

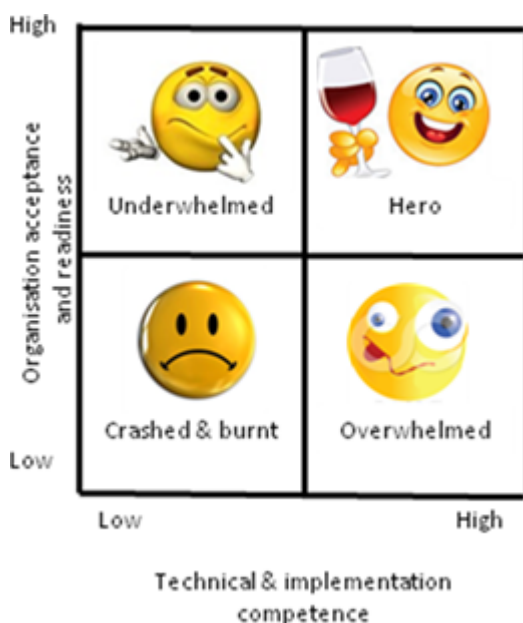
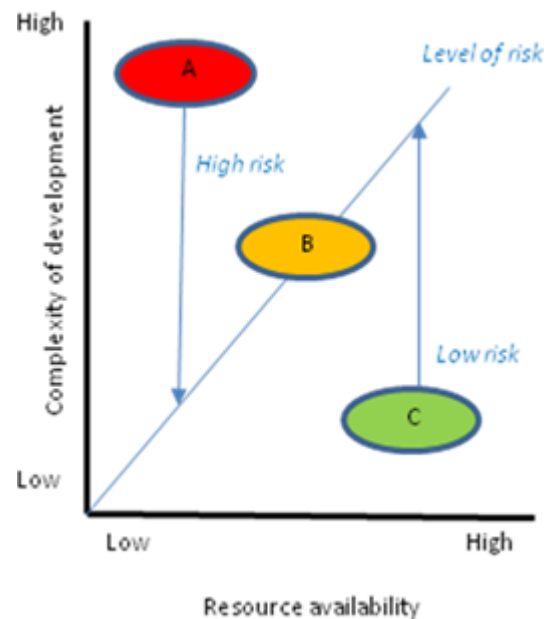
How do you choose the right system to manage risk?

Planning for the successful improvement of risk management is more than a ticking off a check list of functional requirements, and much more than choosing an automated system. In addition to functionality there are three complementary considerations:

- How straight forward is it to deliver the right system?
- Does the system have the potential to succeed in your organisation?
- Can the system grow alongside your organisation?

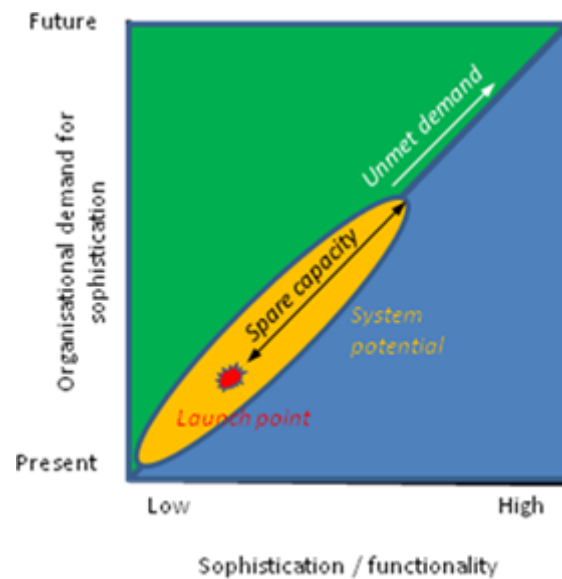
Can you deliver? – how straightforward is it to deliver your chosen system? The answer lies in the mix of change management capability, the way that the system will be deployed, the culture of the organisation as a whole and in its silos, and the infrastructure into which it will have to fit.

For example, where there is low resource availability and high system complexity then the choice of System A is high risk. That risk is manageable, but the likelihood of success is less.



Can the system work? - does the system have the potential to succeed in your organisation? Assuming that the chosen risk management system can be delivered, the next set of questions look at whether the system meets user needs of the users, how ready and willing are users to accept it, and is there the competence to extract the required functionality. So in choosing a system to manage risk, there must be some assurance that it can make the journey from introduction to “the way we do things around here”.

Will the system deliver long-term value? – can the system grow alongside your organisation? Organisations change and user needs evolve, so current needs may be well served, but there is a need to “future proof” the system so that it can survive. The longer the time horizon, the more flexible the system will need to be, but such flexibility comes at a cost. Ideally, the organisation pace of change remains within the scope of the risk management system without over investment in redundant capacity. However, the worst case is where the organisation outgrows the system and user needs outstrip the capacity of the system. Without a system that allows for enhanced functionality and user enhancement, the system will begin to fail.



In short

There is increasing pressure to use less resources to deliver wider-ranging solutions with less post-implementation support. Organisations that focus largely on functionality are at higher risk of under-whelming or over-whelming their users. User engagement and good change management is necessary to give implementation the highest chance of success. Even the best risk management system will start to fail where it ceases to match changes in user needs.