

Lohja is a safe lakeside town in which a comfortable living environment, cultural diversity, high-level expertise and a competitive business community aim to ensure the wellbeing of its 37,300 residents.

## The City of Lohja Takes Care of Risk Management through QPR Software

### CUSTOMER CASE:



*"With the help of QPR's risk management solution the city's employees participate actively in risk management. This way, the city's thin resources generate concrete results faster than before."*

*Kari Mäntyharju  
Chief of Audit, City of Lohja*

All the information needed in risk management can now be found inside the City of Lohja's management system. The identified risks, results of risk assessment, and risk management controls are in their place. Risk related information is monitored with the use of traffic lights just as other strategic information is.

***The rising importance of risk management, especially during the recent years, motivated the City of Lohja to introduce systematic risk management software into its management system. The software was needed to support all the stages of risk management from identifying risks to managing them. The software provided by QPR fulfilled this need and was fully integrated with the management system of the City of Lohja.***

### **Risk Management as a Part of the Management System and Strategic Planning**

The importance of risk management has been emphasized during the recent years because of both external and internal reasons. As the number of laws and regulations increase and the internal operations become more complex, the City of Lohja wanted to

make risk management a solid part of their strategic planning and management system. In addition, the city wished to develop risk management towards a more proactive operations model.

Traditionally, risk management had operated as its own separate segment, but now the city wanted to make its employees take part in risk management more actively. This way, concrete results are accomplished faster, and the city's thin resources are better utilized for managing risks.

### **Risks as a Part of Lohja's Management System**

The City of Lohja has been doing systematic process development for several years already. Process descriptions and strategic measures have long been the essential base for the management system. Adding risk management to this system seemed a logic next step, because the process descriptions supported risk

identification well and the goal was to treat the assessment of the risks and the monitoring of progress as a part of the city's strategic monitoring.

## Fast Introduction of the Solution to the System

Adding risk management to the management system went smoothly. IT services was chosen as the pilot, and existing process descriptions were utilized in identifying the risks.

The risks were identified in a half-day workshop, and assessing the risks took another half-day. The actual risk measures and risk management controls were entered into the system in a few hours. The ease of use and flexibility of QPR's software made the efficient and fast introduction of risk management possible.

## Risk Related Information Found Easily in the Management System

All the information needed in risk management can now be found inside the City of Lohjas's management system. The identified risks, results of risk assessment, and risk management controls are in their place. Risk related information is monitored with the use of traffic lights just as other strategic information is.

The system shows a clear view of the overall situation concerning risk management. In addition to the overall view, the system gives up-to-date information about the status of each risk management control. The risk related, identified, and finished actions can be used to predict even the long-term progress of the risks.

*"QPR's systematic solution motivates people to take part in risk management. We are now better prepared for changes and get more results with the same amount of work", says Kari Mäntyharju, Chief of Audit, City of Lohja.*

## QPR's Solution Meets the City of Lohja's Needs

The starting point for the new risk management system was to integrate it with the management system used by the City of Lohja. Next, the process interfaces are often seen as potential generators of risks, and QPR's system enables the identification of the risks from that viewpoint too.

In addition, previous positive experiences about the ease of use and reliability of QPR's software supported the use of QPR's software also in risk management. During the introduction of the solution, discussions with QPR's consultants brought valuable insight to the realization of the project.

The screenshot shows a web-based interface for 'IT Services'. At the top, there are navigation links: '<-Back', '[Print]', '[Bookmark]', and '[Add to Basket]'. Below the title 'IT Services', there is a table with columns for 'Hierarchy', 'Actual', and a traffic light indicator. The table lists various services and their status:

Hierarchy	Actual	Status
IT Services	2007 6,67	Yellow
1. Service Ability and Effect	T1 / 2008 5,00	Yellow
2. Processes	T1 / 2008 5,00	Yellow
3. Employees and Growth	T3 / 2007 10,00	Green
4. Resources	T1 / 2008	White
5. Risk Management		
5.1 Physical Security		
Access contrl system functionality and monitoring	T1 / 2008 9 pts.	Red
✓ Taking care of Timecon updates and access key security	T1 / 2008	White
Office building security	T1 / 2008 1 pts.	Green
✓ Maintenance and alert systems	T1 / 2006 Completed	Green
Power supply security	T1 / 2008 3 pts.	Green
✓ Purchasing UPS and reserve power	T1 / 2006 Started	Yellow
Securing physical crossing points in the data network	T1 / 2008 4 pts.	Yellow
✓ Lockers for equipment	T1 / 2006 Completed	Green

Picture: Risk measures as a part of the management system of the City of Lohja

## Managing the Risks in Healthcare

After the IT services, systematic risk management is introduced into City of Lohja's healthcare organization, where the process is already well under way. From the viewpoint of risk management, healthcare is an especially challenging area, because there is a great number of process interfaces and therefore the number of potential risks is often high. In addition, the existing process descriptions are meant to be used more efficiently in future.

The plan is to describe the risks in the target state processes and the controls that may relate to them in a more detailed level.