

Case Study



Client Profile

Organization

Canadian distributor of natural resources

Size

Over 900,000 customers, around 1,200 employees

Industry

This client is one of the most significant utilities companies in the Pacific North West. It is also a noted innovator in alternative energy technologies.

RISK MANAGEMENT

Business Needs

The client required the implementation of effective risk management processes in order to ensure the efficient and successful completion of IT projects. Previously, all of the IT department's risk management practices had been carried out on an ad hoc basis. To guarantee the achievement of project portfolio objectives, the client had to replace this unorganized approach with a set of defined and measurable risk management processes.

Solution

Knowledgetech developed a comprehensive risk management solution with three key components:

1. **Framework:** Provided a step-by-step guide to key activities necessary for evaluating and responding to risks – based on industry best practices but customized for the client's workflows
2. **Manual:** Outlined the risk management framework and supplied tools and templates for putting it into practice
3. **Training:** Ensured all internal and external project managers understood and could work within the framework

Benefits

- Proactively managed risk – contributing to the efficient completion of projects and reducing the need to allocate funds for the mitigation of unplanned events or emergencies
- Filled gaps in the existing risk management process
- Increased the rigour and accuracy of the budgeting process and the calculation of projects deadlines
- Audited projects to ensure regulatory requirements were met



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