement	0.3	6.25	2.5	5	3.75	17.8

Note: top ten are highlighted for informational purposes only.