

STRATEGIC RISK ASSESSMENT

GOVERNMENT OF CANADA

WHO

Department of Public Services and Procurement Pacific Region Senior Management.

GOAL

Shortlist top 3 risks most relevant to the region using consensual, objective assessment process.

HOW

The Ethelo platform hosted a 5-day online collaboration between senior management using Ethelo to validate, rank and assess major risks.

OUTCOME

Efficient short-listing of 3 fully agreed risks, including one that emerged during the process.

The Strategic Management team within Public Services and Procurement Canada, Pacific, is required to shortlist 3 risks every year that are most relevant to their region. In order to do this, existing risks must be reviewed and a consensual, objective assessment process must be followed. Previously, assessments took a long time to conduct and process. Ethelo enabled a highly efficient 5-day process that ended with a shortlisting of 3 fully agreed risks, including one that had not been foreseen before the process began.

BACKGROUND & APPROACH

ETHELO HOSTED A 5-DAY ONLINE COLLABORATION BETWEEN SENIOR MANAGEMENT

The short-listed regional risk results had to be started and completed within a 5-day period for approval by the Regional Director General at the end of November. It was decided early on that the process needed to be conducted in 2 sequential stages to ensure the highest quality output.

In stage 1, participants were invited onto the Ethelo platform to review existing risks and rate the extent to which each one should be put forward for short-listing. Furthermore, they were given the opportunity to comment on the existing risks and suggest new ones. After 2 days, there was a short review period to set-up stage 2 with the modified and augmented list of risks. The purpose of stage 2 was to achieve objective rankings of impact, likelihood and practicality (ability to mitigate). Stage 2 also provided an opportunity to rate the newly emergent risks for inclusion in the short-list.

Aside from objectives of consensus and objectivity, there was also a strong desire to reduce physical meeting time and costs.

HOW ETHELO SHAPES THE PROCESS

COMBINING QUALITATIVE AND QUANTITATIVE COLLABORATION

The need for integrity and speed requires careful and efficient knowledge capture. Ethelo helped to:

- Give all participants the opportunity to share their knowledge with others
- Make ratings based on intuition as well as objectivity
- Bring forward new risk items for consideration
- Reduce the interruption to busy senior management schedules
- Achieve auditable and defensible results

PROCESS

A PATH TO WORKPLACE 2.0

Workplace 2.0 demands efficiency without the penalty of lost contextual nuances. The two-stage process used by Ethelo in this instance combined intuitive rating and idea generation with objective criteria-based evaluations to collaboratively generate a comprehensive assessment of risk.

1

CONTEXT AND DISCUSSION FORUM

Each potential risk was accompanied by a clear description. Participants could share their analysis and learn from each other. They could reply to and like other's comments, as conversational threads emerged. This enabled all risks to be thoroughly and transparently discussed.

2


DISCUSSION FORUM


Each participant was able to rate each risk on a nine-point scale using 3 independent criteria (practicality in the graphic shown


3. PRACTICALITY (ABILITY TO MITIGATE)

High Medium Low Very low

No public votes for this Risk criterion. Would you like to share your vote?

 Example participant High and there's a high ability to mitigate.
November 16 at 10:36am · Like · Reply

 Example participant This risk is low because the risk is low and the risk is low.
November 16 at 11:56am · 2 · Like · Reply

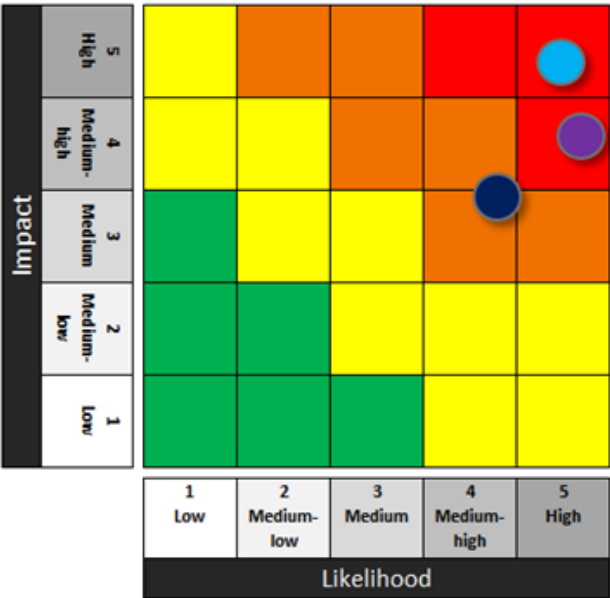
 What do you think of this?

RESULTS

RISK SHORTLIST GENERATED

Ethelo delivered the risk analysis with supporting data and visualizations. The output format is shown here:

	Risk	Impact	Likelihood	Rating	Practicality	Inclusion Ranking
1	Risk 1	5	5		4	86%
2	Risk 2 (new)	4	5		2	82%
3	Risk 3	3	4		3	79%
4	Risk 4	3	4		1	72%
5	Risk 5 (new)	2	4		3	68%
6	Risk 6	3	2		2	64%



PARTICIPATION DYNAMICS

The 87% participation rate was considered high and representative. Over 22 comments (2+ per participant) were generated. The average completion time was under 10 minutes and the whole process was complete within 5 days.

PARTICIPANT FEEDBACK

“ *Easy! Thanks!* ”

“ *This is a very efficient tool for collecting input for this exercise.* ”

“ *It really did take less than 10 minutes!
Thanks!* ”

AFTER THE CONSULTATION

At the time of writing this case, the risk shortlist is in the process of being presented to the Regional Director. Risks from across all Government of Canada regions will be consolidated Federally.

*" I have enjoyed the process of setting this up and using Ethelo.
I love efficiency! „*

Sponsoring senior manager.

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