PRODUCT GUIDE

RESOLVE

Risk Management

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RESOLVE

A highly flexible workflow and process toolkit that can be tailored to your unique requirements.

Empower your teams to work more effectively with RESOLVE

Current Module Availability

- Risk and control
- Issue and Snag management
- Product and service cessation
- Change Management
- Knowledge capture
- Resource management
- Help desk ticketing
- Task management
- Supplier communications
- Custom Modules

Risk and Control

RESOLVE is designed to support multiple business processes and one key area which it has proved especially successful in is Risk Management.

RESOLVE has been used to support Risk Management by multi-national companies delivering major, multi-million-pound projects. Graphical Data not only have years of in-house expertise on Risk management software development, but also that of wider project control processes and procedures. This experience gives us a solid understanding to meet the diverse needs of our clients and allows us to create and deploy risk management systems that are not only straight forward and easy to use, but also feature rich and multi-functional.

Templates to get you started, customised to fit your requirements

RESOLVE's Risk module includes a range of tried and tested Risk ticket templates. These contain standard fields and functions associated with Risk procedures and processes, which have been designed based on years of experience. Our RESOLVE delivery team then customise the templates specific to your requirements, such as localised data fields, field values, risk scoring criteria, user roles, services, projects and more. Templates come with pre-defined risk scoring formulae which can be easily adjusted and extended.

All the benefits of bespoke, with the ease of off-the-shelf

Via system prompts and mandatory data entry fields, users are guided through a simple form for creating new Risk tickets, ensuring all of the required information is captured in a standardised format. Once created, Risk tickets are added to the RESOLVE Risk register, which is accessible via a range of interfaces and on both fixed and web enabled devices. It is possible to create many different Risk ticket types, each with unique set of fields or controls. This allows the system to manage risks at project, programme, service or corporate level risk classification. Each Risk ticket type can be segregated and visible only to specified user groups.

Anytime, anyplace, anywhere – instant access to key information

Existing Risks can be accessed through any number of RESOLVE user interfaces. These include standard ticket list, tabular layouts for excel junkies, user specific dashboards and custom reporting dashboards.

Each interface allows the user to apply extensive search and filter criteria based on any metadata associated with

Risk tickets. These searches can then be saved for future use and shared between users, giving access to exactly what is required as quickly as possible.

User level dashboard customisation

An individual users' RESOLVE dashboard can be customised specifically to their needs, such as Risk tickets which they own or have created, categorised by their Risk score. RESOLVE is designed to give the best user experience possible, using a modern, intuitive user interface compatible with all modern browsers.

Edit and update with ease

Editing of Risks is just as simple as creating, with the ability to have additional fields appear as and when needed. For example, standard functionality in the basic Risk ticket requires the user to capture inherent Risk detail on ticket creation, which is then locked. Upon reviewing a Risk, the user is then required to add current Risk scores and if possible, to update the Target risk score.

Rules and communications

The application is designed to be an active component in any Risk management system. Governance rules can be built into the workflow elements of the tool and features such as email notifications mean users are actively engaged with, on an ongoing basis.

Standard notifications are included such as new ticket creation, when tickets are edited and a full CC list

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available so that anyone can be included in all correspondence with any Risk ticket.

In addition, Risk Review includes date tracking to send email reminders to Risk Owners when a Risk ticket is due for review, as well as user defined number of days after the review date has passed until the ticket is updated. All of these controls are customisable meaning the system is as active or as passive as you require.

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