

UNIVERSITI TEKNOLOGI MARA

RISK MANAGEMENT OF E-KEHAKIMAN
INFORMATION SYSTEM USING FAILURE MODE
AND EFFECTS ANALYSIS

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ABSTRACT

Risks to information system are growing concern in Malaysian judiciary. Some risks are caused by preventable events. Identifying potential risks and preventing them would mitigate the risk and hence enhance the information system safety. E-Kehakiman information system is an inherent part of the electronic services from the judiciary to the public and thus it is imperative that any potential risks are avoided or mitigate before it can harm e-Kehakiman. A thorough literature review indicated that no risk assessment projects currently exist for any judiciary information systems. In order to assess the risks associated with e-Kehakiman, this project has identified potential risks and mitigation plan for all the identified risks. The project involved (i) identifying the risk and categorized the risk (ii) rank all the risks and (iii) develop risk register. A thorough understanding of e-Kehakiman is important to identify each potential risks. Therefore, data gathering through interview, discussion and observation are done to collect precise information from ICT personnel regarding e-Kehakiman. Failure Mode Effect Analysis (FMEA) was used to rank the potential risk. And the results from the studies are explained in detail. Potential risks are categorized in six categories such as environmental and natural threats, poor hardware management and configuration, poor software development, installation, configuration and installation, network and telecommunication problems, personal flaws or outsider regulations or non ICT related human threats and ineffective document management for security purposes. The assessment attempts to identify and list the potential risks that might shut down e-Kehakiman operation. Accordingly, this project aims to develop risk register documentation; e-Kehakiman Risk Register and Mitigation Plan (e-KRRMP) for the safety and dependability of e-Kehakiman information system. At the end of the project, the e-KRRMP will be produced in the form of report. The e-KRRMP will act as basis risk management documentation for judiciary.

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IN THE NAME OF ALLAH THE MOST GRACIOUS AND THE MOST MERCIFUL

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