



# Risks and Issues Management

## Sentient Portfolio Program Management

### What does it do?

Sentient PPM provides you with assurance that all risks and issues are centrally tracked so that you can have confidence that your organizational risk is being managed.

**Risks and Issues Management** provides a standardized risks and issues framework, meaning both internal and external reporting has consistency and clarity. All risk and issue information is right at your fingertips; allowing you to view organization wide summaries or specific risk and issue details related to individual projects and programs.

This allows you to achieve organizational wide visibility of risks and issues, so you can effectively manage and mitigate risk throughout your delivery life cycle(s).



### How will it help my organization?

Organizations commonly struggle with the consistent capture, reporting and workflow management of risks and issues. **Risks and Issues Management** gives you full visibility of the different types, severity and status of every single risk and issue related to ongoing projects and programs in your business.

Providing your program and project managers with an easy-to-use framework for recording and tracking risks and issues. Coupled with top-down visibility of adherence, Sentient PPM ensures that risk management receives the attention it deserves.

### Organizational Challenges

- ❖ Ineffective management of project, program and portfolio risks
- ❖ No centralized view of all issues and risks across your organization
- ❖ Inconsistency in the capture and classification of risks and issues

### Key benefits:

**Centralized information** – Keep all risk and issue information in one location ensuring visibility across the organization.

**Consistent framework** – Provide a simple framework for capturing, analysing and managing risks and issues.

**Get the real picture** – See the real status of risks and issues for current program and projects across the organization.

**Ensure due process** – Provide your team members with a single, simple tool to manage risks and issues. Bring consistency and discipline to the management of risks and issues.

**Ensure follow-up** – Raise actions against risks and issues, with automated workflow to ensure they get done.

**Build your knowledge** – View the risk and issue history of your jobs and apply learnings to improve your delivery processes.



## How does it work?

**Risks and Issues Management** is a flexible suite of features that can be configured to fit your existing business and reporting processes. Sentient PPM takes an action-based approach to managing risks and issues. Create actions and allocate them to people across your project teams. Automatic reminder emails and escalations ensure that risks and issues receive the attention they deserve.

**1. Start capturing** – When a project or program of work commences and for the remainder of its life cycle. Risks and Issues Management becomes a compulsory activity, which your project managers and team members must complete on a regular basis.

**2. Show in Status Report** – Reporting both internally and externally on issues and risks is critical. Specific risks and issues can be “flagged” to be shown on the status report depending on the audience.

**3. Take action** – For specific risks and issues, the project manager can create and assign actions to facilitate resolution. The project manager is able to monitor actions and their progression to completion.

**4. Get the summary** – Managers and business stakeholders can access real-time summaries of organization-wide project risk.

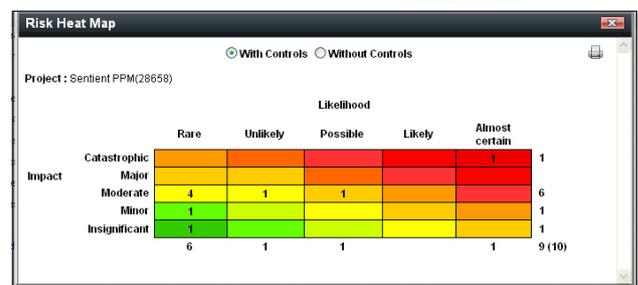
**5. Monitor exceptions** – Managers have full visibility of who is not meeting review and resolution dates. Exception reports let you know who is regularly missing their action deadlines.

**6. Centralize and control** – Always have your issues and risks information in real time and at your fingertips.

The screenshot shows a 'Risk' form with the following sections:

- Risk Identification:** Risk ID 58, Name 'Late delivery', Description 'Delivery of server will be late.', Date Identified '25May2009', Identified By 'Peter PM', Status 'Open', and 'Show on Status Report' checked.
- Risk Response:** Risk Owner 'Hayden Foster', Date Assigned '25May2009', Risk Review Date '03Jun2009', Flag 'Amber', and Response Type '-- Please Select --'.
- Risk Analysis:** Trigger 'If invoice isn't paid on time or if there is a delay in shipping.', Likely Impact 'Will delay go live.', Likelihood 'Rare', Impact 'Moderate', Priority Score '3', and Cost Impact '20000'.

*Consistent capture of risk information*



*The risk heat maps illustrate the risk profile for programs and projects*

The screenshot shows a table of all issues and risks with columns for Project ID, Project Name, Project Manager, I/R ID, Issue / Risk Name, Issue / Risk Owner, Type, Flag, and Status. The table is filtered by 'Type: Issue' and shows 55 items found.

Project ID	Project Name	Project Manager	I/R ID	Issue / Risk Name	Issue / Risk Owner	Type	Flag	Status
<b>Flag: Amber</b>								
29705	Path to PPM M...	Peter PM	77	Coffee Module...	David Falconer	Issue	Amber	Open
28555	Upgrade Peopl...	Diane Design	33	Potential probl...	Patrick Portfollo	Issue	Amber	Open
28790	Sentient Impl...	Patrick Portfollo	52	SAP Integration	David Falconer	Issue	Amber	Open
29243	Financial Fore...	Patrick Portfollo	86	The documen...	Patrick Portfollo	Issue	Amber	Open
<b>Flag: Green</b>								
28746	Project ABC	Peter PM	80	Bug discover...	Peter PM	Issue	Green	Open
28863	Brand Redeve...	Peter PM	48	Public Holidays	Hayden Foster	Issue	Green	Open
28746	Project ABC	Peter PM	72	test issue		Issue	Green	Open
29166	System training	Patrick Portfollo	68	Training mate...	Pam PM	Issue	Green	Open
28659	CRM Upgrade	Sam Davis	67	Underground ...	Patrick Portfollo	Issue	Green	Open

*Organizational wide summaries of risk and issues information*

**Sentient** is the leading private cloud Enterprise Portfolio Program Management (EPPM) service provider in Australasia and is proud to provide solutions to some of its leading companies.

As a cloud solution Sentient PPM is available anywhere, anytime to anyone with access to the internet. It's fast to deploy, easy to use and requires no infrastructure.

**For an EPPM solution that really delivers outcomes – Sentient Portfolio Program Management**

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