CASE STUDY

RESOLVE

Risk Management

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CASE STUDY

RESOLVE & Risk Management

Problem

The client had a high number of departments across multiple business units all operating & managing Risk using different procedures, data capturing and xls tracking registers. No single reporting tool, each department reported differently and individually. There was no holistic view of Risks across the business unit. Risk review meetings were time consuming and onerous.

- Multiple Risk registers in xls format all capturing similar information in different, inconsistent formats
- Different views / interpretations of how to Record, Categorise and Manage Risk
- Formats very difficult and time consuming – each department, team lead has a different method for reporting on Risks
- Governance very manual, PMO members having to chase users for updates, inconsistent review policies
- Communication in emails/phone calls lost or not recorded accurately
- Risks managed in isolation, no cross reference to other projects or departments
- Lacking a Lessons Learned policy, especially one that can be published to a wider user group as a knowledge base
- Highly dependent on one or two users to manage the Risk Register – if they are not present nothing is done!
- Spreadsheet formats not scalable and difficult to extend, spreadsheet documents can fall over after a certain level of data is reached and can become difficult to query / interrogate.

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Solution

The Graphical Data (GD) team worked with PMO and members of each department to analyse Risk requirements of each group. Identified consistencies and conflicts between departments in terms of capturing and managing Risk data.

Starting with a set of tried and tested Risk modules, these were then tailored to meet the specific needs of each department. Working with the PMO's to develop a single Risk governance policy, building in automated review rules/reminders/notifications to ensure users are pushed to manage their own tickets and to update them regularly, so the client can always report on the very latest information.

GD conducted super-user training sessions. Super-users then conducted subsequent training sessions to the remainder of the team. GD assisted in production of client specific training materials to help get the system adopted quickly.

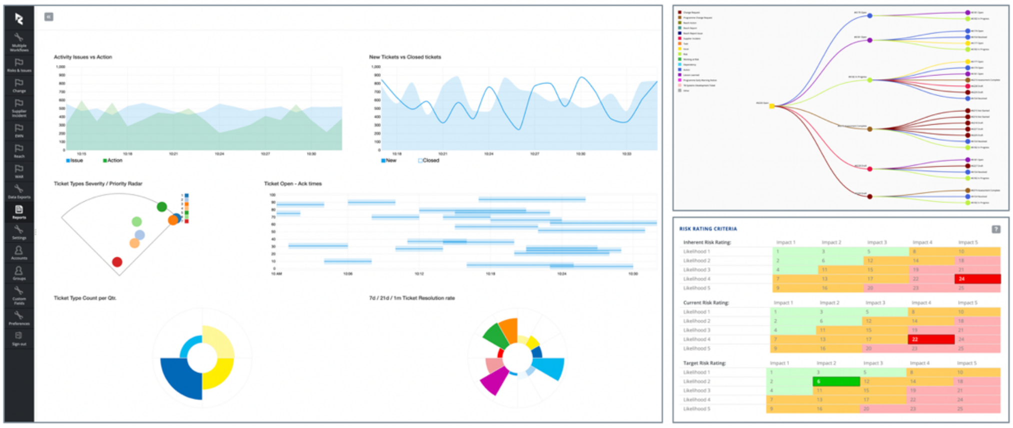
This client also purchased these RESOLVE Modules to work alongside this module:

- Issue management
- Lessons Learned
- Change management
- Working at Risk (Custom)
- Early Warning Notices (Custom)
- Supplier Incidents (Custom)

Benefits

- Risk review sessions are less time consuming, more straightforward and can be done using the Risk dashboard in RESOLVE to update ticket information in real time

- Risk review meetings – prep can be done prior to the meeting; the system acts as automated reminder to conduct reviews and these reviews can be conducted while referencing and updating the dashboards
- Multiple departments/areas can report in a consistent format so higher-level management can assess Risks on the same terms/scoring. Risk information can be shared across all teams.



- Departments can still retain some control over Risk information, adding their own custom fields and values which are particular to their area, while still adhering to corporate guidelines.
- KPI based metrics are reviewed and applied to the system to ensure consistent reporting methodologies
- Consistent format for capturing Risks (same location, multiple collaborators, same field set, predefined values, reporting dashboards)
- Constant dialogue and history kept for a Risk throughout, no emails or word of mouth – Everything must be captured against the ticket
- Methods for mitigating and dealing with Risk can be applied to the workflow of the ticket
- Risks can spawn Issues and Changes, sharing information and retaining and automatic link to the original ticket for auditing (The client also deployed the Issues and changes module)
- ‘Lessons learned’ information is automatically created from Risk tickets and their information. This ties into the Knowledge module.

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- KPI measurements are easier and data input can be adjusted and enforced to ensure key data is always entered against a ticket so that it can be properly measured
- Email notifications ensure all relevant parties are automatically notified of changes and comments without having to regularly check the system (information push)

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