

«Утверждаю»
Первый проректор

Сарыкулов К.Р.
« ____ » _____ 2025 г.

Risk Description, Assessment, and Management Map of M. Auezov South Kazakhstan University (SKU)

№	Risk description	Description of risk impact	Risk assessment: 1- very low (the event is likely to occur at least once in 5 years) 2- low (the event is likely to occur once in 4 years) 3 - medium (the event is likely to occur once in 3 years) 4 – high (event is likely to occur within the next two years) 5 – very high (event is likely to happen next year)	Risk reduction activities	Responsible	Deadlines
Documentation management						
1	Errors in encoding of QMC documents	1. Emergence of records in documents of QMC with similar identification codes 2. Duplication of QMC documents	4-high (incident will possibly happen in upcoming two years)	Verification of record codes in QMS documents	Head of CSPQM	End of the school year
2	Formal approach to the approval of a QMS document	1. Presence of outdated and non-updated procedures 2. Presence of outdated documents at the university in accordance with obsolete RLA	5 – very high (event is likely to happen next year)	Document verification during approval	Heads of the respective departments by type of work	End of the school year
3	Untimely update of regulation documents database	1. Use of outdated regulatory legal documents in the work of structural units	4-high (incident will possibly happen in upcoming two years)	Implementation of the contract for updating regulatory legal acts database	Director of EIC, head of law department	During the year
Organizational document management						
4	Discrepancy between the functions specified in the regulations on structural units and the organizational structure of the university	1. Appearance of non-core functions to the structural unit 2. The discrepancy between functions in terms of division	1- very low (the event is likely to occur at least once in 5 years)	Verification of the regulations on the structural unit within the organizational structure of the university	Director of DSD, heads of the respective departments by type of work	End of the school year
5	Duplication of functions of structural units	1. Bureaucratic paperwork in collecting the same information by multiple departments	3 - medium (the event is likely to occur once in 3 years)	Verification of the regulations on structural units during the approval process	Heads of the respective departments by type of work	End of the school year

Analysis of quality management system by top management

6	Violations during the collection of input data for analysis by management	1. Lack of data verification during the collection of information from structural units 2. Lack of clear criteria for collecting statistical data for QMS analysis	5 – very high (event is likely to happen next year)	Verification of data during the collection of information from structural units	Head of CSPQM	End of the school year
7	Failure to meet quality objectives for past period	1. Non-fulfillment of strategic objectives of the university 2. Non-fulfillment of the work plans of structural units related to these objectives	5 – very high (event is likely to happen next year)	Timely monitoring of the achievement of quality objectives	Heads of the respective departments by type of work	End of the school year
8	Lack of results of actions on risks and opportunities	1. Lack of list of risks for the processes of the university 2. Lack of event plans on risk prevention	5 – very high (event is likely to happen next year)	Implementation of actions in accordance with Risk Management Policy	Heads of the respective departments by type of work	During the year

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9	Mistakes in planning the staff professional development process	1. Inaccuracy of data on the professional development of the teaching staff 2. Non-fulfillment of qualification requirements	4-high (incident will possibly happen in upcoming two years)	Verification and updating of the department's long-term professional development plans	Head of the continuing education department DAV, heads of departments	End of the school year
10	Weak funding of process of professional development of the teaching staff	1. Reduction of the share of professional teaching staff who have completed advanced training at leading universities 2. Reduction of effectiveness of process of advanced training	5 – very high (event is likely to happen next year)	Identification of budget items for financing the professional development process	Director of financial department	End of the school year
11	Lack of interest of existing enterprises in conducting internships for teaching staff	1. Formal approach to faculty internships of teaching staff 2. Reduction of effectiveness of process of educational activity of university	3 - medium (the event is likely to occur once in 3 years)	Signing bilateral contracts about cooperation with existing enterprises	Faculty deans, heads of departments	End of the school year
12	Reduction of relevance of professional development course programs	Reduction of effectiveness of the professional development process	3 - medium (the event is likely to occur once in 3 years)	Development of programs at the request of listeners	Head of the continuing education department DAV, heads of departments	End of the school year
13	Emergence of unaccounted types of professional development or internships	Reduction in the comprehensiveness of faculty professional development coverage	2- low (the event is likely to occur once in 4 years)	Annual updating, making additions and changes	Head of the continuing education department DAV, heads of departments	End of the school year

ManagementoftheinformationresourcesoftheEducational and Information center									
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14	Insufficient level of organizational and methodological support for the activities of university libraries	Lag in development and implementation of innovations	3 - medium (the event is likely to occur once in 3 years)	1. Participation in the activities of professional associations. 2. Development of professional collaboration with university libraries in the Republic of Kazakhstan and abroad. 3. Enhancement of informational and methodological support for the activities of the Educational and Information Center (EIC).	Director, Head of department EIC	During the reporting period
15	Reduction of funding for the acquisition of new publications	Non-compliance with requirements for collection updates and book provision	3 - medium (the event is likely to occur once in 3 years)	1. Budget adjustment. 2. Use of book exchange and interlibrary loan (ILL) services. 3. Participation in national subscription programs for international databases. 4. Utilization of open access resources.	Director, Head of the Staffing Department	During the reporting period
16	Dumping pricing policy of suppliers	Disruption of deliveries or submission of documents of inadequate quality	3 - medium (the event is likely to occur once in 3 years)	1. Monitoring products and services of potential suppliers. 2. Application of penalties to unscrupulous participants in public procurement.	Director, Head of the public procurement sector	During the reporting period
18	Malfunctions in the operation of the Integrated Library Information System (ILIS/ABIS).	Loss of created bibliographic records	3 - medium (the event is likely to occur once in 3 years)	1. Organization of preventive measures to ensure the reliability of the Integrated Library Information System (ABIS). 2. Improvement of communication channels. 3. Enhancement of specialists' competence.	Head of the Department of Scientific and Technical (Research) Work and Electronic Resources.	During the reporting period
19	Change in formats and technologies of preserving digital documents	Illegibility of the documents	3 - medium (the event is likely to occur once in 3 years)	1. Transition to modern formats for document digitization and recognition. 2. Quality control of digitization. 3. Storage of documents in "cloud repositories".	Head of the Department of Scientific and Technical (Research) Work and Electronic Resources.	During the reporting period

20	Non-compliance of the library collection with modern requirements, insufficient availability of types of educational and scientific literature in the state and foreign languages for the disciplines	untimely updating of educational literature, difficulty of access, or shortage of textbooks. Non-compliance of the educational and methodological support used by the university with the educational standard, etc.	1- very low (the event is likely to occur at least once in 5 years)	Development and publication of educational and scientific literature in the state and foreign languages by university faculty (teaching and research staff) according to disciplines	Head of the Acquisitions Department, Department Heads	During the reporting period
21	Low level of informational and reading culture	Inefficient use of informational resources	1- very low (the event is likely to occur at least once in 5 years)	1. Organization of training sessions to improve information competence (IC). 2. Encouragement of student reading activity. 3. Collaboration with academic departments. 4. Organization of individual consultations.	Head of the Department of Scientific Library Support	During the reporting period
22	Decrease in user satisfaction with information and library services	Insufficient informational support for the scientific and educational process, lack of internet access, absence of process inputs, their non-compliance or untimely receipt, lack of coordination among different performers, etc.	3 - medium (the event is likely to occur once in 3 years)	Recording user requests, improving the quality of library services, creating comfortable conditions	Director of EIC, heads of service departments	During the reporting period
23	Low demand for remote electronic resources	Content may be underutilized; it is possible that some resources will not be used at all, while those that are needed may not be included in the subscription	3 - medium (the event is likely to occur once in 3 years)	Response procedures and PR opportunities: Promotion of information resources for all user categories, analysis of statistics on the most demanded remote electronic resources.	Head of the Department of Scientific and Technical (Research) Work and Electronic Resources	During the reporting period
KPIs for faculty members, department heads, and deans of faculties (schools)						
24	Errors made in calculating teachers' ratings	1. Inaccuracy of results in calculating rating 2. Undeserved increase in a teacher's rating, resulting in unwarranted, moral and financial rewards	4-high (incident will possibly happen in upcoming two years)	Verification of the results of the rating of faculty teachers for credibility	Heads of the respective departments by type of work	End of the school year
25		1. Inaccurate data in rating	5 – very high (event is likely to)	Verification of data on	Head of CSPQM	During the reporting

	Failure of CSPQM staff to follow the KPI completion procedure due to negligence or lack of knowledge.	2. Reduction of effectiveness of the regulation	happen next year)	teachers' activity for credibility		period
26	Provision of false information by a faculty member about their activities	1. Inaccurate data on teaching staff rating 2. Reduction of effectiveness of the regulation	5 – very high (event is likely to happen next year)	Verification of data on teachers' activity for credibility	Head of CSPQM	During the reporting period
27	Violation of work ethic and standards of public morality	1. Reduction of efficiency of the process of educational activity of the university 2. Non-compliance of planned tasks under the University Development Plan 3. Inability of team to reach target indicators	3 - medium (the event is likely to occur once in 3 years)	Exclusion from the list of candidates for a bonus in case of violation of labor discipline is provided for	Director of the personnel development department	End of the academic year
28	Errors made in calculating faculty KPIs	1. Inaccuracy of results in calculating rating 2. Undeserved increase in a teacher's rating, resulting in unwarranted , moral and financial rewards	4-high (incidentwillpossiblyhappenin upcomingtwoyears)	Verification of the accuracy of faculty rating results for the department	Heads of the respective departments by type of work	End of the academic year
Managementofdistance learning processes						
29	Loss of connection during online classes; lack of student-teacher feedback; inability to identify the user	1. Reduction in the quality of knowledge 2. Disruption of classes;	3 - medium (the event is likely to occur once in 3 years)	Enhancement of the University's telecommunications network infrastructure	Director of the Data Center (DC)Director of the Institute for Information and Technology Support (IITS / IIITO)	During the academic year
30	Non-compliance of the software with the requirements for organizing the educational process due to obsolescence.	1. Inability to conduct classes at an appropriate level; high labor intensity of operations required to ensure the functioning of the distance learning system.	3 - medium (the event is likely to occur once in 3 years)	Timely and regular updates of the distance learning system software.	Department of Government ProcurementDirector of the Data Center (DC)Director of the Institute for Information and Technology Support	During the academic year

38	Non-compliance with the content of the current working curriculum of the discipline	Reduction in the quality of knowledge	3 - medium (the event is likely to occur once in 3 years)	Verification of the submitted teaching and methodological materials and video lesson script	Departments, Faculty Methodical Councils	During the academic year
39	Use of outdated, theoretically unfounded, incorrect material in video lessons, as well as material provoking interethnic or interreligious conflict.	Reduction in the quality of knowledge	3 - medium (the event is likely to occur once in 3 years)	Verification of the submitted teaching and methodological materials and video lesson script	Departments, Faculty Methodical Councils	During the academic year
40	Contradictory and repetitive voice-over text and video content	Reduction in the quality of knowledge	3 - medium (the event is likely to occur once in 3 years)	Verification of the submitted teaching and methodological materials and video lesson script	Departments, Faculty Methodical Councils, Head of Distance Learning Support	During the academic year
41	Non-compliance with copyright and established citation and referencing rules	Responsibility for non-compliance with copyright regulations	3 - medium (the event is likely to occur once in 3 years)	Verification of the submitted teaching and methodological materials and video lesson script	Department of Public Procurement, Director of DC, Head of DLTS	During the academic year
42	Preparation of video lessons by instructors who have not completed the required professional development	Incompetent use of distance learning technologies; reduced effectiveness of the university's educational activities	5 – very high (event is likely to happen next year)	Timely completion of the relevant professional development course	Departments, Professional Development Department, Department for Planning Teaching Workload and Staffing	During the academic year

Development of Electronic Publications

43	Incorrect information in the sub-discipline, presence of grammatical errors.	Reduction in the quality of the electronic publication	3 - medium (the event is likely to occur once in 3 years)	Verification of submitted teaching and methodological materials, including curricula, textbooks, lecture notes, monographs, glossaries, methodological instructions, and virtual laboratory and practical assignments	Departments, Faculty Methodological Councils	During the academic year
44	Untimely response or attendance by instructors	Reduction in the quantity of electronic publications	3 - medium (the event is likely to occur once in 3 years)	Verification of submitted teaching and methodological materials, including curricula, textbooks, lecture notes, monographs, glossaries, methodological instructions,	Departments, Faculty Methodological Councils	During the academic year

				and virtual laboratory and practical assignments		
Management of the Organization of Language Training Courses						
45	Irregular professional development of staff and teaching faculty in the Language Development Department	Untimely professional development of staff and teaching faculty may negatively affect the quality of instruction and reduce compliance with international and national standards.	3 - medium (the event is likely to occur once in 3 years)	Sending staff and teaching faculty of the Language Training Department to professional development courses every three years; maintaining close cooperation with the Professional Development Department of Academic Staff at SK University	Head of the Foreign Language Department	Every 3 years
46	Lack of classroom facilities	A number of students exceeding the applicable standards will negatively affect the quality of practical sessions.	4-high (incident will possibly happen in upcoming two years)	Identify classrooms under the Language Development Department in coordination with the Scheduling Coordination and Control Sector	Head of the Foreign Language Department	Every Academic Year
Management of Student Research Activities						
47	Degree of organization and coordination of student research activities in performing specific project stages	Low provision of project resources or their inefficient use	5 – very high (event is likely to happen next year)	Activation of Organizational Activities in Student Research Work (SRW)	Director of DAS, Deans of Faculties/Higher Schools, Department Heads, Responsible Persons for Student Research	During the reporting period
48	Degree of uncertainty in assessing the completion of tasks at specific stages of the process	Inaccuracy in estimating task durations	4-high (incident will possibly happen in upcoming two years)	Detailed planning of tasks, timelines, and implementation schedules	Heads of the respective departments by type of work	During the reporting period
49	Difficulty in evaluating student research performance indicators	Corrective and preventive measures	4-high (incident will possibly happen in upcoming two years)	Continuous improvement of all parameters of student research activities	Director of DAS	During the reporting period
50	Selection of competent performers for individual tasks to minimize risk, based on information about the capabilities of potential candidates	Assessment of planned and actual project outcomes to reduce risks arising from the competence and skills of performers	4-high (incident will possibly happen in upcoming two years)	Task addressed at the stage of forming the team of performers, requiring comprehensive coverage of subject areas	Heads of the respective departments by type of work	During the reporting period
51	High level of bureaucratic paperwork in verifying data for all types of work	1. Unjustified delay in signing the corresponding section 2. Missing deadline for	3 - medium (the event is likely to occur once in 3 years)	Adherence to deadlines for signing off on the respective types of work	Director of DAS	During the reporting period

		submitting reports				
Staff Management						
52	Resignation of key staff members on their own	Failure to achieve goals: disruption of plans, inability to develop, etc.	4-high (incident will possibly happen in upcoming two years)	1. Use of the personnel reserve 2. Material and moral incentives	Supervising Vice-Rector, Director of EWD (Educational Work Department)	End of the academic year
53	Shortage of qualified teaching staff	Decrease in the number of degree-holders across specialties: Arts and Culture, Physical Education and Sports, Foreign Philology	5 – very high (event is likely to happen next year)	1. Involvement of degree-holding faculty 2. Material and moral incentives	Vice-Rector for Academic Affairs, Department Heads, Director of EWD	End of the academic year
54	Violation of work ethic and standards of public morality	1. Reduction of effectiveness of university staff work 2. Non-compliance of planned tasks under the University Development Plan	5 – very high (event is likely to happen next year)	Exclusion from the list of candidates for a bonus in case of violation of labor discipline is provided for	Director of EWD	End of the academic year
55	Aging of staff	Insufficient number of staff aged 30–45 (e.g., Departments of Architecture, Computer Engineering and Software, Mechanics and Mechanical Engineering, Industrial, Civil, and Road Construction, Chemical Technology of Inorganic Substances, Chemistry and Basic Chemical Technology, Energy and Alternative Energy Systems, Technology of Cement, Ceramics, and Glass)	3 - medium (the event is likely to occur once in 3 years)	Recruitment of young specialists—doctoral graduates of PhB, as well as young specialists who are recipients of the “Bolashak” International Scholarship of the President of the Republic of Kazakhstan	Department Heads, Director of CMS (Center for Methodological Support), Director of URP (Educational Work Department)	End of the academic year

Organization of Academic Mobility for Students and Faculty						
56	Non-compliance by staff of the Bologna Process and Academic Mobility Center (CBPAMC) with procedures for organizing academic mobility of students and faculty due to negligence or lack of knowledge	1. Inaccurate information 2.Reduced effectiveness of the procedure	5 – very high (event is likely to happen next year)	Verification of data for accuracy	Director of the Center for Academic Mobility and Cooperation (CAMC)	During the reporting period
57	Submission of false information by students and faculty regarding IELTS/TOEFL certificates	1. Inaccurate information 2.Reduced effectiveness of the procedure	5 – very high (event is likely to happen next year)	Verification of information about certificates for authenticity	Director of the Center for Academic Mobility and Cooperation (CAMC)	During the reporting period
58	Violation of work ethic and standards of public morality	1. Reduction of efficiency of the process of educational activity of the university 2. Non-compliance of planned tasks under the University Development Plan 3. Inability of team to reach target indicators	3 - medium (the event is likely to occur once in 3 years)	Exclusion from the list of candidates for a bonus in case of violation of labor discipline is provided for	Director of EWD	End of the academic year
59	High level of bureaucratic paperwork in verifying data for all types of work	1. Unjustified delay in signing the corresponding section (application, agreement) 2. Missing deadline for submitting reports	2- low (the event is likely to occur once in 4 years)	Adherence to deadlines for signing off on the respective types of work	Director of the Center for Academic Mobility and Cooperation (CAMC)	During the reporting period
60	Submission of candidate lists for internal and external academic mobility	1. Inaccurate information 2.Reduced effectiveness of the procedure 3. Missing deadlines for report submission by coordinators of schools/faculties	5 – very high (event is likely to happen next year)	Verification of data for accuracy	Director of the Center for Academic Mobility and Cooperation (CAMC)	During the reporting period
Management of educational and methodological processes						
61	Non-compliance of teaching staff with the requirements of the procedure for managing the Educational and Methodological process management due to negligence or lack of	Poor-quality development of curriculum, working curriculum, methodological guidelines (syllabus)	5 – very high (event is likely to happen next year)	Conducting a seminar on familiarization with the QMS (Quality Management System) procedure.	Teaching Staff, Department Head	Once at the beginning of the academic year

	knowledge					
62	Incomplete compilation of the EMCS (Educational and Methodological Complex of the Specialty)	Reduction in the quality of student training.	5 – very high (event is likely to happen next year)	Monitoring the compilation of structural elements of the EMCS (Educational and Methodological Complex of the Specialty).	Department Head	Every year
63	Untimely uploading of materials to the EMCD portal	Student dissatisfaction with the quality of teaching.	5 – very high (event is likely to happen next year)	Ensuring the provision of EMCD (Educational and Methodological Documentation) to students.	Teaching Staff, Department Head	At the start of the semester
64	Absence of certain structural elements in the EMCD	Student dissatisfaction with the quality of classes.	5 – very high (event is likely to happen next year)	Conducting a seminar on the development and structure of EMCD at the department.	Teaching Staff, Department Head	Once at the beginning of the academic year
65	Untimely execution of the EML (Educational and Methodological Literature) plan by departments and faculties (Higher School)	Low availability of educational and methodological literature for disciplines.	5 – very high (event is likely to happen next year)	Conducting a methodological seminar.	Head of the Methodological Department of DAV, Dean, Department Head	During the reporting period
66	Non-use of innovative teaching methods and technologies in classes	Student dissatisfaction with the quality of teaching.	5 – very high (event is likely to happen next year)	Conducting training methodological seminars for junior faculty members.	Department Head	During the academic year
Organization, Content, and Conduct of Teaching Sessions						
67	Disruption of classes by teaching staff without reason	Lag behind the program	5 – very high (event is likely to happen next year)	Verification of classes according to the schedule.	Faculty Inspector, Teaching Staff, Department Head	Daily
68	Late arrival of teaching staff to class	Нерациональная организация учебной деятельности Inefficient organization of educational activities.	5 – very high (event is likely to happen next year)	Verification of classes according to the schedule.	Faculty Inspector, Teaching Staff, Department Head	Daily
69	Teaching staff unprepared for classes	Student dissatisfaction with the quality of teaching.	5 – very high (event is likely to happen next year)	Discussion at department meetings and faculty council meetings.	Teaching Staff, Department Head	According to schedule
70	Absence of teaching documentation with teaching staff during classes	Absence of internal quality control (IQC).	5 – very high (event is likely to happen next year)	Verification by the IQCC (Internal Quality Control Committee).	Dean, Department Head	During the academic year
71	Mismatch between the topic in the lesson plan (CTP) and the conducted class	Absence of internal quality control (IQC).	5 – very high (event is likely to happen next year)	Inspection of faculty activities by the inspection commission.	Dean, Department Head	During the academic year
72	Lack of teaching and methodological materials	Absence of internal quality control (IQC).	5 – very high (event is likely to happen next year)	Inspection of faculty activities by the inspection commission.	Dean, Department Head	During the academic year

	for practical, seminar, and laboratory classes					
73	Non-use of automated workstations (AW), didactic materials, or teaching aids (TSA) in classes	Student dissatisfaction with the quality of teaching and the use of AW/TSA.	5 – very high (event is likely to happen next year)	Inspection of faculty activities by the inspection commission.	Dean, Department Head	During the academic year
74	Mismatch of teaching methods and technologies with students' age capabilities	Decrease in student motivation to complete assignments.	5 – very high (event is likely to happen next year)	Conducting methodological seminars.	Teaching Staff, Department Head	During the diploma work/project period
75	Mismatch between the content and topic of coursework	Low academic performance in the discipline.	5 – very high (event is likely to happen next year)	Discussion at department meetings and faculty council meetings.	Teaching Staff, Department Head	During the academic year
76	Mismatch between the content and topic of the diploma work (project)	1. Low quality of education in the educational program. 2. Violation of academic integrity principles.	5 – very high (event is likely to happen next year)	Discussion at department meetings and faculty council meetings.	Teaching Staff, Department Head, Scientific Supervisor of Diploma Work (Project)	During the academic year
Управление воспитательным процессом						
77	Non-compliance by DEWYP staff with the requirements of the educational process management procedure due to negligence or lack of knowledge	1. Inaccurate information in the rating. 2. Reduced effectiveness of the regulation.	5 – very high (event is likely to happen next year)	Verification of information regarding the activities of the senior curator for accuracy.	Director of the Department of Educational Work and Youth Policy (DEWYP)	During the reporting period
78	Violation of work ethic and standards of public morality	Reduction in the effectiveness of the university's educational activities.	3 - medium (the event is likely to occur once in 3 years)	Exclusion from the list of candidates for a bonus in case of violation of labor discipline is provided for	Director of EWD	End of the academic year
Management of the graduate placement process.						
79	Lack of demand for specialists with higher education	1. Unemployment among specialists with higher education. 2. Increase in the number of specialists employed in positions unrelated to their field of study or in low-paid jobs.	1- very low (the event is likely to occur at least once in 5 years)	Improving the quality of staff training: Providing academic freedom to universities; enhancing the content of educational programs in accordance with employer requirements; Strengthening the university's teaching and laboratory facilities.	Heads of Graduating Departments	End of the academic year
80	Decrease in labor market demand for specialists in	Target indicators will not be achieved. Increase in the number	3 - medium (the event is likely to occur once in 3 years)	Training of vocational professionals through the	Heads of Graduating Departments	End of the academic year

	certain fields of training.	of unemployed graduates. Rise in the unemployment rate.		Interregional Center for the Professional Development of Teaching Staff in the Technical and Vocational Education System.		
81	. Lack of knowledge and understanding of behavior rules in the current labor market, essential components for building an effective professional career, as well as understanding of one's rights and responsibilities in labor relations.	Individuals will not be able to act effectively in the labor market or compete professionally.io	1- very low (the event is likely to occur at least once in 5 years)	Conduct career planning seminars for senior (fourth-year) students.	Psychological Center under the Department of Educational Work and Youth Policy (DEWYP), Center for Employment and Competencies (CTC)	First half of the academic year
Detection of borrowed or unoriginal content in the written works of students and teaching staff.						
82	Untimely verification of written works in the Antiplagiarism system	Violation of the requirements of the Regulations on the Verification for Borrowed Material	5 – very high (event is likely to happen next year)	Continuous monitoring of deadlines for the evaluation of written works by experts from graduating departments.	Psychological Center under the Department of Educational Work and Youth Policy (DEWYP), Center for Employment and Competencies (CTC)	Constantly
83	Poor-quality assessment of written works by experts	Violation of the requirements of the Regulations on the Verification for Borrowed Material	5 – very high (event is likely to happen next year)	Supervision of the proper execution of verification procedures by departmental experts.	Head of the Antiplagiarism Department, Department Heads, Experts	Constantly
84	Dissatisfaction of students and teaching staff with Antiplagiarism check results	Violation of the Law of the Republic of Kazakhstan “On Protection of Consumer Rights”	5 – very high (event is likely to happen next year)	Supervision of management in resolving issues with students and teaching staff.	Director of DSR, Head of the Antiplagiarism Department, Students, Teaching Staff	Constantly
85	Use of artificial	Violation of the Law of the	5 – very high (event is likely to	Conducting explanatory work	Head of the	Constantly

	intelligence by authors in written works	Republic of Kazakhstan “On Artificial Intelligence”	happen next year)	with students and teaching staff regarding the use of AI in the educational process.	Antiplagiarism Department, Antiplagiarism Department Staff	
86	Texts of written works becoming accessible to the system provider	Violation of the author’s rights under the Law of the Republic of Kazakhstan “On Protection of Consumer Rights”	2- low (the event is likely to occur once in 4 years)	Resolution of issues with service providers according to the agreement	Director of DSR, Head of the Antiplagiarism Department, lawyer	As issues arise
Assessment of Consumer Satisfaction						
87	Assumption of errors in processing and analyzing survey results	1. Inaccuracy of rating calculation results. 2. Undue lowering of consumer scores, resulting in them receiving low ratings.	5 – very high (event is likely to happen next year)	Digitalization of survey processing and analysis	Director of CTC	End of the academic year
88	Non-compliance with survey procedures by CTC staff resulting from negligence or lack of knowledge.	1. Unreliable information in the rating. 2. Reduction in the effectiveness of the position.	5 – very high (event is likely to happen next year)	Verification of research results for accuracy. Certification of CTC staff.	Director of CTC	During the reporting period
Preparation of working documentation for funded research projects						
89	Failure of the manager to utilize allocated funds	Untimely preparation of the necessary documentation for the acquisition of fixed assets, consumables, and services from external organizations	3 - medium (the event is likely to occur once in 3 years)	Verification of procurement documentation	Projectmanager, Directorofthedept mentof Scientific projects and programs	Calendar year
90	Discrepancy between the budget estimate and the original request	Discrepancy between the allocated amount and the requested amount	3 - medium (the event is likely to occur once in 3 years)	Verification of the request and budget estimate	Projectmanager, Directorofthedept mentof Scientific projects and programs	Calendar year
91	Untimelysubmission of reporting documents by the manager	Untimelysubmission of reporting documents by the manager	1- very low (the event is likely to occur at least once in 5 years)	Verification of reporting documentation	Projectmanager, Directorofthedept mentof Scientific projects and programs	Reporting period
Procurementmanagement. Warehousemanagement						
92	Identificationofexpiredcon tractswithsuppliers	Violationofthelawonpublic procurements	5 – very high (event is likely to happen next year)	Daily monitoring of delivery deadlines for goods, services and fixed assets according to the dates of concluded contracts	DirectorofAOA, Head of department, lawyer	one month
93	Failure of students and	Ifstudentsdonotundergomedicalex	5 – very high (event is likely to	Timelycompletionofmedicalex	Medicalstaff	one day

	staff to undergo the annual chest X-ray examination (fluorography)	aminations, they may transmit tuberculosis and hepatitis infections to other students and university staff	happen next year)	aminations by students and university staff	and faculty deans	
94	Failure of transformer substations and gas distribution points (GRPs), and damage to underground 6 kV and 0.4 kV cable lines.	Untimely technical inspection of transformer substations and gas distribution points (GRPs), and damage to underground 6 kV and 0.4 kV cable lines	5 – very high (event is likely to happen next year)	Timely detection of technical malfunctions	Director of AOA, Chief power engineer, power engineer	Constantly
Maintenance of infrastructure and management of the production environment						
95	Explosion and carbon monoxide poisoning during the technical inspection and repair of the boiler complex, poisoning by liquid chlorine while working with the chlorination unit	Untimely technical inspection of the boiler complex and chlorination unit, negligent performance of duties by operators and workers	4 – high (event is likely to occur within the next two years)	Timely technical inspection of the boiler complex and chlorination unit, timely conduction of occupational safety and health training for workers and operators of the boiler complex	Director of AOA, Head of the boiler complex	Once in a month Once in 3 months
Management of occupational safety and health						
96	Lack of knowledge of occupational safety and health objectives and guidelines by university	Increase of professional diseases and accidents, lack of working conditions of workers	4 – high (event is likely to occur within the next two years)	Introduction to the goals and directions of occupational safety and health	Director of AOA, Head of the Occupational Safety and Security Division	At the end of academic year
97	Non-payment of overtime work of staff	Reduction in employees' salaries	3 - medium (the event is likely to occur once in 3 years)	Issuance of an order documenting work performed outside regular working hours.	Director of AOA, Head of the Occupational Safety and Security Division	Constantly
Preparedness and response to emergency situations						
98	Incomplete participation of students and university staff in the annually conducted earthquake drill	Due to poor notification about the earthquake drill across the university, students and staff attendance was incomplete	5 – very high (event is likely to happen next year)	First, it is necessary to issue an order to conduct an earthquake drill; then the deans must form teams to carry out the drill	Director of AOA, Head of the Civil Defense and Emergency situations headquarters, Civil Defense and Emergency situations engineer	Twice a year

Management of security and law enforcement at the university						
99	Weak control by the duty guard or senior duty guard over the access documents of students and staff	Due to weak control of access system unauthorized people may enter the university premises, and subsequently, these individuals may harm staff through their actions	5 – very high (event is likely to happen next year)	Constantly conducting raids by supervisors, inspectors and shift leaders of the Security and Law Enforcement Department	Head of the Security and Law Enforcement Service, inspector, and shift supervisor.	Constantly
Storage, handling, and transportation of chemical materials. Collection and disposal of chemical reagents.						
100	Untimely technical inspection and payment of taxes for motor vehicles	Due to untimely completion of technical inspections and the non-payment of taxes the relevant authorities impose penalties and vehicles may become unfit for operation	5 – very high (event is likely to happen next year)	Completion of technical inspection and payment of taxes	Director of AOA Chief mechanic	Constantly
101	Exceeding of expiration date of reagents	Unsuitability of reagents due to changes in their physico-chemical features	5 – very high (event is likely to happen next year)	Conducting inventory and timely replenishment with necessary reagents	Director of AOA Warehouse manager	Constantly

Директор ДСР _____ **С. Джунусбекова**