

Global ISO 31000 survey 2011

Results & analysis



ISO 31000 Conference 21-22 May 2012

Brought to you by G31000 the Global Risk Management Platform

Survey Background

- ISO 31000:2009 Risk management principles and guidelines published in 2009.
- ISO 31000 is a voluntary generic guideline.
- Internationally recognised reference.
- LinkedIn ISO 31000 group founded March 2009
- ISO experts are working on the ISO 31004 guide to ISO 31000 due to be published in 2014



How the survey was conducted

- Conducted between the 17th of October and the 15th of December 2011.
- Internet-based survey with 10-15 closed questions + 5 open questions for feedback to ISO PC 262.
- Global reach via more than 100 risk management associations and LinkedIn groups in all sectors worldwide.
- No sponsors to ensure impartiality.
- Managed by a committee of volunteer experts who have large amount of experience using ISO 31000



G31000 Committee in charge

- 🌀 **Questionnaire design** : Jacquetta Goy (Canada), Grant Purdy (Australia), Arnold Schanfield (USA), John Lark (Canada), Julian Talbot (Australia), Julian du Plessis (South-Africa), Jeffrey DeRose (USA), Pat Croke (Ireland) and Alex Dali (France)
- 🌀 **Participating contacts** : one person for each of the 100+ participating associations/LinkedIn groups
- 🌀 **IT systems and survey design** : Pat Croke
- 🌀 **Powerpoints** : Pat Croke, Alex Dali
- 🌀 **Translation** : Angel Escorial Bonet (Spanish), Alex Dali (French)
- 🌀 *“We would like to thank all those who co-operated with the conduct this survey. Without their help, this survey could not have been carried out.”*



Survey Objectives

- ④ Understand how ISO 31000 is perceived by risk practitioners in all sectors worldwide.
- ④ How the ISO 31000 is used by risk practitioners.
- ④ Collect questions, comments and input for the future ISO 31004 guide.
- ④ Raise awareness about the existence of the ISO 31000 Risk Management standard



People Contacted

- Main Source : ISO 31000 LinkedIn discussion group which has participants from over 90 countries.
- Additionally 100 risk management associations and other LinkedIn groups, on a voluntary basis representing more than 400.000 people (note 1)
- Advertised via a few risk management websites and several risk management magazines

Note 1 – Many people are part of multiple LinkedIn groups and associations



List of associations & LinkedIn groups participating

1	ADARA-Argentina	28	EU-VRI/Integrisk	55	Oil Spill & Hazmat Emergency Respons
2	AGERS-Spain	29	FERMA Risk Management forum	56	POLRISK
3	AIRMIC	30	Finnish Standards Association SFS	57	PRIMA
4	ALARM	31	Finnrima-Finland	58	PRMIA (PRM-APRM)
5	Alumni ARM Suisse Romande	32	First5000-Australia	59	Process Safety Management (1000+)
6	ANRA_Italy	33	Global Food Safety Initiative (GFSI)	60	Public Sector Risk Management
7	ANSI (USTAG for PC 262)	34	GRCSI	61	QSP-Brazil
8	APOGERIS-Portugal	35	Healthcare Enterprise Risk Managemen	62	RIMS (CRM)-USA
9	ASIS International	36	IFAC	63	Risk Managers
10	ASSE (RM/I) Practice Specialty	37	Integrated Risk Management Associatio	64	RiskAssur
11	BCI (AMBCI, SBCI and MBCI)	38	Internal Control Institute	65	Risk-Based Performance Management
12	BELRIM-Belgium	39	Internal Control Worldwide Network	66	RM Professional
13	BFV-Germany	40	IRM (CIRM, MIRM,FIRM)	67	RMA-Russia
14	BSI	41	IRM Middle East	68	RMIA (CPRM)-Australia
15	Business Continuity and Disaster Rec	42	IRMSA	69	RUSRISK
16	Business Roundtable Institute for Co	43	ISO 31.000 - Gerenciamento de Riscos	70	SARMA
17	CARM	44	ISO 31000 Risk Management Standard	71	Security Research Center (secau)
18	Commercial Risk Europe	45	ISO 38500 for IT Governance	72	Security Risk Management
19	CRMS Indonesia	46	ISO International Organization for Stand	73	SIRIYOD-Turkey
20	CYBER SECURITY Forum Initiative - CSF	47	ISO27000 for information security manag	74	SME Risk Management
21	Disaster & Emergency Management	48	ITIL & ITSM Certified Experts	75	OB7
22	DRII (CBCP-MBCP)	49	ITIL& ITSM Best Practice	76	SUCCESSO SUSTENTADO
23	Dutch National Committee for ISO/PC	50	ITSM Portal (www.itsmportal.com)	77	The Institute of Internal Auditors
24	Emergency Department Group	51	Japanese National Committee for ISO/P	78	The Institutes
25	Enterprise Management Association	52	MARM	79	The Institutes (ARM holders >2003 onl
26	Enterprise Risk Management (ERM)	53	NZ Society for Risk Management	80	TOGAF for Architecture
27	ERM Academy	54	OCEG	81	University of Johannesburg



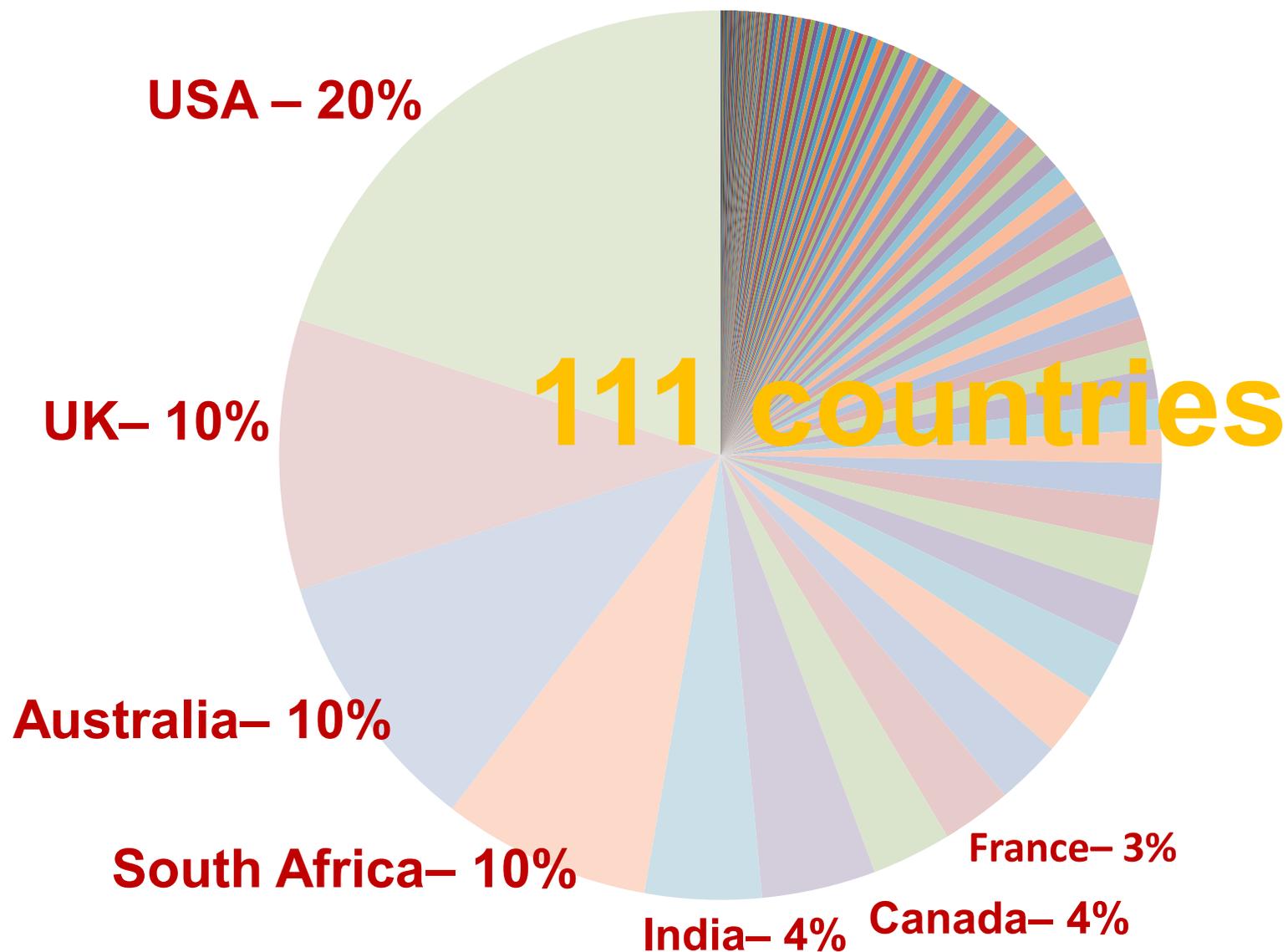
Survey Population

- 1823 responses from 111 countries.
- Largest Country representation in the survey
 - USA 20%
 - Australia 10%
 - U.K. 10%
 - South Africa 8%
 - India 4%
 - Canada 4%
 - France 3%



Survey Population

(based on 1823 responses)



Word of caution

- Some countries are over represented and others under represented relative to their population sizes
 - USA sample 366 population 314 million ratio **1:1,000,000**
 - Australia sample 176 population 22 million ratio **8:1,000,000**
 - U.K. sample 179 population 62 million ratio **3:1,000,000**
 - South Africa sample 139 population 50 million ratio **3:1,000,000**
 - India sample 78 population 1210 million ratio **.06:1,000,000**
 - Canada 76 population 34 million ratio **2:1,000,000**
 - France sample 53 population 65 million ratio **.84:1,000,000**
 - New Zealand 43 population 4.5 million ratio: **9.5:1,000,000**
 - UAE 30 population 8 million ratio: **3.75:1,000,000**



Word of caution

- Some Country samples are too small to be representative.
- Self selecting sample likely to more interested in risk management than the normal population.
- Likely to be over represented by people interested in ISO 31000.
- English speaking countries over represent 50% of sample.
- Risk Management departments over represented 41% of sample.



Participating Organizations Size

(based on 1823 responses)

	# responses	percent
 1-10	252	14%
 11-50	121	7%
 51-200	174	10%
 201-500	165	9%
 501-1000	183	10%
 1,001-5,000	356	20%
 5,001-10,000	163	9%
 10,000+	409	22%



Participation by Sector

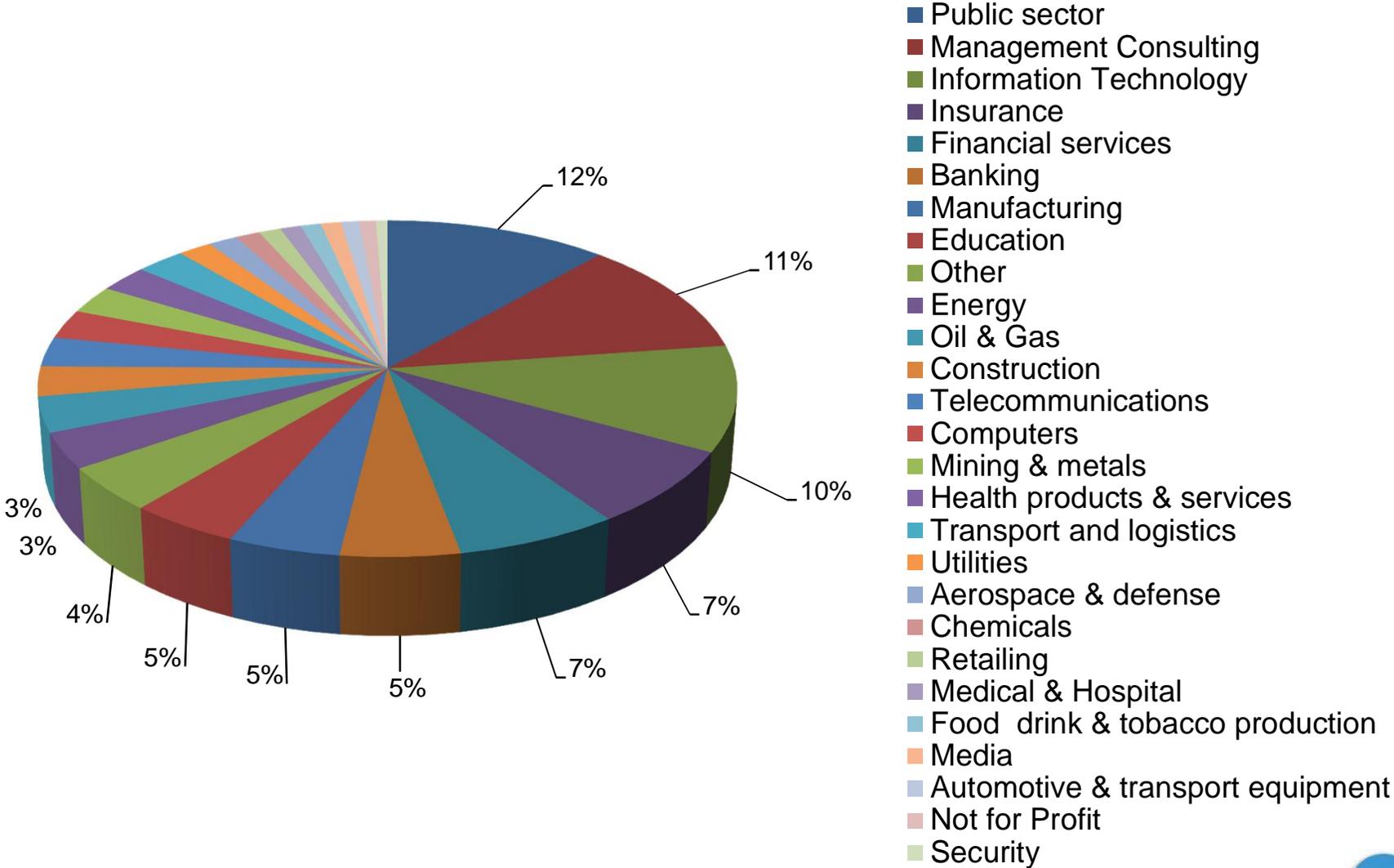
(based on 1823 responses)

- Public sector . 211
- Management Consulting . 204
- Information Technology . 185
- Insurance . 134
- Financial services . 123
- Banking . 90
- Manufacturing . 85
- Education . 83
- Other . 79
- Energy . 63
- Oil & Gas . 62
- Construction . 52
- Telecommunications . 52
- Computers . 51
- Mining & metals . 49
- Health products & services - 47
- Transport and logistics . 47
- Utilities . 32
- Aerospace & defense . 28
- Chemicals . 23
- Retailing . 21
- Medical & Hospital . 20
- Food drink & tobacco production . 19
- Media . 19
- Automotive & transport equipment . 17
- Not for Profit . 16
- Security . 11



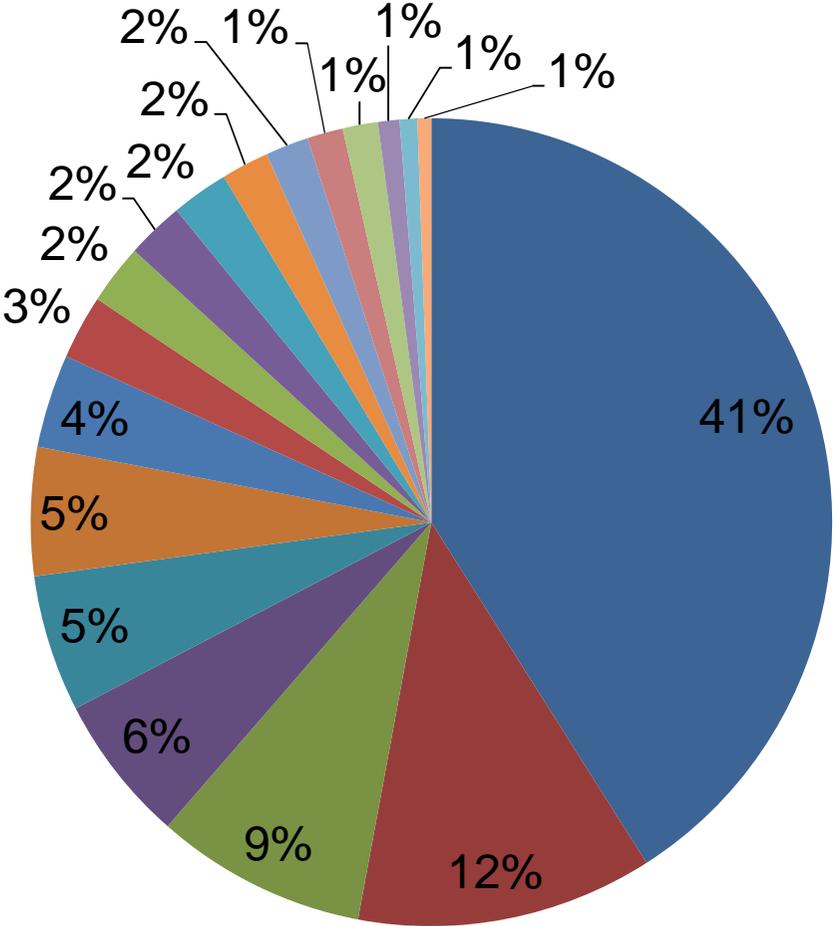
Participation by Sector

(based on 1823 responses)



Participation by Department Type

(based on 1823 responses)

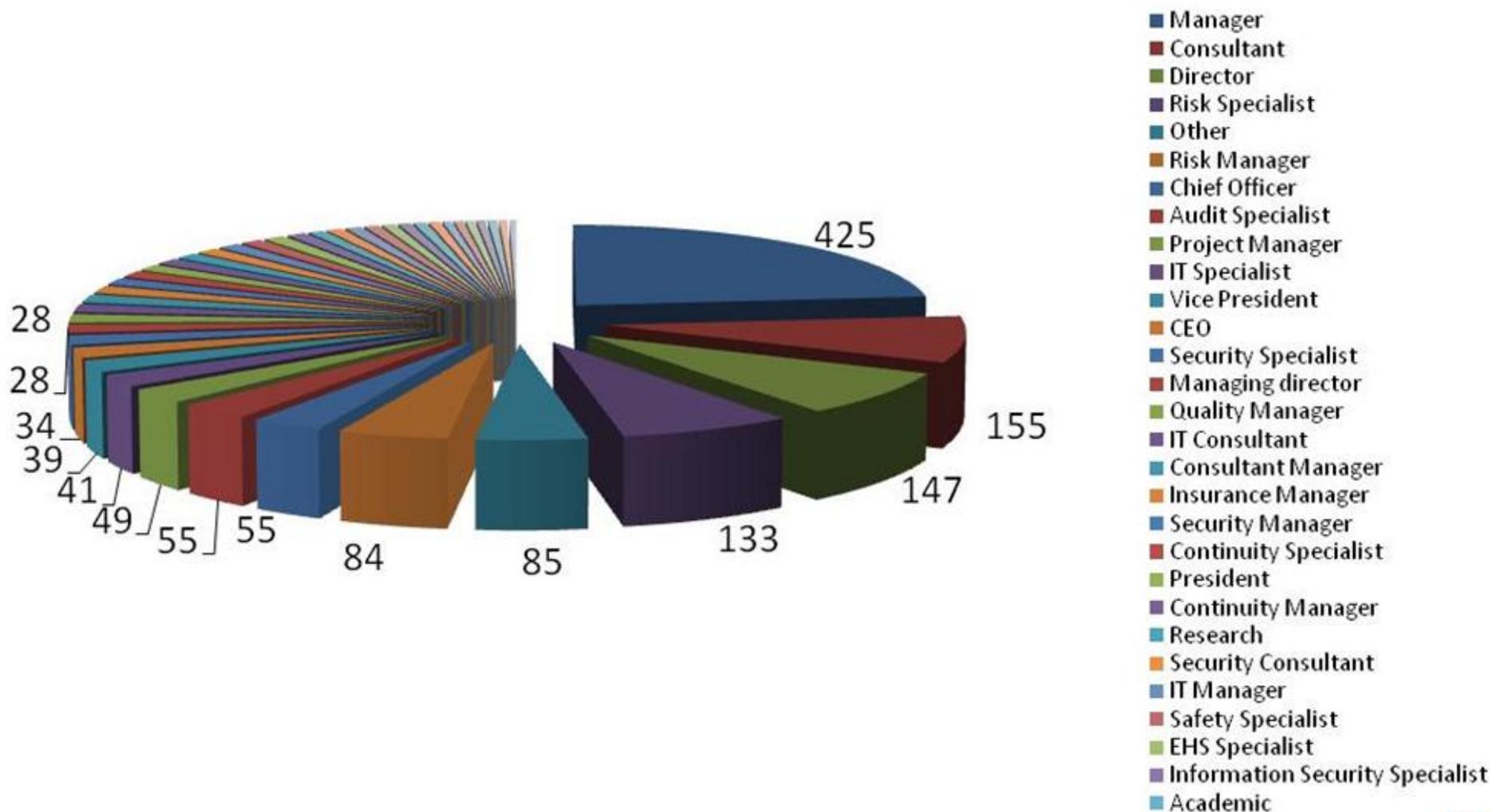


- Risk Management
- Information Technology
- Audit
- Occupational Health & Safety
- Operations
- Other
- Accounting/Finance
- Business development
- Services
- Facility management/Security
- Administration
- Insurance
- Consulting
- Legal
- Sales & marketing
- Quality
- Product development
- Project Management



Participation by Job Type

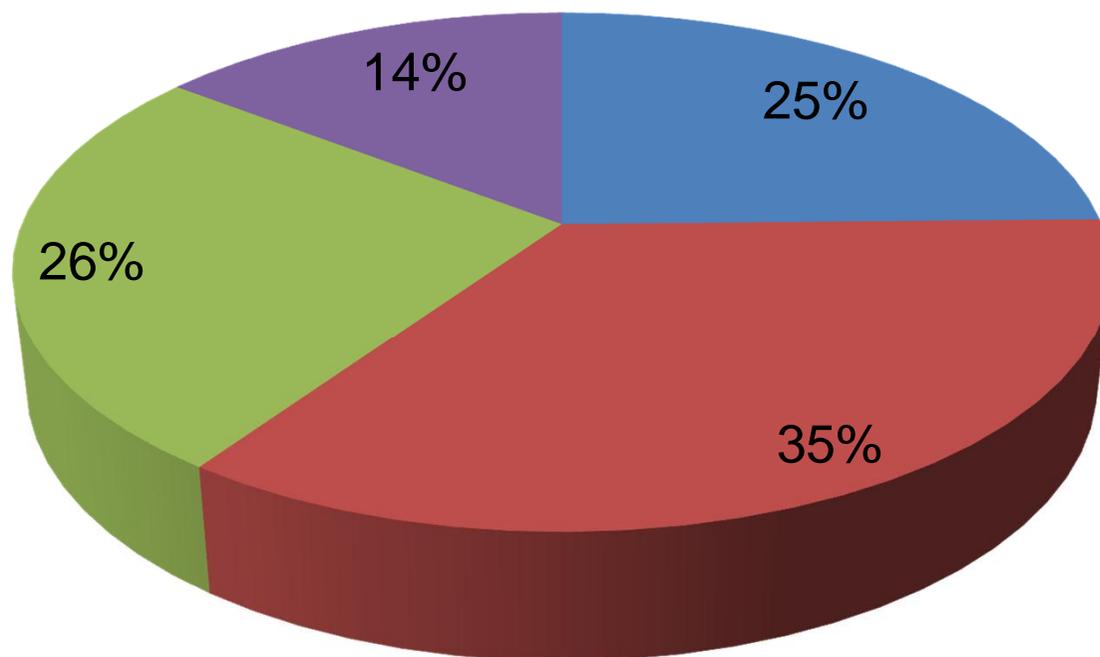
(based on 1823 responses)



What is your level of awareness about ISO 31000 ?

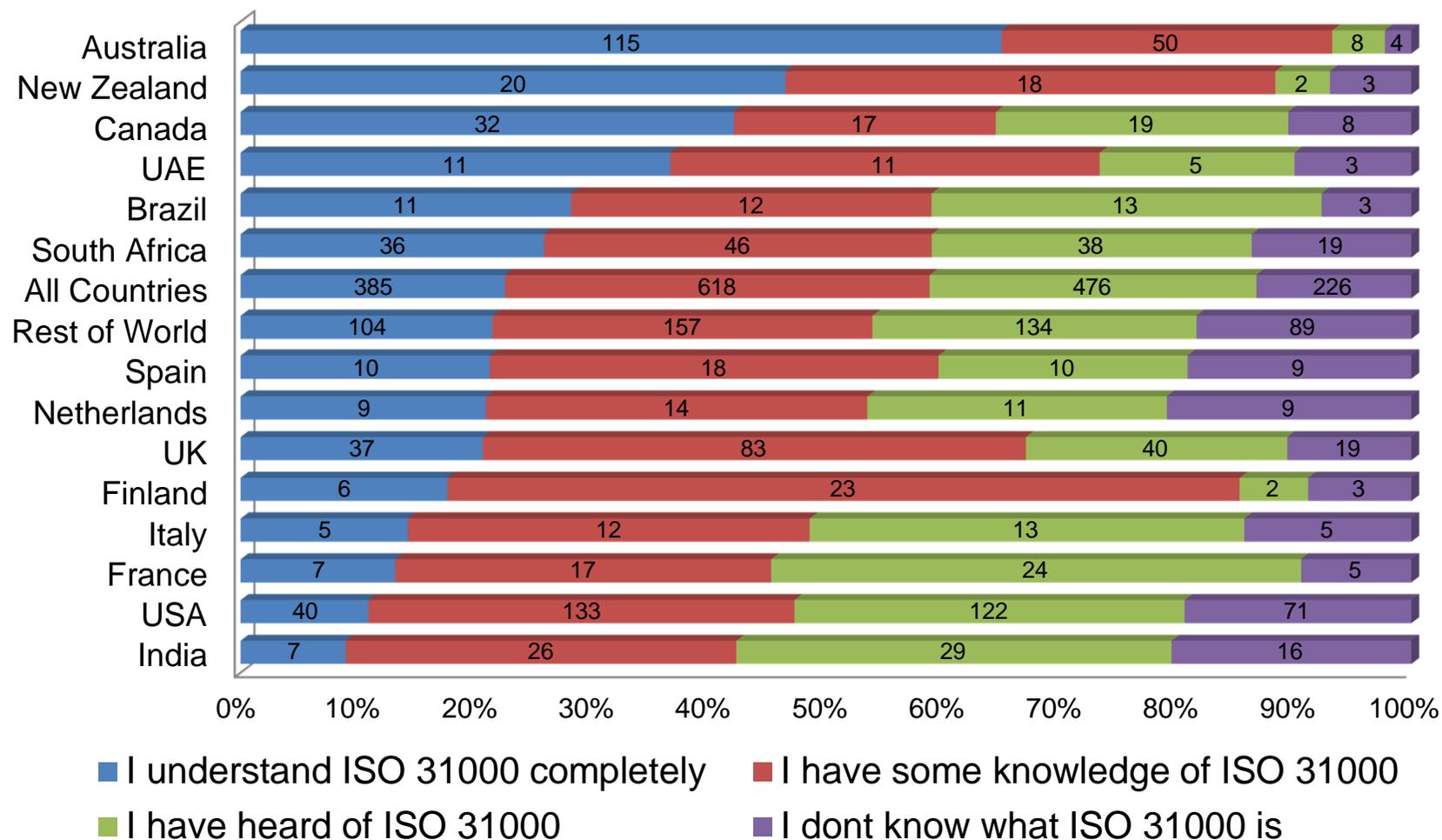
(based on 1823 responses)

- I understand ISO 31000 completely
- I have some knowledge of ISO 31000
- I have heard of ISO 31000
- I dont know what ISO 31000 is



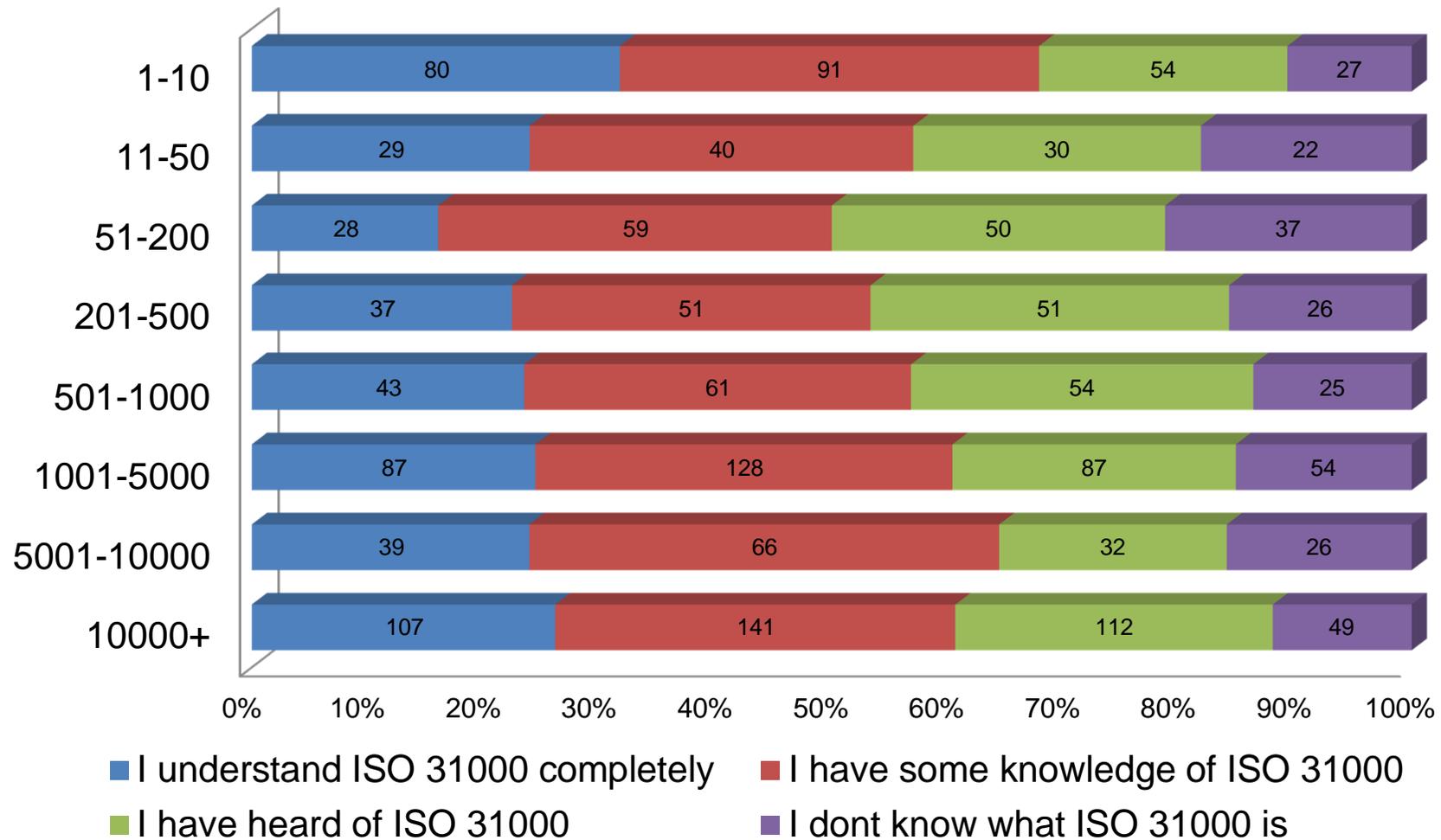
What is your level of awareness about ISO 31000 ? by Country

(based on 1823 responses)



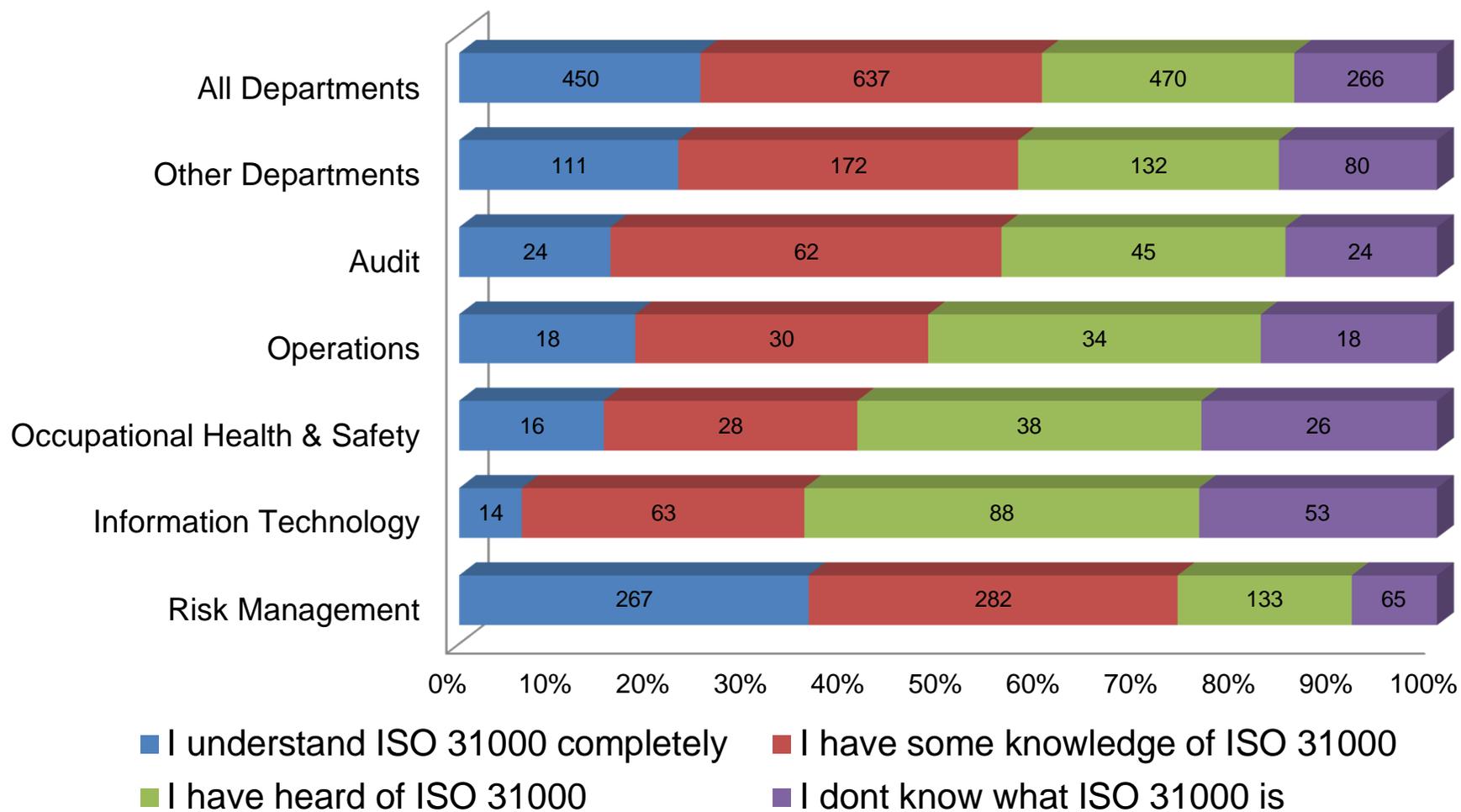
What is your level of awareness about ISO 31000 ? by Organization Size

(based on 1823 responses)



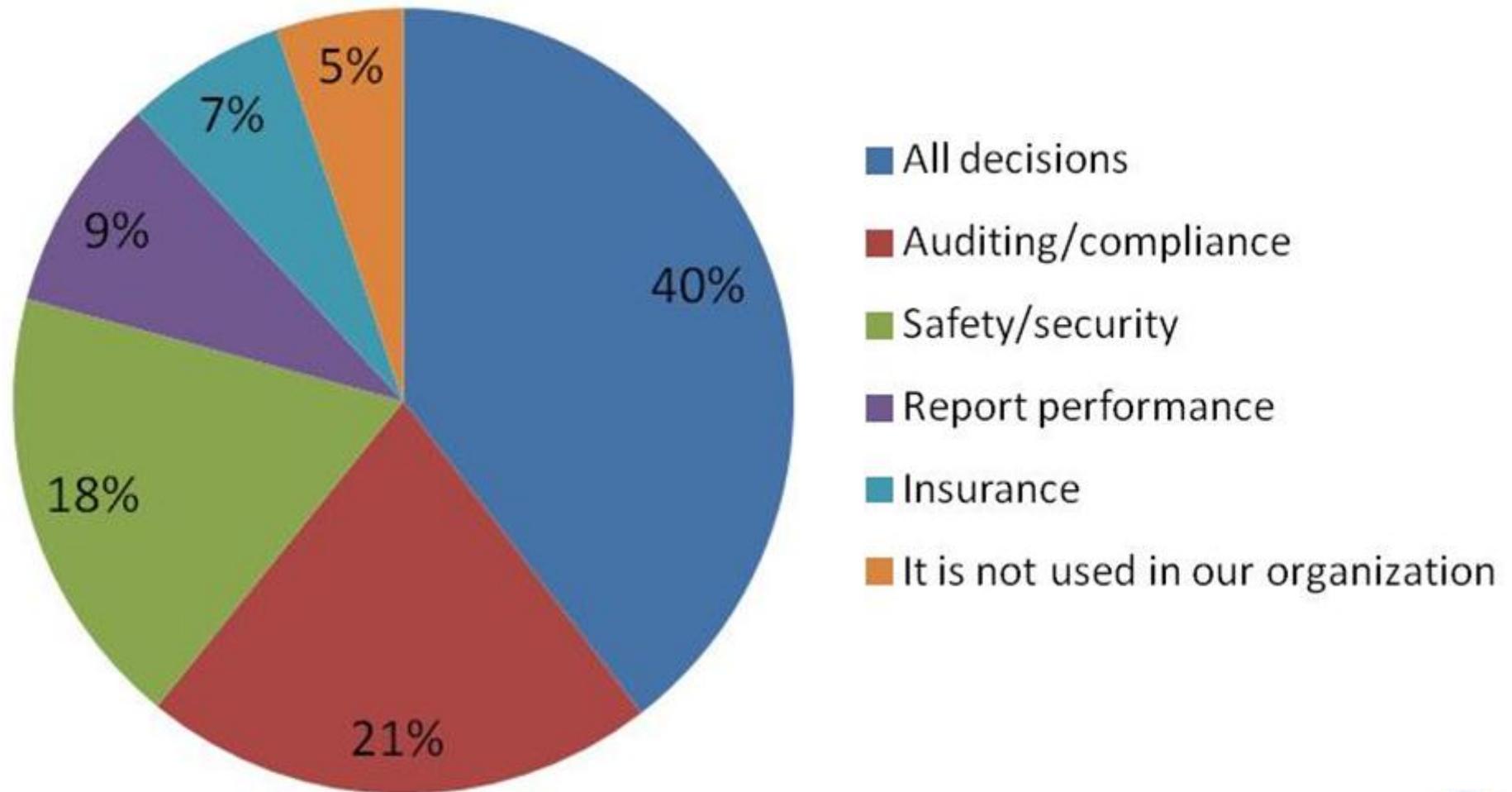
What is your level of awareness about ISO 31000 ? by Department

(based on 1823 responses)



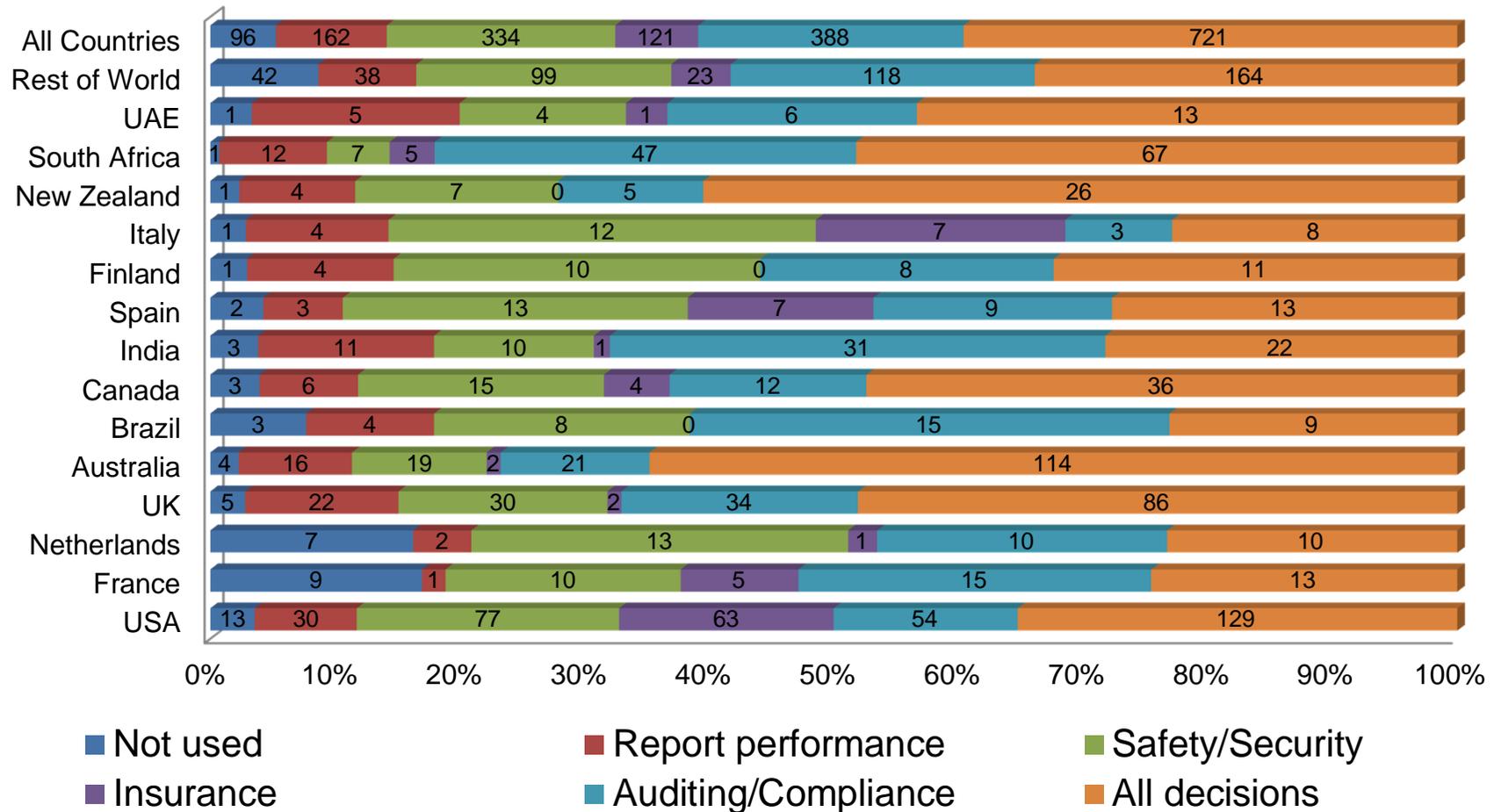
How is risk management mainly used within your organization?

(based on 1726 responses)



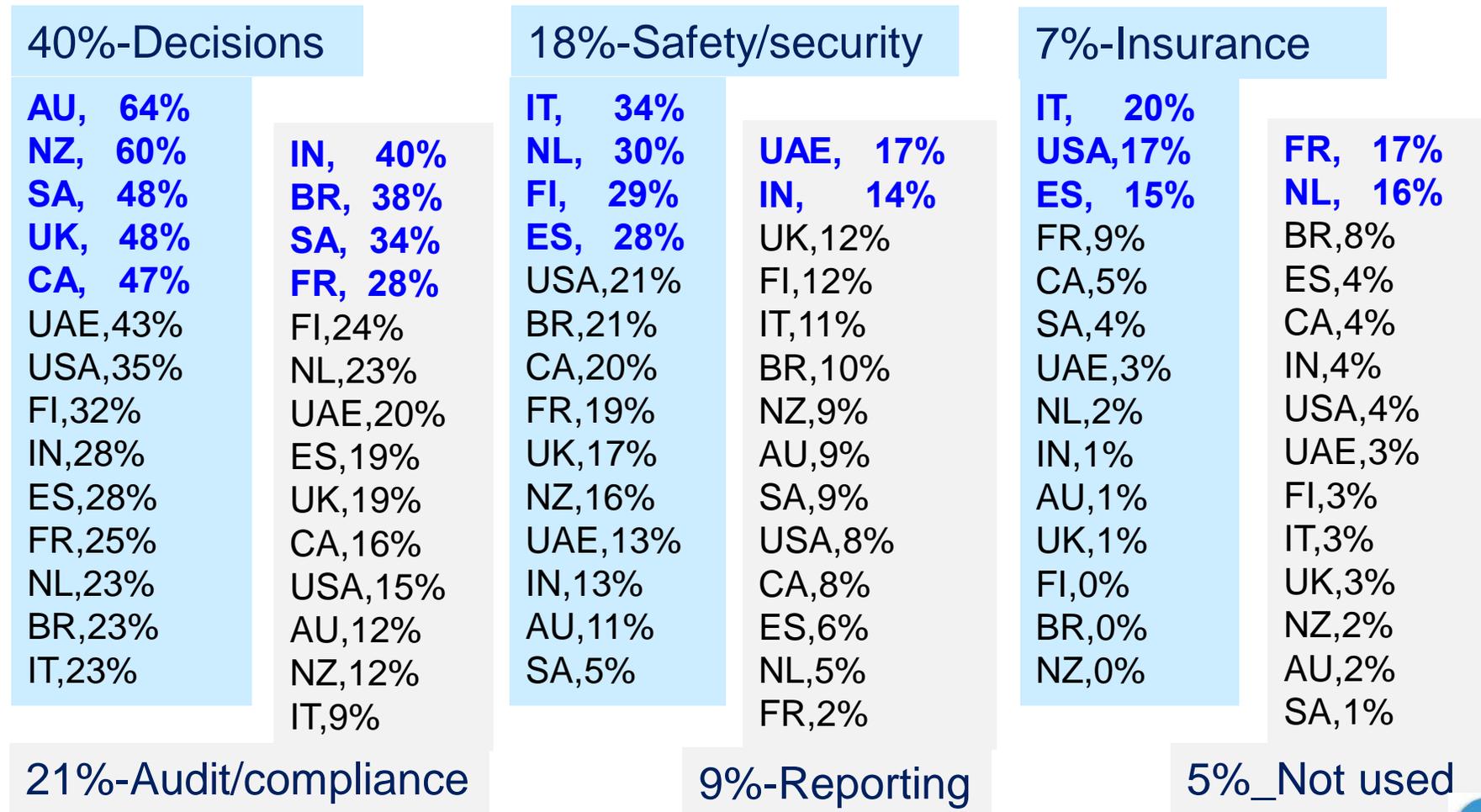
How is risk management mainly used within your organization? by Country

(based on 1726 responses)



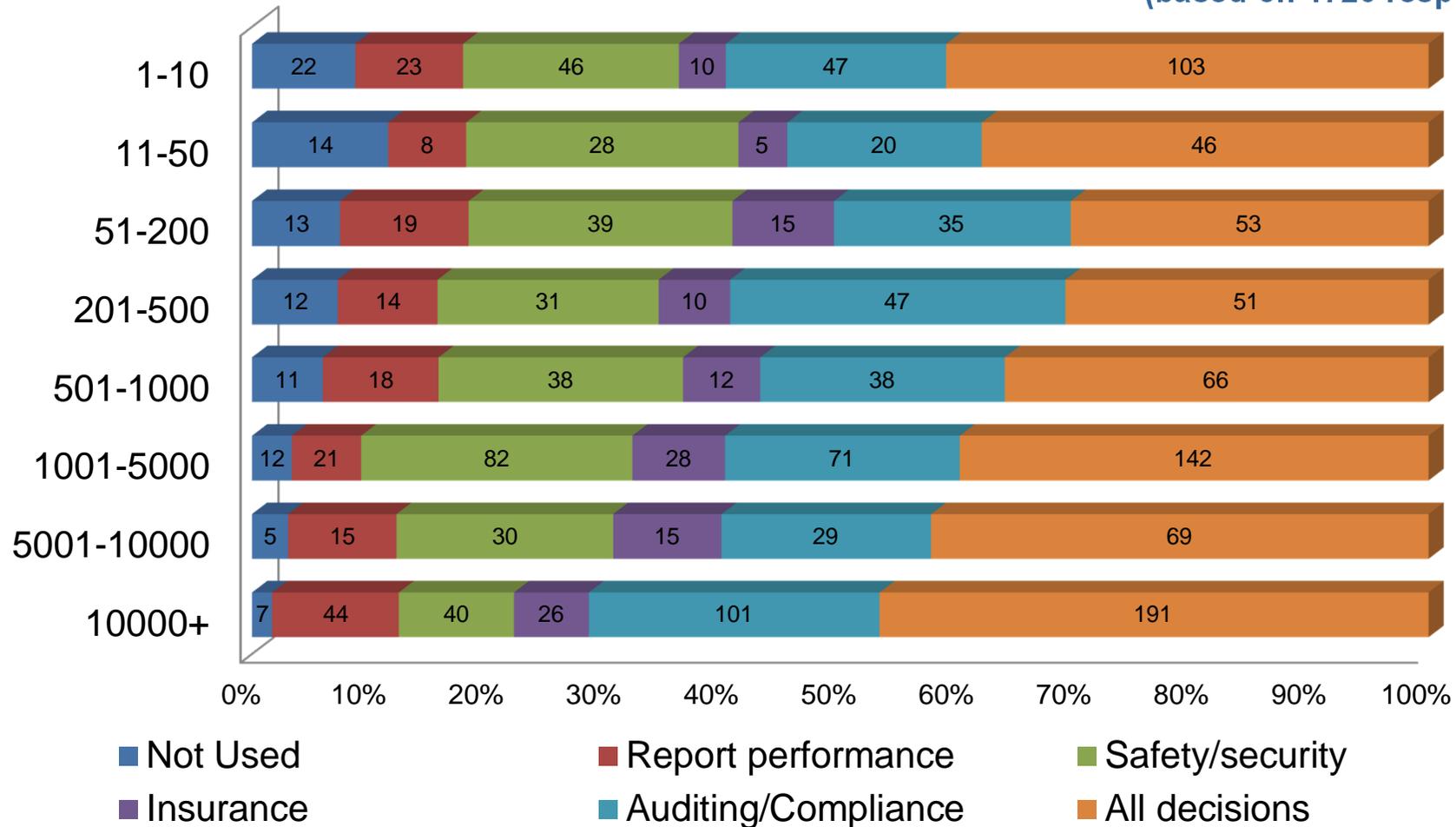
How is risk management mainly used within your organization? by Country

(based on 1726 responses)



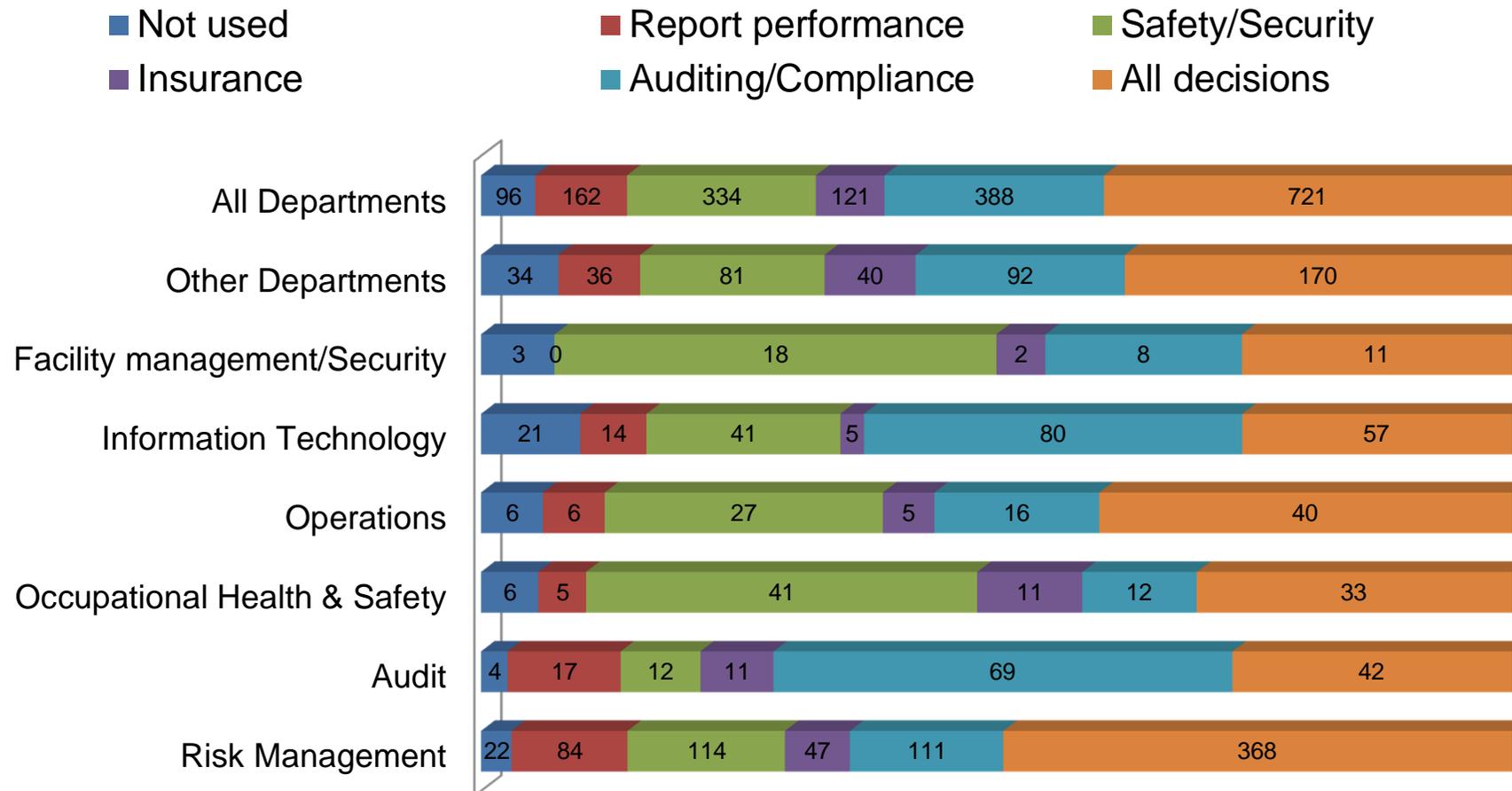
How is risk management mainly used within your organization? by Organization Size

(based on 1726 responses)



How is risk management mainly used within your organization? by Department

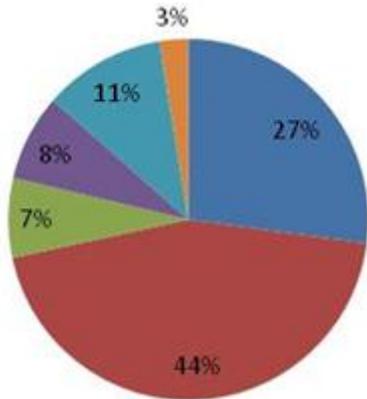
(based on 1726 responses)



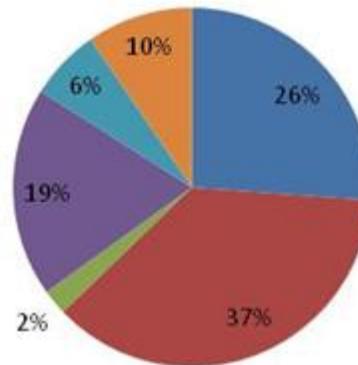
How is risk management mainly used within your organization? by Department

(based on 1726 responses)

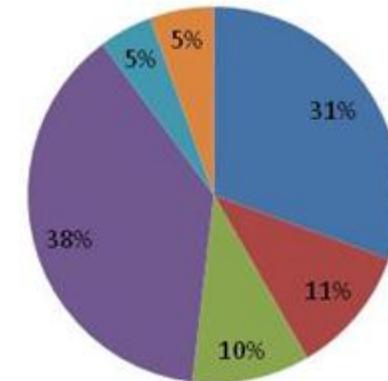
Audit



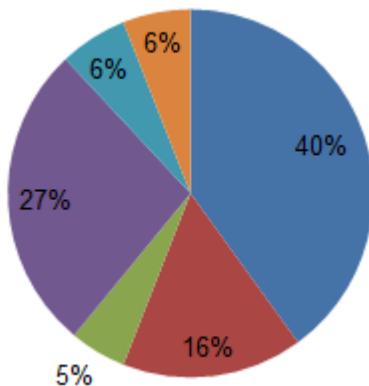
Information Technology



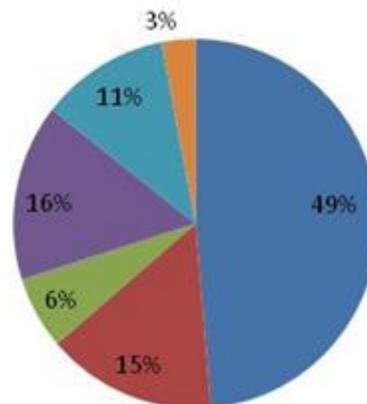
Health and Safety



Operations



Risk Management

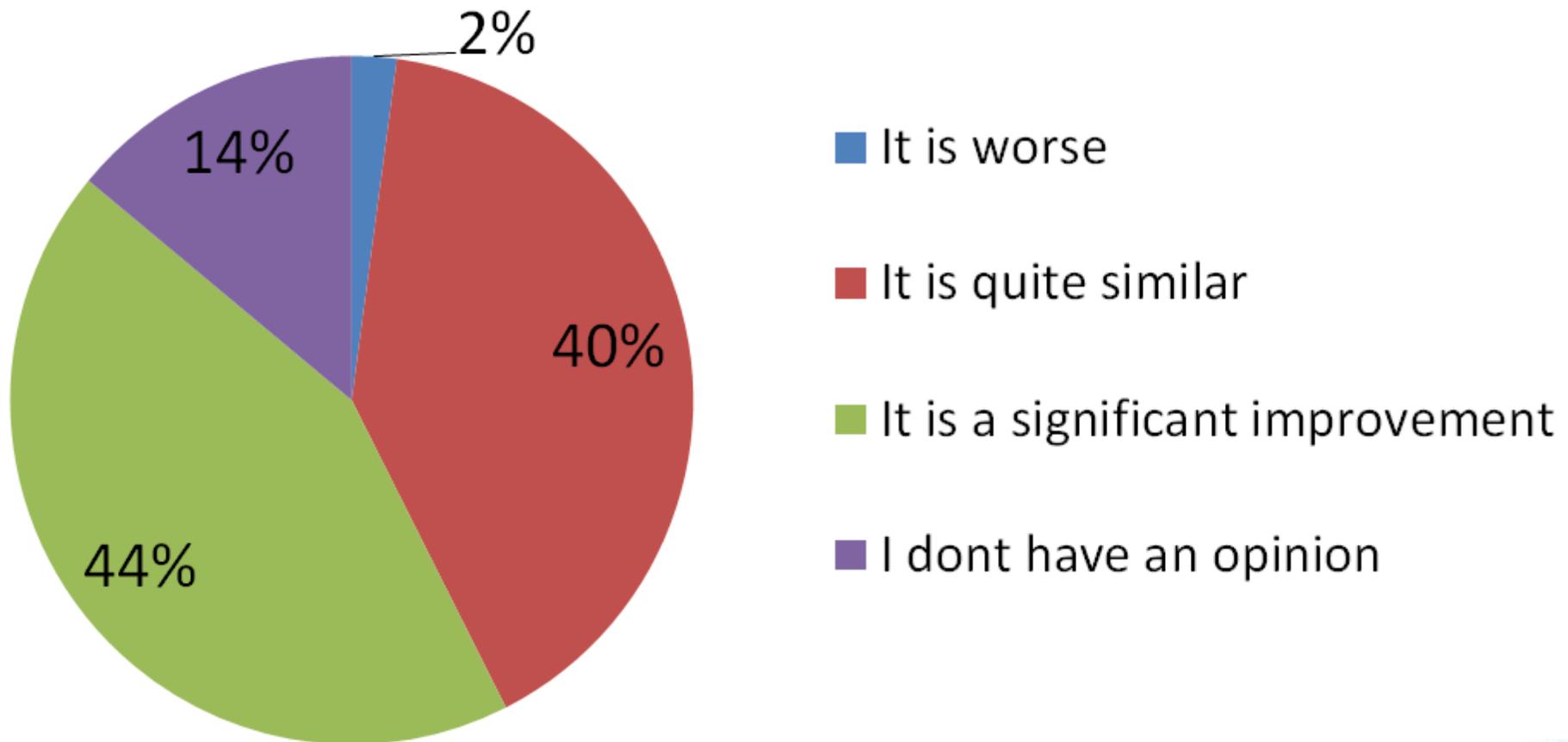


- All Decisions
- Auditing/Compliance
- Safety/Security
- Report Performance
- Insurance
- Not Used



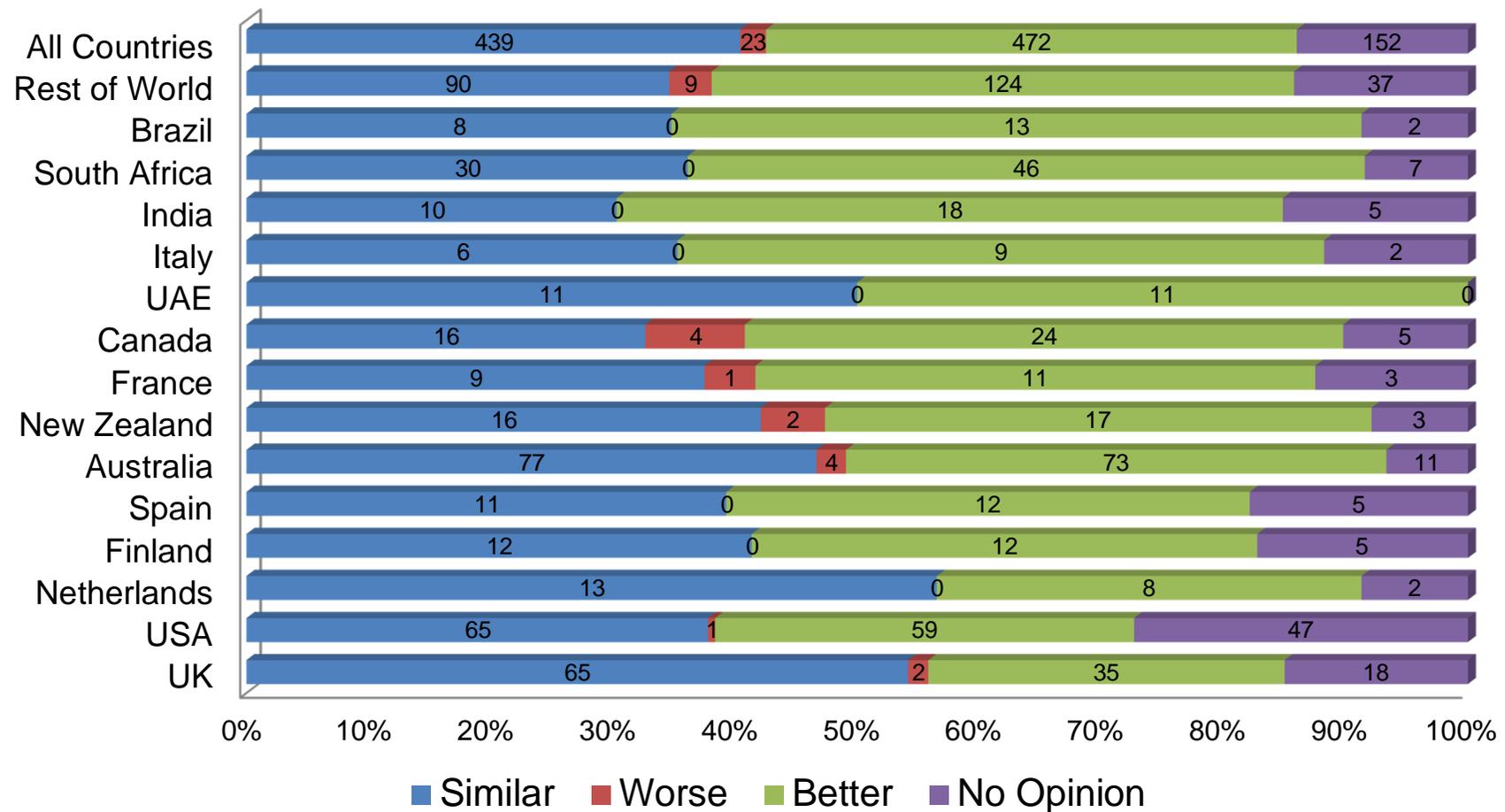
How would you compare ISO 31000: Risk Management – Principles and Guidelines (2009) to other risk management references, guidelines and standards?

(based on 1086 responses)



How would you compare ISO 31000: Risk Management – Principles and Guidelines (2009) to other risk management references, guidelines and standards? By Country

(based on 1086 responses)



How would you compare ISO 31000: Risk Management – Principles and Guidelines (2009) to other risk management references, guidelines and standards? By Country

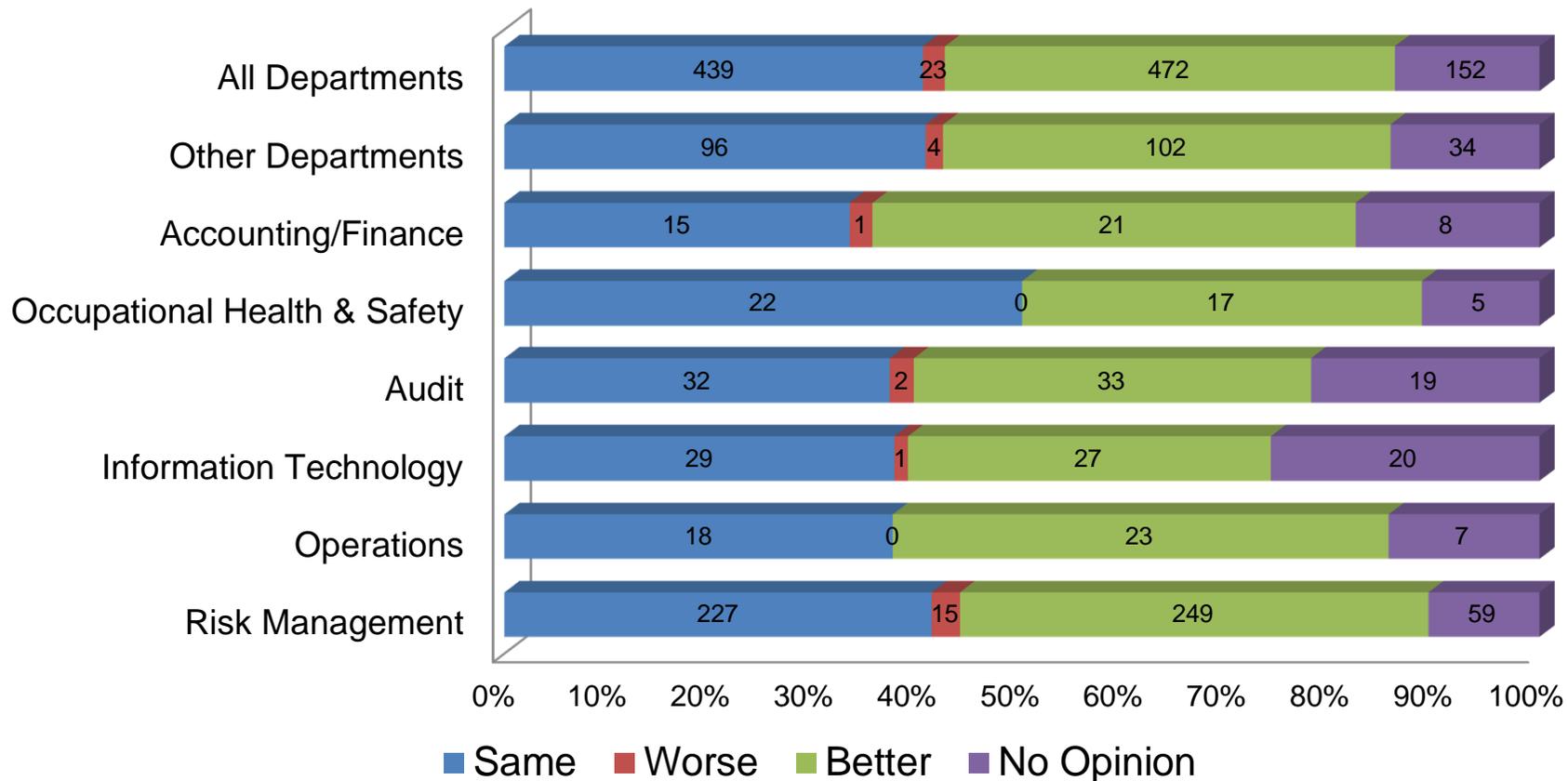
<u>Better</u>	<u>Same</u>	<u>No Opinion</u>	<u>Worse</u>
BR, 57%	NL, 57%	USA, 27%	NZ, 9%
SA, 55%	UK, 54%	ES, 18%	CA, 8%
IN, 55%	UAE, 50%	FI, 17%	FR, 4%
IT, 53%	AU, 47%	IN, 15%	AU, 2%
UAE, 50%	NZ, 42%	UK, 15%	UK, 2%
CA, 49%	FI, 41%	FR, 13%	USA, 1%
FR, 46%	ES, 39%	IT, 12%	BR, 0%
NZ, 45%	USA, 38%	CA, 10%	FI, 0%
AU, 44%	FR, 38%	BR, 9%	IN, 0%
ES, 43%	SA, 36%	NL, 9%	IT, 0%
FI, 41%	IT, 35%	SA, 8%	NL, 0%
NL, 35%	BR, 35%	NZ, 8%	SA, 0%
USA, 34%	CA, 33%	AU, 7%	ES, 0%
UK, 29%	IN, 30%	UAE, 0%	UAE, 0%

(based on 1086 responses)



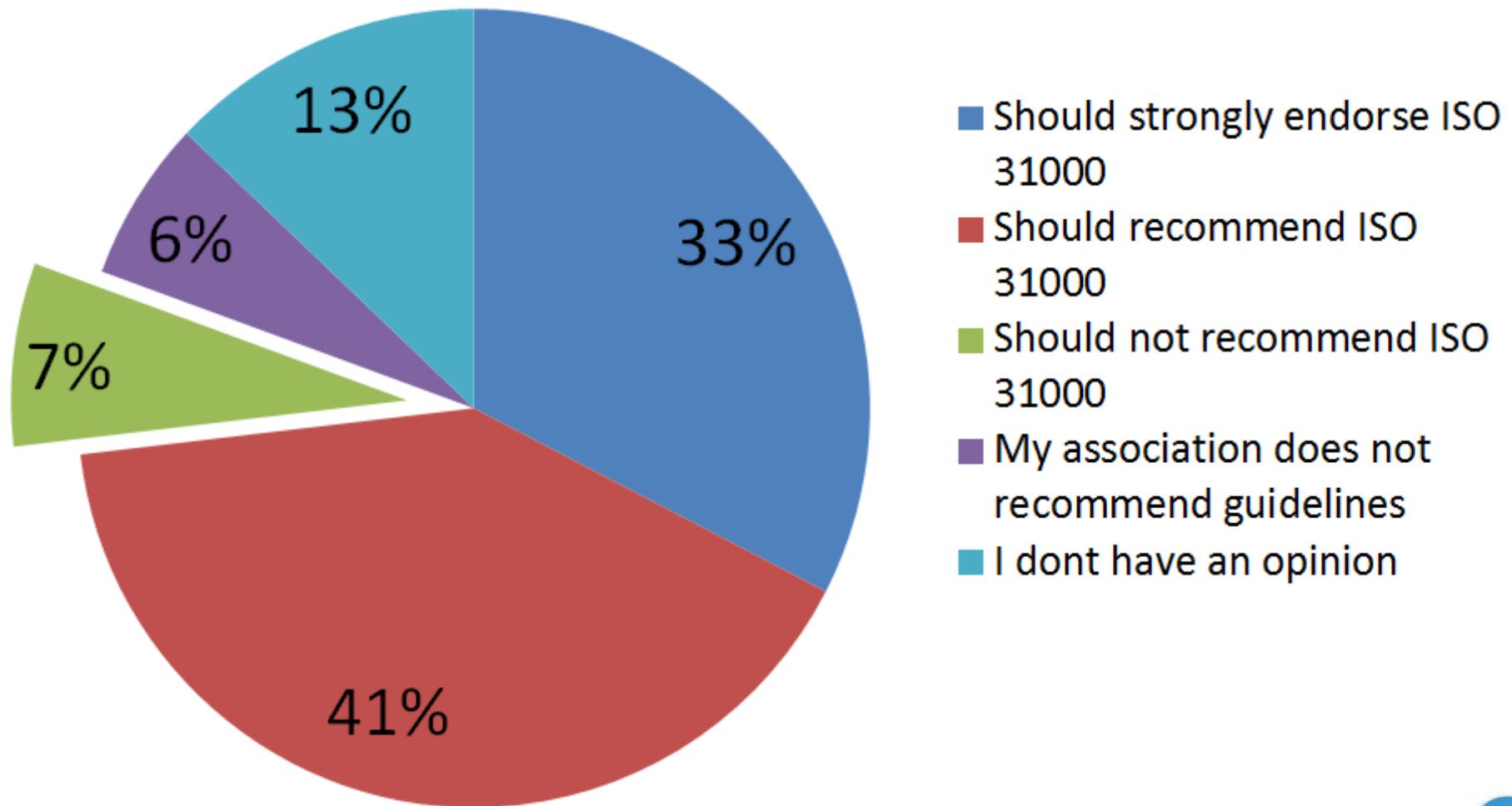
How would you compare ISO 31000: Risk Management – Principles and Guidelines (2009) to other risk management references, guidelines and standards? By Department

(based on 1086 responses)



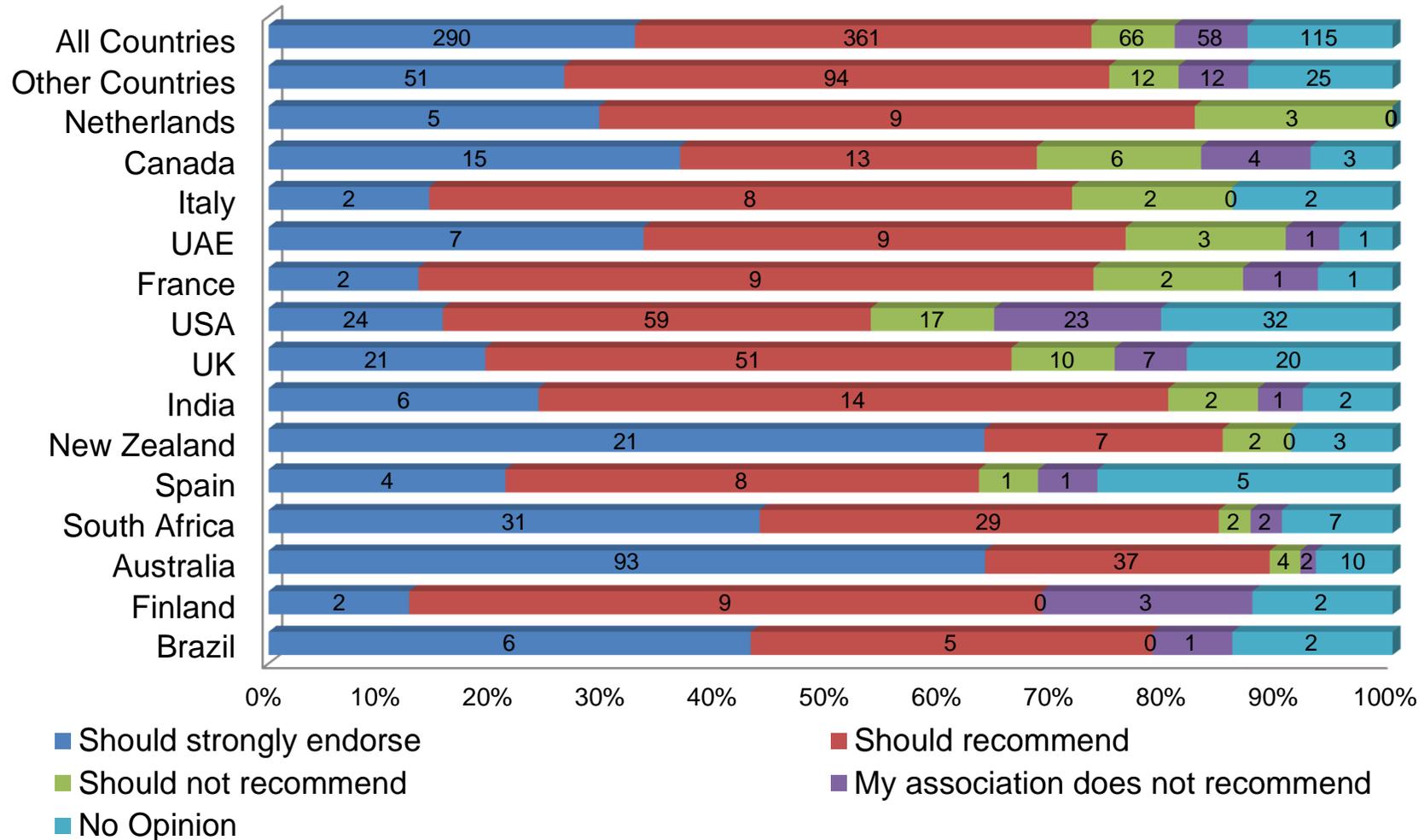
Do you think that the associations you are a member of, should officially recommend that their members use ISO31000?

(based on 890 responses)



Do you think that the associations you are a member of, should officially recommend that their members use ISO31000? By Country

(based on 890 responses)



Which of the following definitions of risk best reflects your understanding of the word Risk?

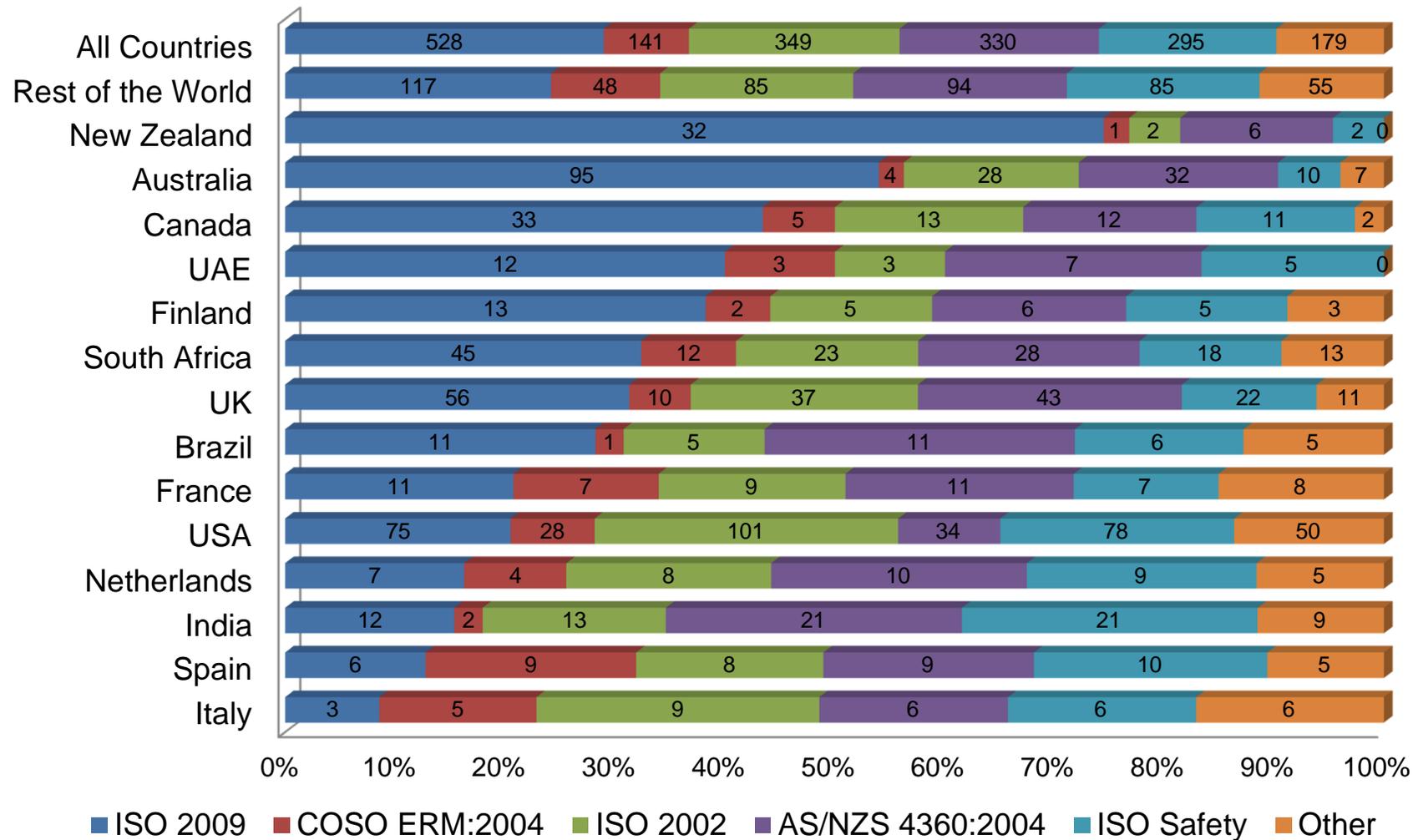
Effect of uncertainty on objectives	528	29%	ISO Guide 73:2009
Combination of the probability of an event and its consequences	349	19%	ISO Guide 73:2002
Combination of the probability of occurrence of harm and the severity of that harm	295	16%	ISO Guide 51:1999 (safety)
Chance of something happening that will have an impact on objectives	320	18%	AS/NZ 4360:2004
Event that would have a negative impact on the organization	141	8%	COSO ERM:2004
Exposure to the chance of injury or loss	69	4%	Webster
Hazard or chance of loss	35	2%	Webster
Opportunity to make a profit or increase revenue	27	1%	
Amount of money that the organisation company may lose	15	1%	
None of the above	33	2%	

(based on 1822 responses)



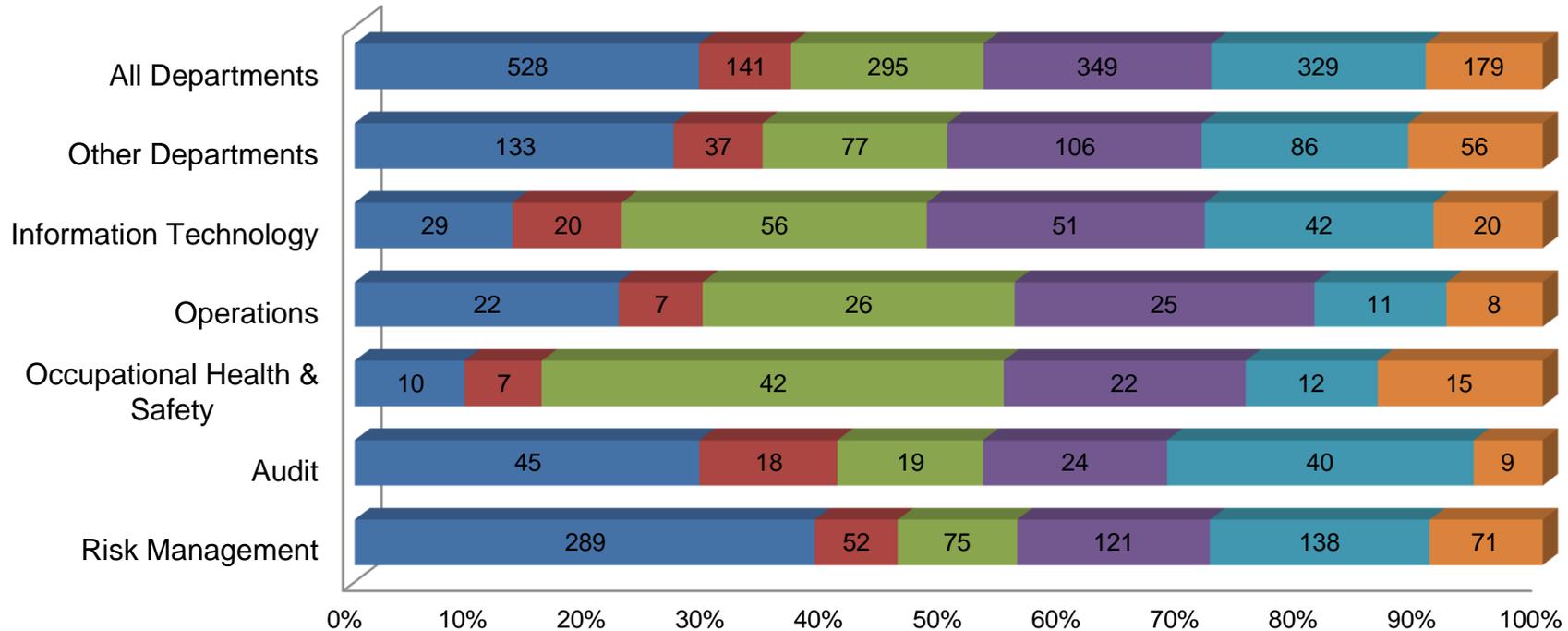
Which of the following definitions of risk best reflects your understanding of the word? By Country

(based on 1822 responses)



Which of the following definitions of risk best reflects your understanding of the word ? By Department

(based on 1821 responses)

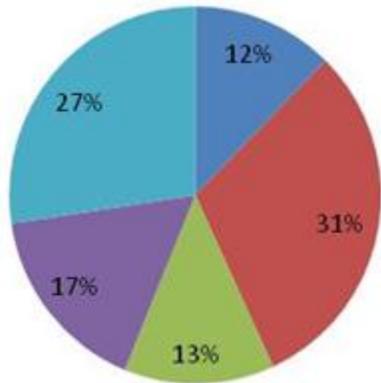


- Effect of uncertainty on objectives
- Event that would have a negative impact on the organization
- Combination of the probability of occurrence of harm and the severity of that harm
- Combination of the probability of an event and its consequences
- Chance of something happening that will have an impact on objectives
- Other Definition



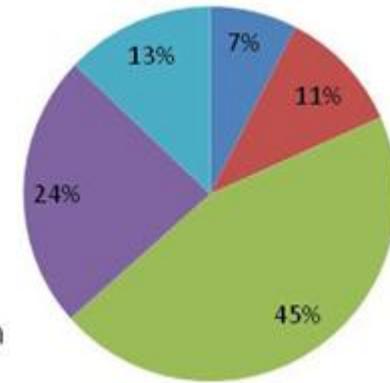
Which of the following definitions of risk best reflects your understanding of the word ? By Department

Audit

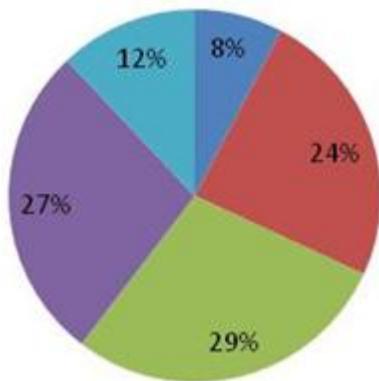


- Event that would have a negative impact on the organization
- Effect of uncertainty on objectives
- Combination of the probability of occurrence of harm and the severity of that harm
- Combination of the probability of an event and its consequences
- Chance of something happening that will have an impact on objectives

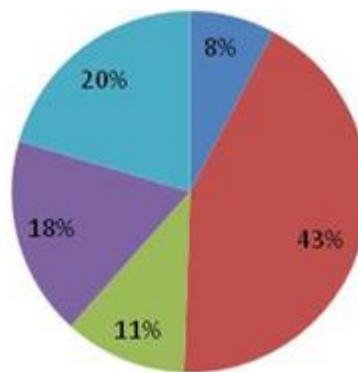
Health and Safety



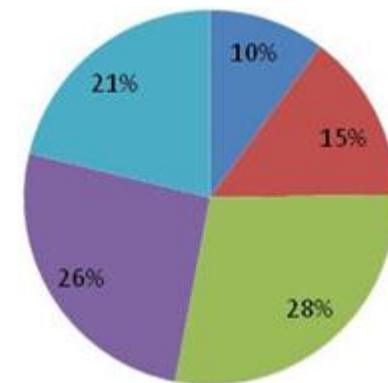
Operations



Risk Management



Information Technology

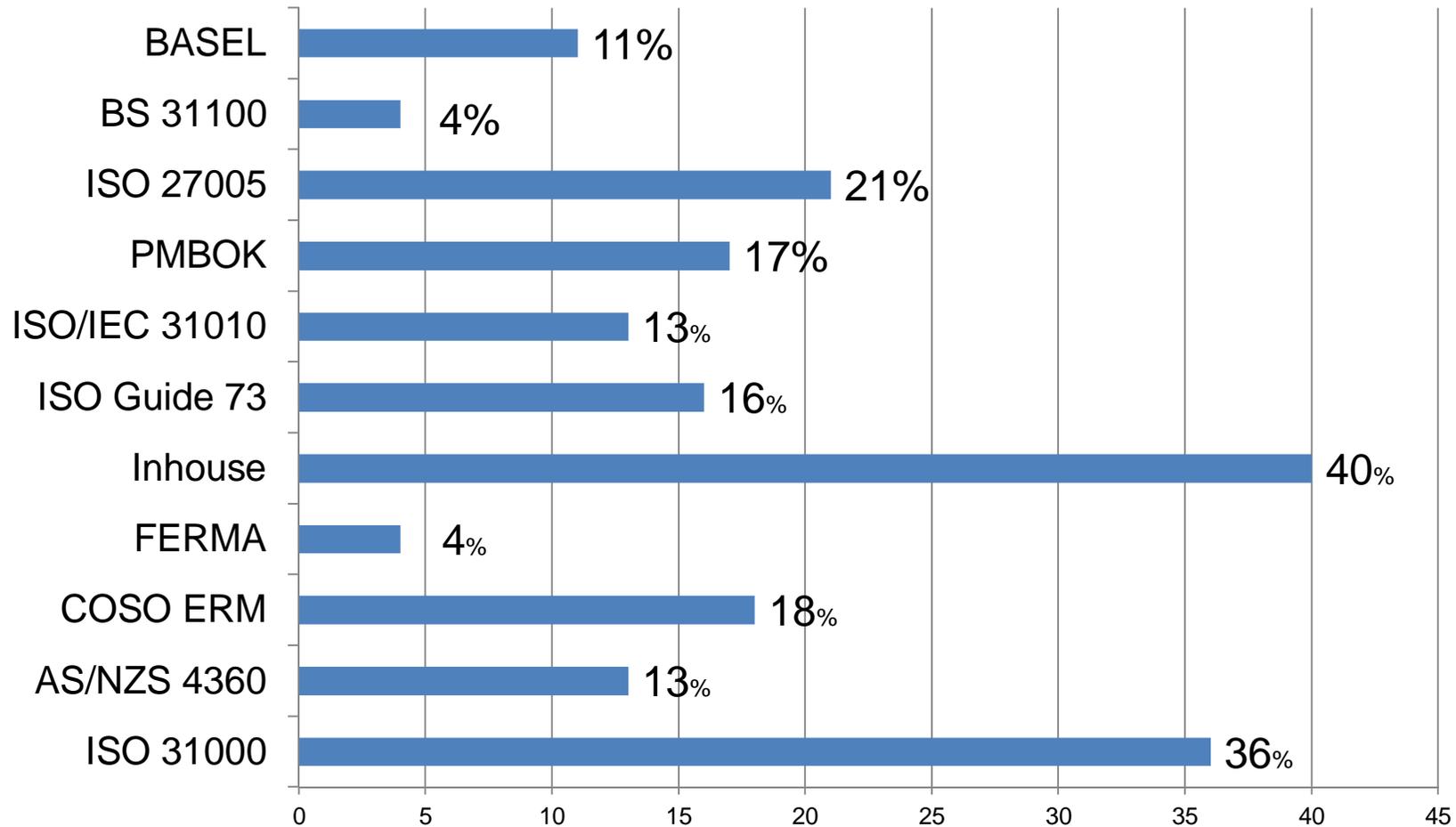


(based on 1821 responses)



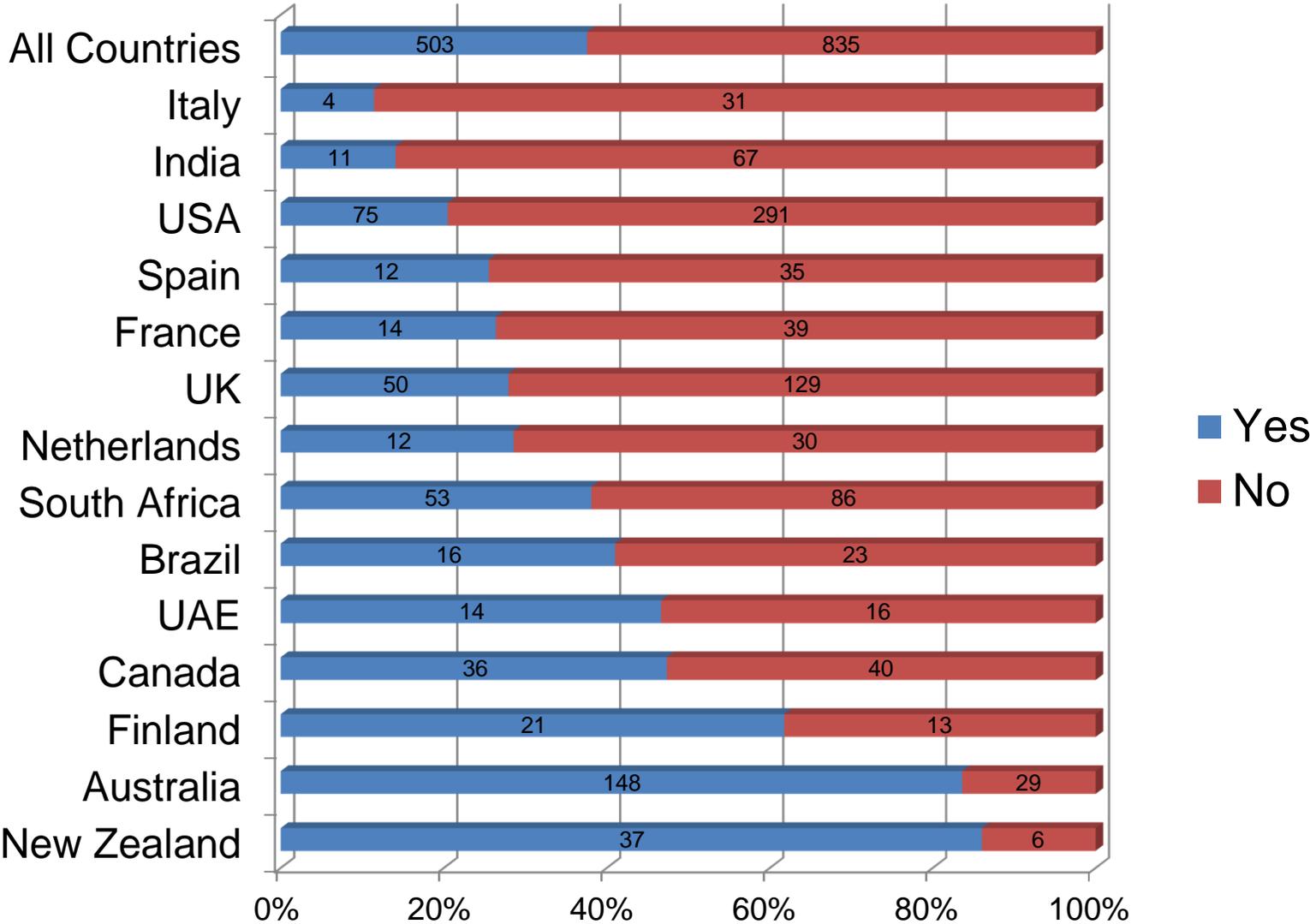
Which of the following standards/guidelines are used in your organization? *(multiple selections allowed)*

(based on 1338 responses)



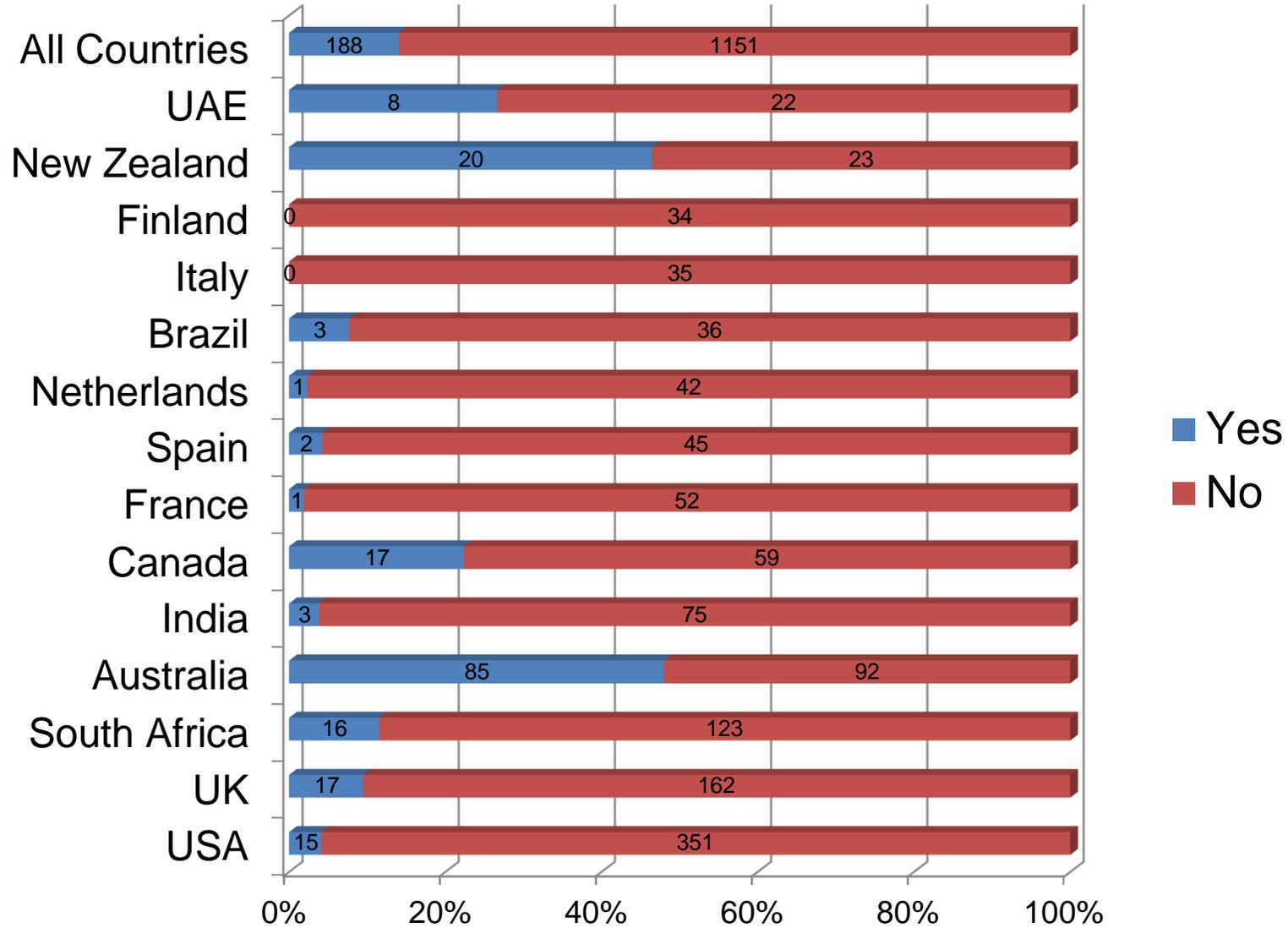
Usage of ISO 31000 by Country

(based on 1338 responses)



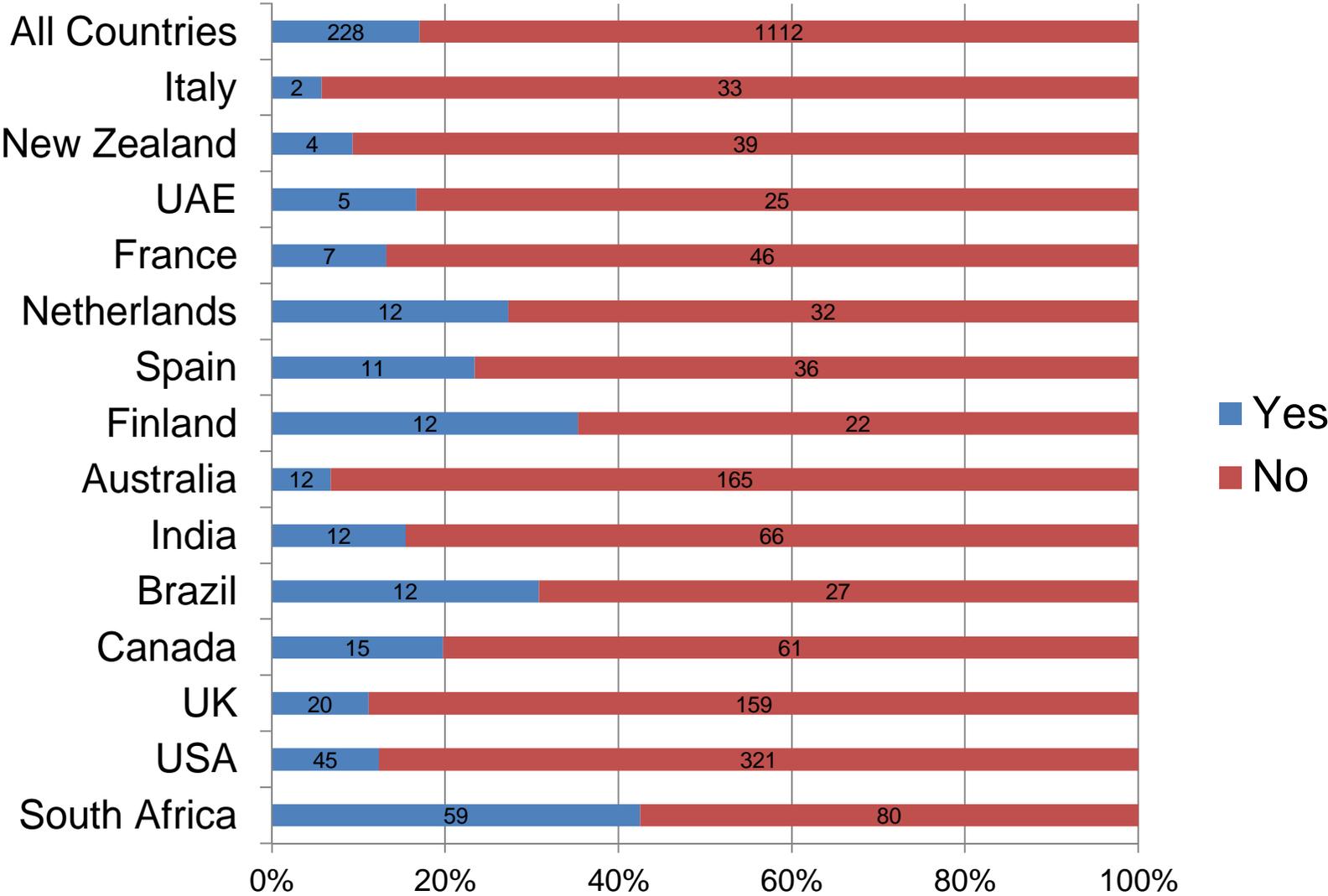
Usage of AS/NZS 4360 by Country

(based on 1338 responses)



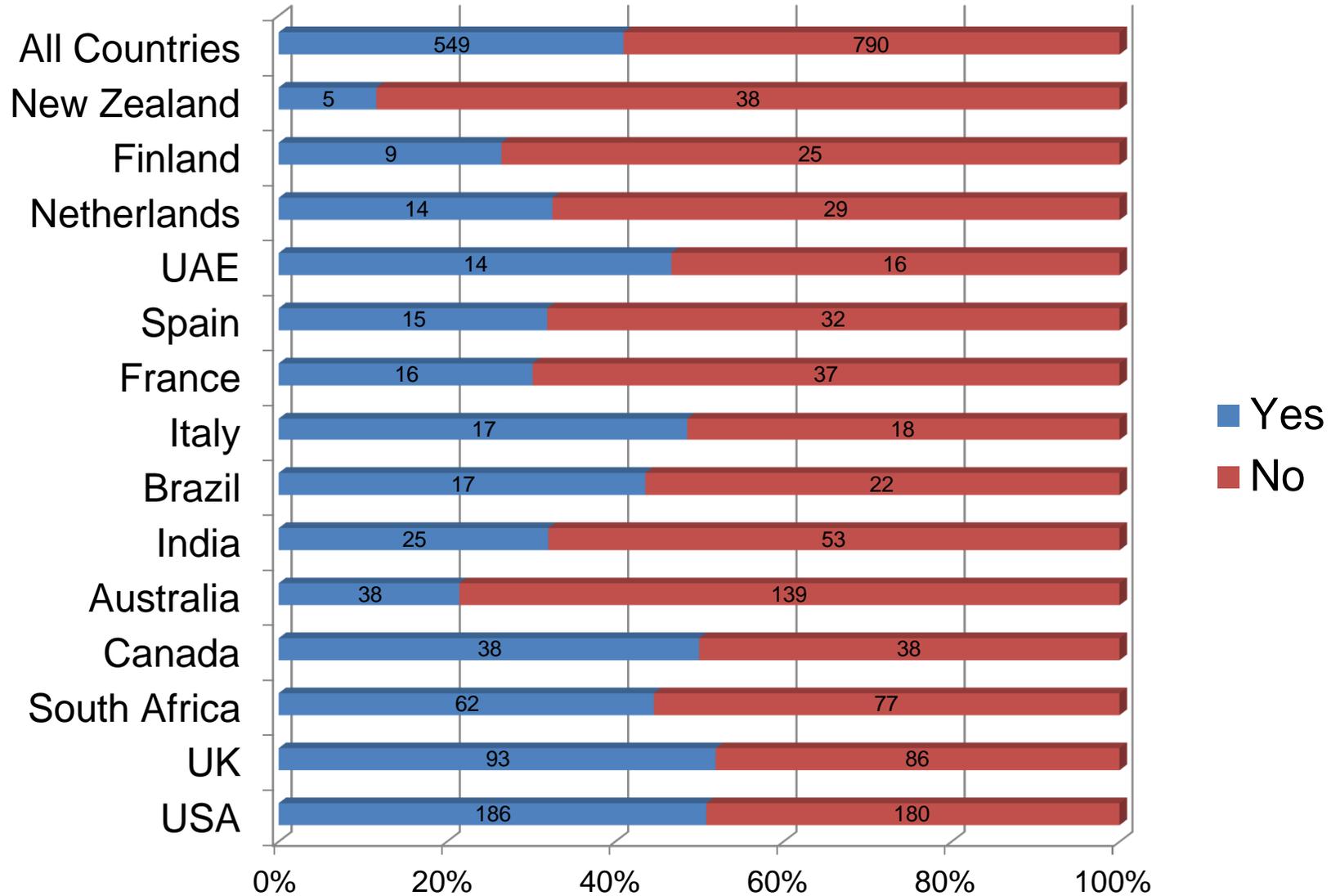
Usage of COSO ERM by Country

(based on 1338 responses)



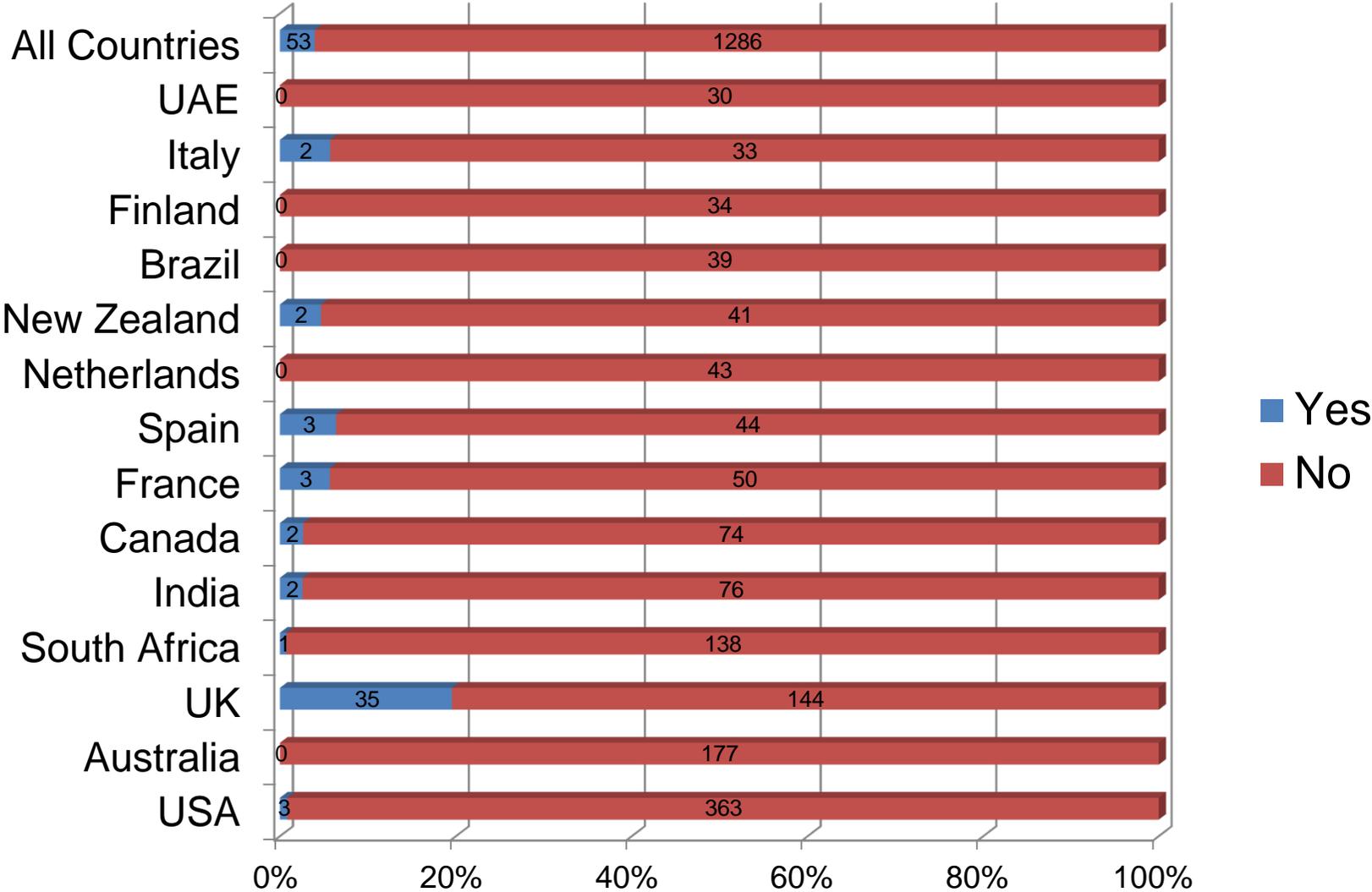
Usage of Self Developed by Country

(based on 1338 responses)



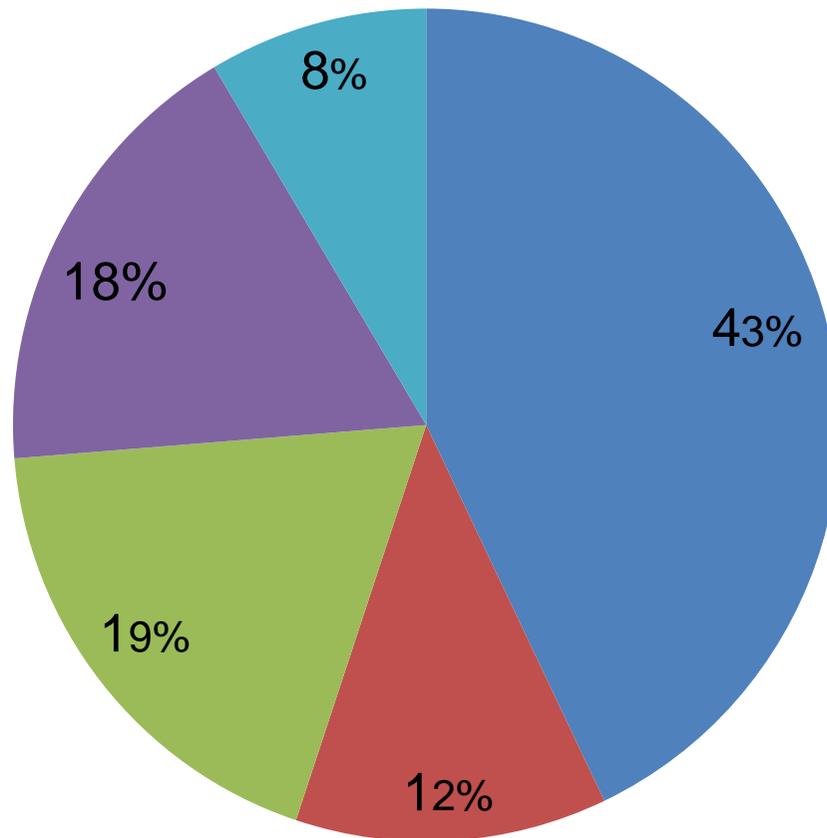
Usage of IRM/FERMA/AIRMIC standard by Country

(based on 1338 responses)



Certification ISO 31000 of your Organization ?

(based on 1338 responses)

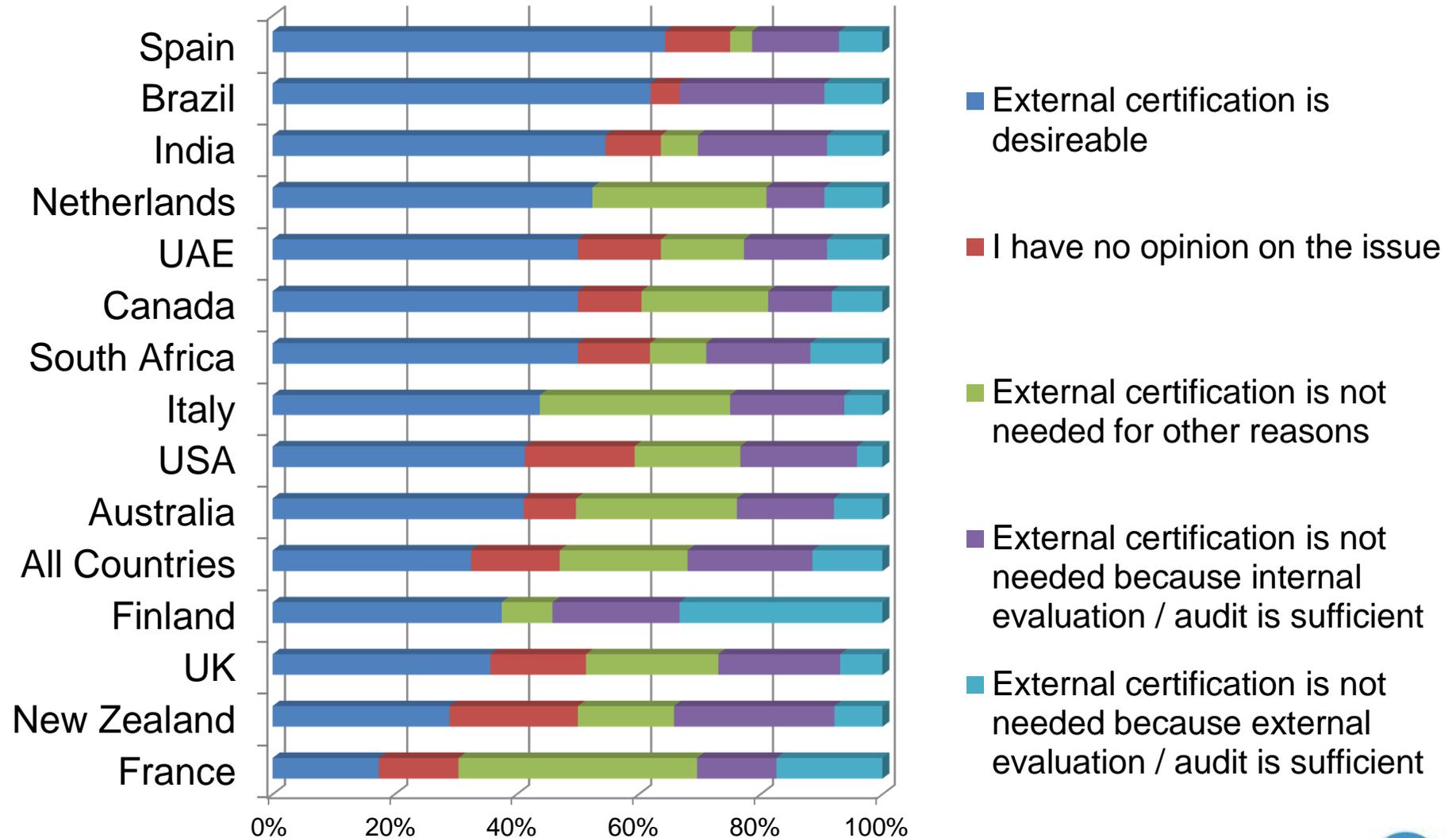


- External certification is desirable
- I have no opinion on the issue
- External certification is not needed for other reasons
- External certification is not needed because internal evaluation / audit is sufficient
- External certification is not needed because external evaluation / audit is sufficient



Certification ISO 31000 of your Organization ? by Country

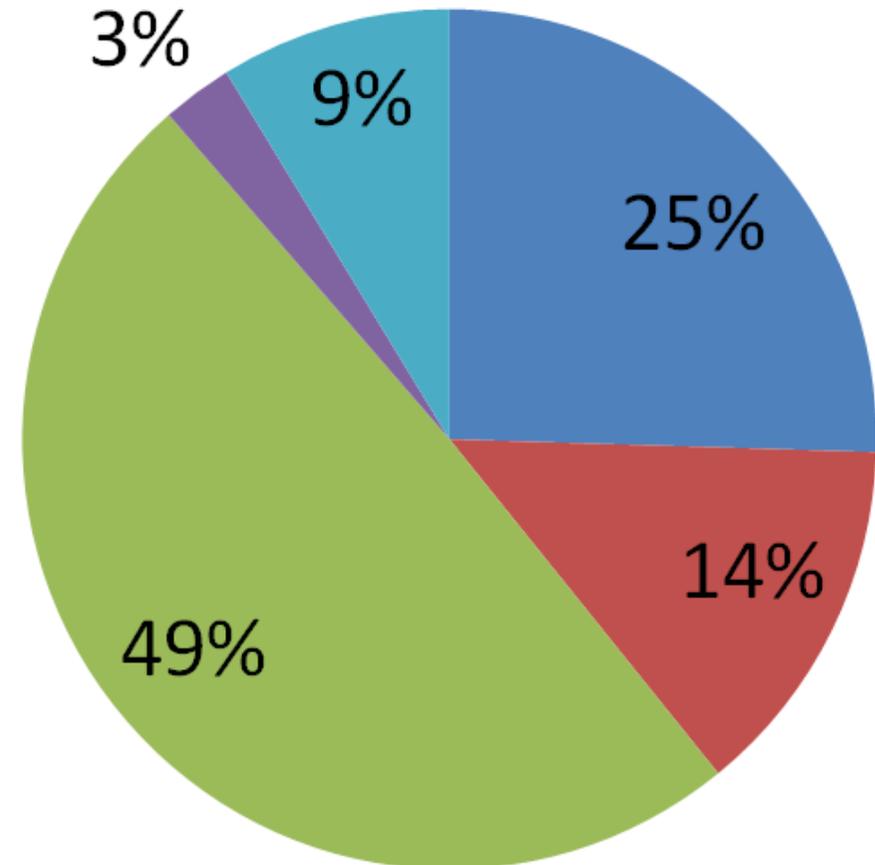
(based on 1338 responses)



ISO 31000 is a voluntary risk management guideline. Do you believe that organizations

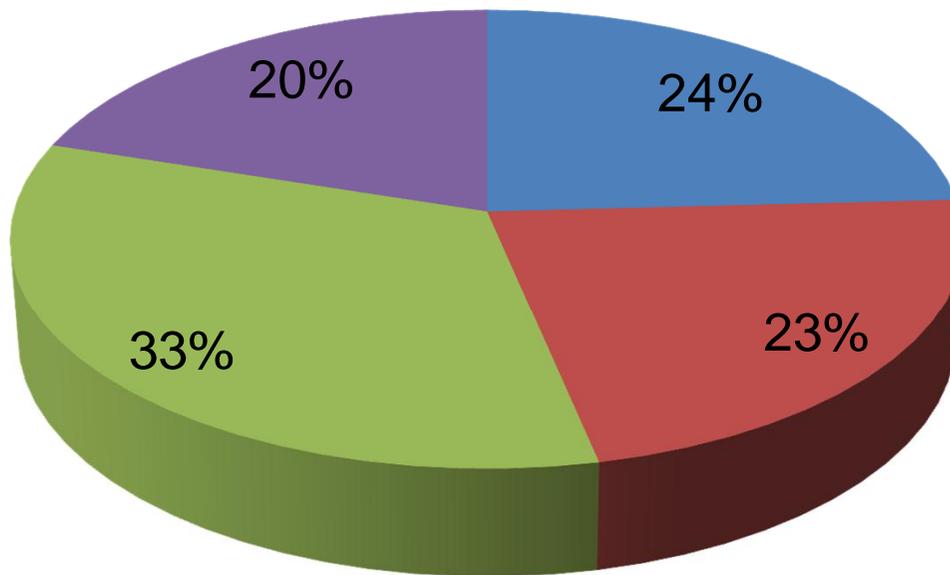
(based on 1338 responses)

- Should use it voluntarily
- Should use it or explain why not
- Should be strongly encouraged to use it
- No opinion
- Must comply with it (imposed by law and regulations)



Your Organization – Implementation of ISO 31000

(based on 1498 responses)

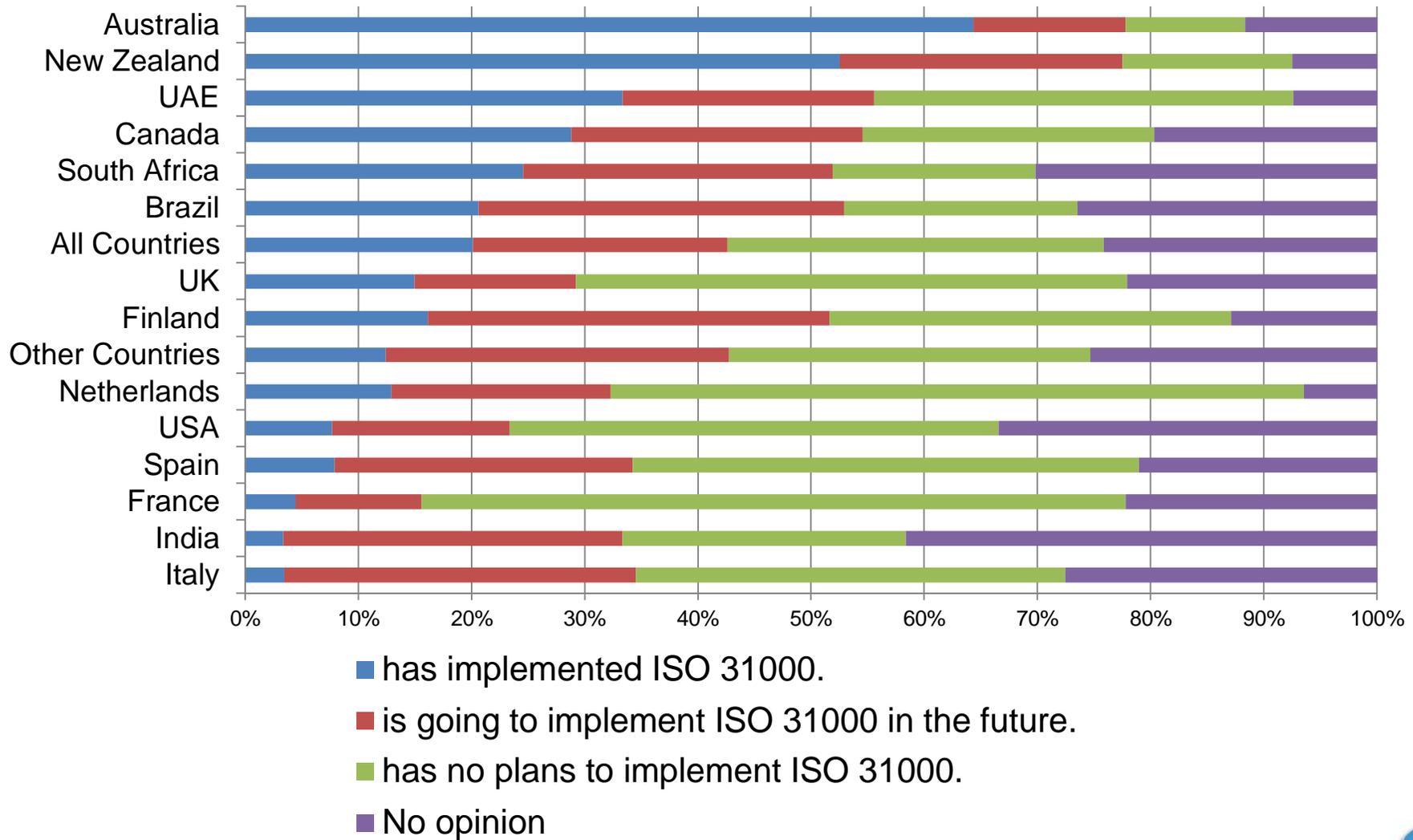


- No opinion
- is going to implement ISO 31000 in the future.
- has no plans to implement ISO 31000.
- has implemented ISO 31000.



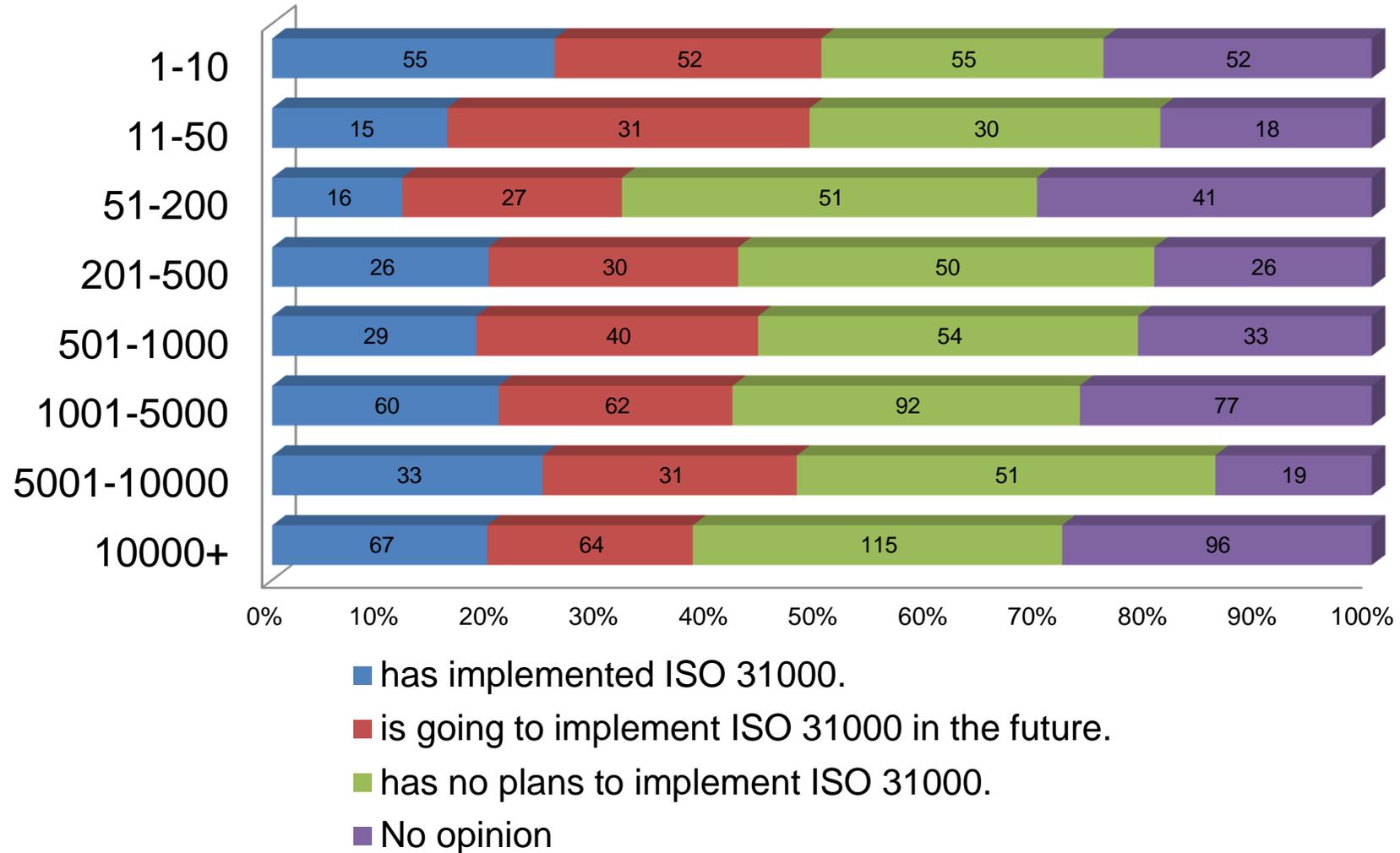
Your Organization – Implementation of ISO 31000 by Country

(based on 1498 responses)



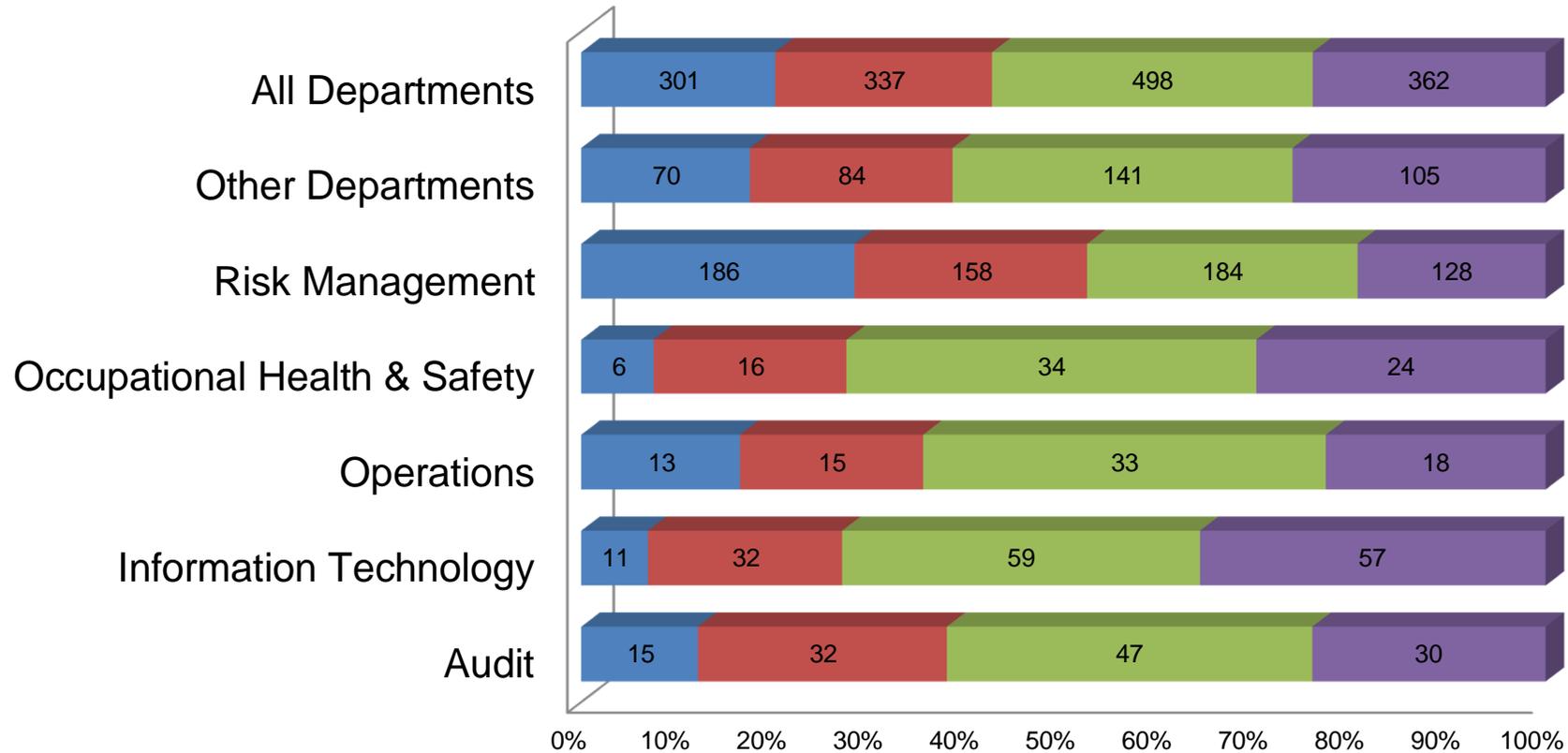
Your Organization – Implementation of ISO 31000 by Organization Size

(based on 1498 responses)



Your Organization by Department

(based on 1498 responses)



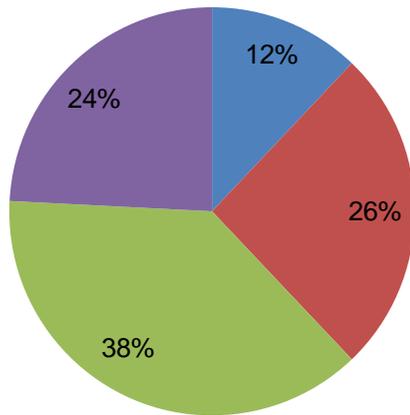
- has implemented ISO 31000.
- is going to implement ISO 31000 in the future.
- has no plans to implement ISO 31000.
- No opinion



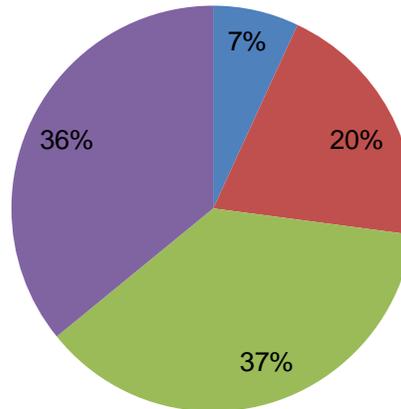
Your Organization – Implementation of ISO 31000, by Department

(based on 1498 responses)

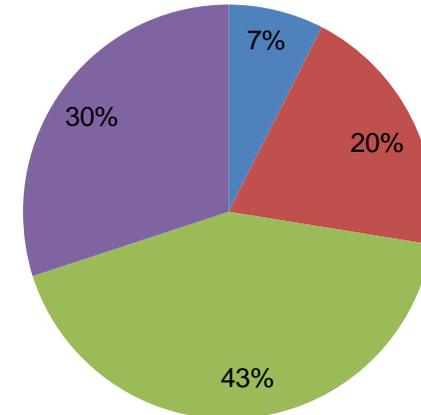
Audit



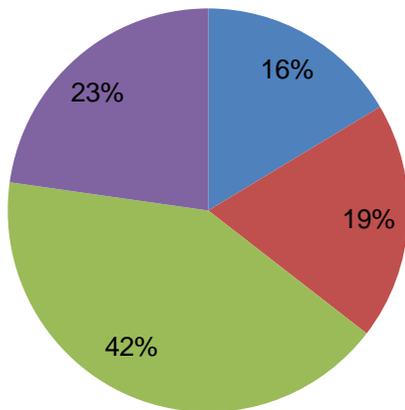
Information Technology



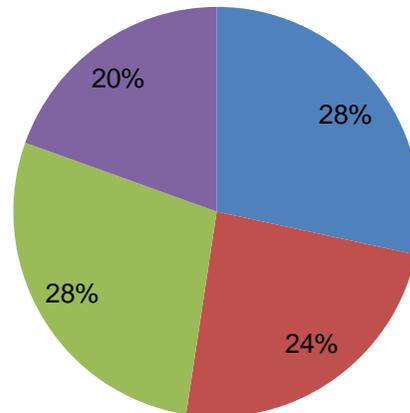
Health and Safety



Operations



Risk Management



■ has implemented ISO 31000.

■ is going to implement ISO 31000 in the future.

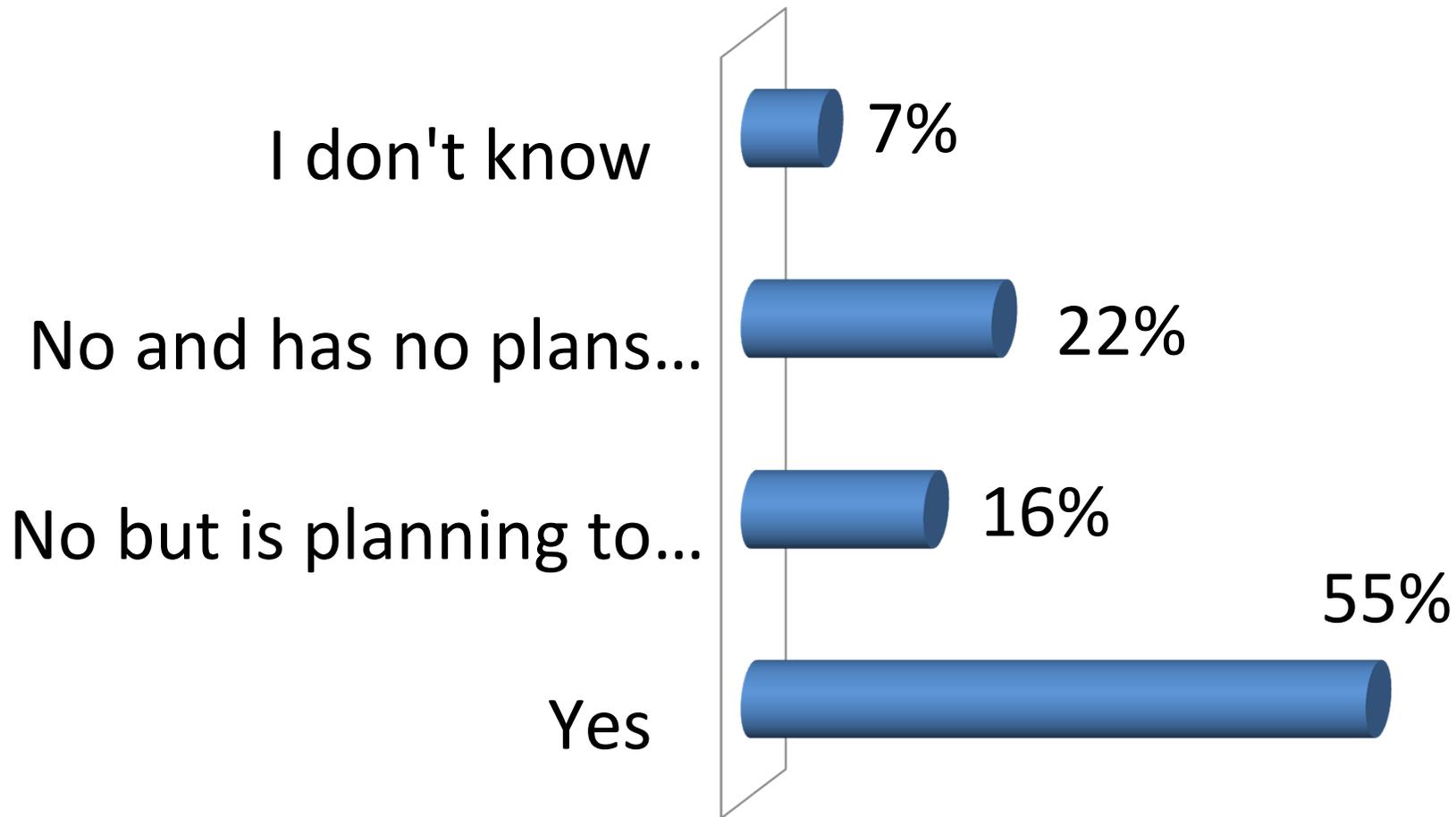
■ has no plans to implement ISO 31000.

■ No opinion



Does your organization provide you with risk management training?

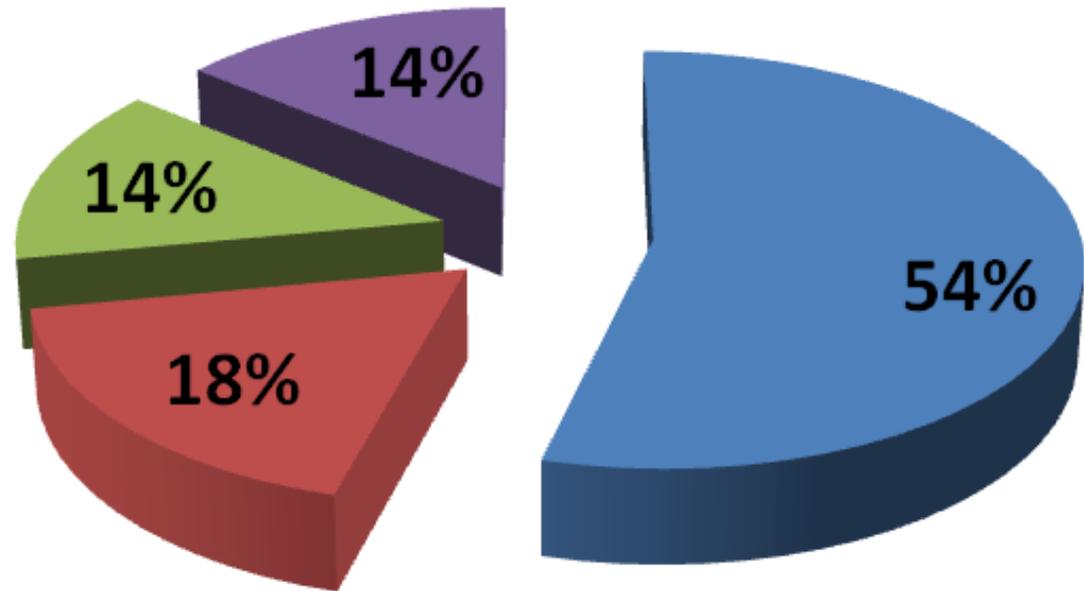
(based on 1338 responses)



If yes, which of the following types of training have you received?

(based on 1338 responses)

- Session on ISO 31000 at a conference
- Comprehensive external training course focused on ISO 31000
- Comprehensive internal training course focused on ISO 31000
- Formal course on risk management centred on ISO 31000 (more than 5 days)





Global ISO 31000 survey 2011

Results & analysis

Call for sponsors

If you wish to become a sponsor for the next Global ISO 31000 survey please contact Madeleine at Madeleine.leblanc@G31000.org