EngageProcess

⚙ Configurations

Risk Management

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Introduction

The Engage Process Suite is used by organizations for many different themes and management goals. They include Continuous Improvement, Risk management/ FMEA, digital and organizational transformation etc. Our consultants have a lot of experience in configuring the settings of the Suite for these different purposes.

All their experiences and a lot of wonderful input from many customers, has now been bundled in Standard Configurations. With these configurations our customers' key users can manage the settings of the Suite in an effective and efficient way aimed at these themes. Where needed, our consultants can provide guidance or help to complete the configuration.

Risk Management: What and for whom?

Sharply defining the risks that a company might run into is becoming increasingly important. A risk management program is increasingly asked by the government, or by regulatory agencies; Processes are often seen the basis for a good risk management program. This document highlights how you can you start a risk management program from within the Engage Process Suite. The resulting reports are used by the Risk or Compliance officer or those responsible for managing the risk in your organization.

Engage Process Suite Modules needed (x) or preferred (*):

Name	Needed/Preferred
Modeler	x
Viewer	*
Authorisation	
Tables	*
Publisher	
Teamboard	
Feedback	
Brainstorm	

For which subscriptions?
- Suite Silver, with Publisher
- Suite Gold
- Suite Platinum
- Suite Enterprise

Base requirements:
The Risk officer (or person responsible for Risk management) should indicate which fields / data is currently used in the risk management program. He/she possibly uses Excel or Word to make the report and the same fields, such as risk and categories, should be used in the Suite.

Creating the configuration per Module
This configuration is based on experiences by our customers. In many situations it is sufficient to highlight the use of personal data per process; further detailing per processsteps is not always needed.

Engage Process Settings – Tables
In Tables, create the following Tables:
- **Risks,** scope: '**Processes**'. You may also choose to make subcategories:
  - **Risk Number**, type: '**Text**', Value '**Fixed**';
  - **Description,** type: '**Text**', Value '**Fixed**';
  - **Root Cause**, type: '**Text**', Value '**Contextual**' and add a standard value;
  - **Effect,** type: '**Text**', Value '**Contextual**' and add a standard value;
  - **Probability,** type: '**Number**', Value '**Contextual**' and add a standard value;
  - **Impact**, type: '**Number**', Value '**Contextual**' and add standard values 1 through 5;
  - **Owner,** type: '**Text**', 'Value '**Fixed**';
- **Controls,** scope: '**Processes**' and '**Item Properties**';
  - **Control Number,** type: '**Text**', 'Value '**Fixed**';
  - **Explanation**, type: '**Text**', Value '**Contextual**' and add a standard value;
  - **Preventative/Repressive?,** type: '**Text**', value '**Fixed**';
  - **Manual/Automatic?**, type: '**Text**', value '**Fixed**';
  - **Impact,** type: '**Number**', Value '**Contextual**' and add standard values 1 through 5;

Select this table type in your '**Risks**' table by setting it value '**Type**' to '**Controls**' and '**Value**' to '**Contextual**'.

Finally, make sure you create some tables for each table type and you add data to these tables.

Setting links between Tables content and processes

In the Modeler, open an existing process that you want to add the Risk controls to, or create a new process. Go to the **'Tables'** tab and get the tables that you have created. Next, click on the name of the process in the Project window and go the Properties Window on the right site to select and enter the risk data to this process. Repeat this for each Process which you want to include in your Risk management report.

Please note! Creating the process and loading the appropriate data from the tables to the process is sufficient for creating a rough Risk Report. In a more detailed approach, you can omit loading the table data to the process, and instead load it to each and every process step of the process. This would create a much more detailed report.

Showing risks in the processes

One benefit of managing Risks in the process tool is the possibility to share the risks with your colleagues in their handbook, or during workshops. In both the Modeler and the Viewer you can show the process in Swimlanes. Especially if you have logged Risks to individual process steps and in an ultimate situation also to important exceptions within the process. With the Swimlane layout employees will be able to see clearly where risks are present in the process, which role (employee) is involved etc.

Creating a Risk Report in Modeler and/or Viewer

Now that you've created the relevant tables and linked the content to the related processes and possibly process steps, you can create a Risk report in the Modeler and/or the Viewer.
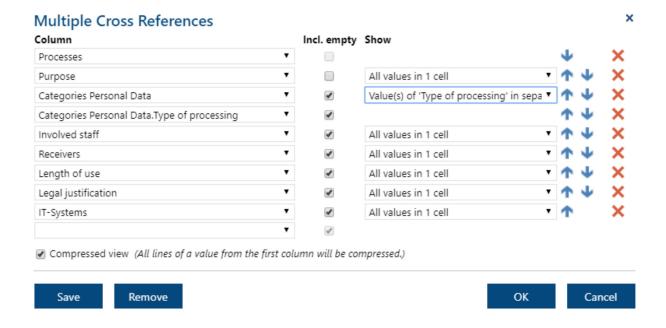
Important!

When you create the report in the Modeler, you will do so for all processes in the project that you are in. These processes might include multiple versions of the same process. It can be a good practice to only create formal reports from the Viewer. The logic behind this is that all finalized processes will be confirmed and approved and moved to the appropriate place in the handbook via the Publisher. Thus, when creating the report in the Viewer, it will cover all "formal" processes.

Creating the Risk Report

For creating the report, follow these steps:
- Go to Tab 'Reports' and click on 'Cross References'';
- Select the option 'Multiple Cross References'
- Under 'Column' you now sect the information that you want to include in your
  Risk Report, for example:
      - Processes and Process steps;
      - Risk.Risk number;
      - Risks;

- Controls.Control Number;
        - Controls;
        - Controls.Impact
        - Risks.Probability
        - Risks.Impact
        - Risks.Owner
        - Role
- Next, check the **'Compressed View'** option.
- Save the report, if you wish. If you do so, it will appear as an option next time you select the **'Report'** and **'Cross References'** option.

Finally, at Engage Process we have only created a very rudimentary report as we don't want to spent resources on rebuilding Excel. Therefore, in the bottom left corner please use the button for Excel export and you'll end up with a wonderful Privacy Register in Excel.

If you only have the Modeler

Users who only make use of the Modeler will not have access to **'Tables'** (in Settings). The can make local tables within a single **'Project'** via the tab **'Home',** selecting **'New'** and then **'Item Type'.** You can create the necessary tables in the Modeler in this way and use the **'Report'** function to create the Privacy Register.

As mentioned before, you will likely have multiple versions of the same process in the Modeler. In order to filter those out in the final report, you can also create a **'Table'** reflecting the Status of your processes. If you take this attribute along in your report, you can filter the column out in the final Excel report that you create