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| **Process** | Accommodation Services |
| **Purpose** | Ensure efficient and effective accommodation services to all students and guests. |
| **Output** | Rooming List |
| **S/No** | **Activities** | **Inputs** | **Risks** | **Risk Level** | **Risk Impact** | **Mitigation** | **Opportunity** | **Action** |
| 1 | Hostel Room Allocation | Personnel | Unqualified staff | Low | High | Employing qualified | Online registration | Automation |
|   |   | Time | Lack of enough rooms |   |   | staff |   |   |
|   |   | Finance | Lack of finance |   |   | Training existing staff |   |   |
|   |   | Stationery | Staff burn out |   |   | Carrying out staff needs |   |   |
|   |   |   |   |   |   | assessment |   |   |
|   |   |   |   |   |   | Budget provision |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 2 | Students Health in the Hostels | Stationery | Lack of stock | Medium | High | Timely orders | Training |   |
|   |   | Personnel | Students unrests |   |   | Train existing staff |   |   |
|   |   | Time | Unqualified staff |   |   | Employ qualified staff |   |   |
|   |   | First Aid kits |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 3 | Students Checking Out of Hostels | Personnel | Unqualified satff | Medium | Low | Train existing staff | Training | Engage casuals staff |
|   |   | Stationery | Lack of stock |   |   | Charge late cancellations | Recruitment |   |
|   |   | Time | Congestion due to  |   |   | Timely reoders |   |   |
|   |   |   | overcrowding |   |   | Employ qualified staff |   |   |
|   |   |   |   |   |   | Recruit additional staff |   |   |
|   |   |   |   |   |   |   |   |   |
| 4 | Maintenance & Repairs of Hostels | Personnel | Unqualified staff | Medium | Low | Train existing staff | Training | Training |
|   |   | Time |   |   |   | Employ qualified staff | Adoption of best |   |
|   |   | Work Request forms |   |   |   |   | practices |   |
|   |   |   |   |   |   |   |   |   |
| 5 | Fumigation | Personnel | Unqualified staff | Medium | High | Train existing staff | External Service  | Outsource |
|   |   | Time | Students unrests |   |   | Employ qualified staff | providers |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 6 | Cleaning Hostel Facilities | Cleaning materials | Lack of cleaning stock | Medium | Low | Timely stock | Training |   |
|   |   | Personnel | Unqualified staff |  |  | Train existing staff |   |   |
|   |   | Time |   |   |   | Employ qualified staff |   |   |
|   |   |   |   |   |   |   |   |   |
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