Modernising Local and State Government:
Digitising Processes to Improve Efficiency and Collaboration

riskonnect.

Intro

From local councils to larger state government entities, public sector organisations run a wide range of projects and initiatives to improve their communities and run vital services. They can have thousands of employees across multiple sites and departments who must work together collaboratively to deliver successful projects and efficient services in their communities – ensuring taxpayer funds are spent wisely.

Delivering community projects to improve infrastructure, roads, community centres, sporting facilities, and parks, and managing services like waste collection, local events and environmental initiatives is a complex task. It requires a holistic collaborative approach to keep staff informed of their responsibilities and keep things moving. Delivering these large-scale initiatives and essential services opens government organisations up to a multitude of risks that need to be bought under control, they also experience a high number of incidents, feedback, and complaints that need to be addressed.

Councils and governments need to digitise and modernise their processes to manage these large-scale projects effectively to mitigate risk and automate their processes.

In this ebook, we delve into all the different ways software can streamline and automate processes across both local councils and state governments. From project management and strategic planning to risk management, compliance, incident reporting, feedback, and complaints, we'll explain how governments and councils can consolidate multiple processes into one holistic platform. We'll demonstrate how software enables leadership teams to optimise processes and get full visibility of operations and risk exposure to address problems.

Why do governments need to move to a holistic software platform?

Councils and local governments traditionally manage a multitude of processes in silos using different spreadsheets, documents, forms, and emails. These manual, disjointed processes cause inefficiencies resulting in poor quality data, admin heavy tasks, and duplicate work – creating substandard reporting outputs that hinder decision-making. Manual, disjointed, individually managed processes stifle collaboration, slow down progression, and prevent leadership teams from getting a holistic view of operations.

The key problems with manual spreadsheet-based processes typically include:

Prone to human error: It is very easy to copy and overwrite data in spreadsheets and miss emails.

A lack of data governance: There are no data entry rules or guidelines resulting in inconsistent and incomplete data.

Siloed data: With so many separate spreadsheets, emails and forms, data doesn't integrate - resulting in extra data input and data manipulation tasks.

Time-consuming: Spreadsheet-based manual processes can be time-consuming as they lack automation and are admin heavy.

Unable to accommodate multiple users: Spreadsheets struggle to accommodate multiple users resulting in overwritten data and multiple versions.

Hinders decision-making: The lack of data governance and version control creates poor quality, incomplete data resulting in inaccurate reports that could cause government entities to make the wrong decision.

Unsecure: Spreadsheets can be shared with anyone and are vulnerable to malware and corruption and they don't align with widely used cybersecurity protocols.

No permissions-hierarchy: Spreadsheets don't offer user tracking making it hard to know who changed what and when. Staff of all levels can view sensitive or irrelevant data as there is no way to limit access to certain areas.

12 Processes in Local and State Government That Can Be Digitised by Software

1 Project Management

Local and state governments have hundreds of projects in flight to help them improve their communities. Projects typically include, improving roads, infrastructure, public transport, schools, parks, sporting facilities, social housing, waste collection, and other various community initiatives. Whether it's improving existing infrastructure and facilities or building new ones, these projects must be carefully planned and orchestrated to ensure they are delivered on time and within budget while minimising risks and delays.

Some projects can take months or even years to complete and require extensive planning and collaboration across teams and external contractors to complete the work. There are complex timelines to map, budgets to plan, risks to manage and a whole host of dependencies that need to be considered that could prevent the project moving onto the next stage.

The extensive planning and effective communication needed to run these large complex projects can be difficult to manage using traditional processes like spreadsheets, emails, and progress update meetings. Many government organisations are turning to best-practice project management platforms to streamline project management, share information, and easily track progress. Here's how it works...

A software platform with best-practice project management capabilities makes it easy for governments to plan out their projects, manage budgets, and balance resource allocation across multiple initiatives.

Firms plan out each project in the platform capturing what is in scope for the project, key timelines, likely costs, and any associated risks. Large scale projects are broken down into smaller programs, tasks, and actions – creating a step-by-step plan for each stage of the project with clear ownership for each task and action. Any dependencies are mapped to ensure critical steps are completed before the project moves on to the next stage. Firms can also identify any potential 'project risks' and log them in the system and establish controls to reduce the risk to ensure project success.

Automated workflows are used to alert staff when they have an upcoming project related task or action, they can view their 'to do list' on their own personalised dashboard, and they simply mark tasks as completed as and when they are actioned. When tasks are marked as completed, the relevant staff are notified enabling them to move on to the next stage of the project. Unactioned tasks and missed deadlines are automatically chased up and escalated – ensuring the project stays on track and alerting management of any delays.

As tasks and actions are completed, progress is indicated at each stage of the project allowing stakeholders to get a birds-eye view of how the project is progressing. Staff can also log spend in the system and reconcile spend against budget - workflow automation is used to flag any overspends.

Project risk can easily be managed in the platform. Firms can establish a risk register for each project and define key risk indicators and set controls. They can also automate regular control checks and testing to ensure controls are effective and risk remains within tolerable levels.

Project management software isn't just useful for managing individual projects, it is also great for allocating budgets and resources across multiple projects and prioritising workload across different initiatives. It also provides a wealth of reporting outputs enabling all stakeholders to get visibility into project progress. Leadership can access the right data to make critical decisions regarding where to allocate budget and resources across various government initiatives.

2 Strategic Planning

Most governments and local councils have a long-term strategy planned out over several years to improve the communities they serve. They must decide on their key goals and objectives and then carefully plan out the different projects, initiatives, actions, and tasks that will help them to achieve their strategy. To ensure that the strategy doesn't just remain a boardroom initiative, many councils and governments are using software to streamline and automate the strategic planning process.

The framework within the software enables them to map out their strategy by breaking down their goals and objectives into smaller, programs, projects, tasks, and actions. Each key deliverable is allocated a timeline, budget and KPI's, and any risks are logged and added to the risk register.

As tasks and actions are completed, progress is indicated at each level of the strategic plan. Leaders can easily view the strategy map and its status using simple tree views and dashboards and reports. Automated control monitoring can be set up to flag missed deadlines and budget overspends ensuring problems are addressed quickly. Workflows can be used to add structure to the process, for example when a task or action is completed, the relevant stakeholders are notified enabling them to move on to the next step in the strategic plan.

As part of this setup, organisations can also log any strategic risks which can be monitored as part of their existing risk register within the tool, these can then be linked to tasks, projects, key dependencies, and compliance obligations. Risks can be monitored on an ongoing basis with regular risk assessments, questionnaires, or surveys, and by setting controls based on key performance indicators and key risk indicators.

The execution of any strategy requires some level of risk-taking. By integrating risk management into existing strategic planning processes, organisations can uncover risks to their strategy early and resolve them expeditiously. It also empowers leaders to take calculated risks that help to achieve the strategy. This proactive approach to risk management and strategic planning supports governments to achieve their long-term goals.

3 Risk Management

Managing operational risk across local and state government can be a challenging task. Failure to deliver core services like waste collection, emergency services, social security payments, community initiatives, and infrastructure upgrades, economic, environmental, and geopolitical risk can also impact operations and needs to be carefully managed.

Managing risk using manual processes like spreadsheets and email, creates inconsistent processes, fragments data, and slows down processes – limiting visibility into overall risk exposure. That's why many councils across local and state government are implementing best-practice software solutions to support them to manage risk more effectively.

These intuitive solutions enable organisations to set up a comprehensive on-line risk register, where multiple departments can directly log risks. Automated workflows circulate online risk assessment forms for completion on a regular basis - with all data feeding into the platform. Transactional and operational data can be pulled into the solution from other systems and data sources via API connections - enabling teams to set key risk indicators (KRIs), define risk tolerances, and monitor risk levels based on real data. Centralising this data makes it easy to calculate the likelihood, severity and impact of risk and generate risk ratings. This empowers organisations to operate within their risk appetite and receive notifications when risk exceeds the agreed tolerance levels.

Once the system is established and the risk register is completed, teams can set controls to keep risk within tolerable levels. A 'control' might be a policy, a procedure, a safety check, a piece of equipment or some training and 'controls' will need to be checked and tested on a regular basis to check they are effective in mitigating the associated risk. The software uses online forms and workflows to fully automate control checks and testing and capture the findings. This ensures staff are quickly notified of failed or inefficient controls – ensuring they are rectified in a timely manner.

Staff of all levels can use the platform to complete simple tasks like risk assessments and control checks online - capturing a wealth of information for risk teams. Each staff member has their own personalised dashboard the view their upcoming risk related actions and tasks. Workflow automation sends reminders for any outstanding actions and data governance rules ensure data is captured consistently across different departments and sites – making risk data comparable and accurate.

Teams can run instant reports and view live dashboards to get a complete overview of their risk profile and drill down into the detail to address problem areas – eliminating manual reporting and data manipulation tasks. Software engages the entire organisation in the risk management process and ensures all stakeholders can log risks and take ownership of risk. This makes risk management more accessible, accountable, trackable, and resolvable - providing visibility to leadership teams. Plus, the automation saves time and valuable resources.

Many risk management platforms allow organisations to manage risks in alignment with their strategic objectives. This allows organisations take calculated risk in pursuit of their objectives and address risks quickly that could negatively impact their strategy.

4 Incident Management

Councils and local governments are responsible for a wide variety of projects, initiatives, and local services. Often unexpected incidents and accidents happen that can impact those services, and these need to be managed and resolved in a timely manner to ensure they don't impact operations. It's not just actual incidents that governments and councils need to capture and resolve, they should also put processes in place for staff to log potential hazards or near misses - to address them before they turn into full blown incidents.

With local councils and governments having so many staff across different offices and sites and on the road, having a centralised way for staff to easily log incidents, hazards, and near misses and implement remediating actions is essential to ensure data is captured consistently and that incidents are addressed quickly before they escalate further.

Manual processes like excel-based 'incident forms' and 'incident logs' can cause problems. They lack data governance, they can't accommodate multiple users, they don't offer user tracking, and there is no workflow automation to facilitate triage, escalations, approvals, and remediating actions. That's why many councils and local governments are turning to software with incident management capabilities to automate the process.

Firms can set up a variety of different forms for different incident types and categories, and the system will bring up the relevant fields based on the type of incident being logged. When users log an incident, they can upload photographs, screenshots, and URLs directly into the system to capture evidence. Incidents can be linked to staff, business units, systems, controls, and risks - so organisations can build a clear picture of where incidents are originating. Many software platforms also offer a mobile app enabling staff to log incidents on the go, anytime, anywhere.

Once an incident is logged, automated workflows triage and escalate the incident to the relevant staff member in your active directory based on predefined rules. The alerted staff member can log remediating actions in the platform and perform root cause analysis, keeping a fully time stamped audit trail of exactly when the incident was logged and how and when it was resolved.

Management can easily run reports and view dashboards to understand incidents, their locations, the staff involved and likely causes to analyse the data and spot trends – enabling them to implement remediating actions to reduce future incidents.

When using a software platform, incidents can be mapped back to any related risks on the risk register. Incident data should act as a 'key risk indicator' - as a rise in incidents could indicate that a control is ineffective. Understanding this data enables firms to strengthen their controls.

5 Compliance

Local and state governments must ensure compliance with a wide variety of regulations and laws. From state based local government acts, to laws relating to planning and development, environment, public health, workplace health and safety, anti-bribery, information security, and data privacy - ensuring compliance can be a challenge.

Many local and state governments use software to automate their compliance process. It makes it easy to understand each law and regulation and implement processes, policies, and procedures to ensure compliance.

Organisations start out by building a digital 'obligations register' in the platform - logging all applicable laws, regulations, and standards in a structured format. Critical details are captured for each obligation including:

- The specific requirements outlined in the regulation.
- The jurisdiction(s) where the regulation applies.
- The functions and business areas that are impacted.
- The responsible stakeholders and owners for each requirement within the organisation.

Once the obligations register is built, firms can document the compliance actions and steps that will be implemented to meet each requirement. Automated workflows can be used to establish step-by-step processes, implement controls, conduct regular compliance checks, and collate policy attestations. Staff from all over the business can easily complete compliance checks and control checks online and attest to any necessary policies and training undertaken. All of this evidence provides adequate proof of compliance.

Regulatory change management can also be managed using software. The platform integrates with your preferred regulatory content provider to provide live updates straight into the platform. When notification of a regulatory change is received, the relevant staff are alerted - and because each regulation is mapped to any relevant processes, policies, procedures, systems, and departments, staff can easily understand what needs to change. All changes can be planned and fully documented in the platform - keeping a robust audit trail of regulatory change activities to act as proof of compliance. Staff have their own personalised dashboard that lists out their upcoming compliance related tasks and actions and key compliance stats for their area.

Leadership can easily view reports on compliance status and to understand the status of compliance checks, policy attestations, remediating actions, non-conformances, and regulatory change progress.

6 Anti-Bribery

Local governments and councils deal with a huge network of suppliers, third parties, and contractors to deliver projects in their communities. Lucrative government contracts are well sought after by suppliers, and some can resort to bribery and corruption to win business. Eliminating bribery and corruption is a key concern for governments and local councils to ensure they are working with ethical vendors that win contracts legitimately.

Preventing bribery and corruption must be tackled from several different angles to be successful – from managing the giving and receiving of corporate gifts and hospitality to implementing processes for sanctions checks, whistleblowing, disclosures, and conflicts-of-interest. Software can help to automate these processes to provide more visibility into potential cases of bribery and to support firms to implement adequate measures to prevent it. Here's how software can help prevent bribery and corruption.

One main source of bribery and corruption is the giving of corporate gifts and hospitality - to try and persuade buying teams to select a particular vendor. Software can help to formalise the gifts and hospitality process. Staff simply log the giving or receiving of gifts via online forms – including how much it was worth, when it was received, and who by. Compliance teams can set a gift limit for each employee, this can vary based on their country, office location, department, or role. Gifts under the limit are automatically approved and any that exceed the limit are sent to the relevant approver to determine if the employee can accept or reject the gift. Teams can also set rules around the number of gifts and set thresholds for each supplier or vendor. These rules help employees operate within the desired limits – and any potential problems are quickly noticed – enabling additional training or new policies to be introduced.

GRC platforms can also automate processes for whistleblowing and disclosures. Staff complete an online form to log any suspected misconduct or wrong doings. Each case is then escalated to the relevant manager so they can decide how to proceed. An online portal can also be used for anonymous whistleblowing regarding sensitive matters. Case management workflows ensure the case - and the associated tasks - are managed until the matter is resolved. This makes it easy to communicate with staff about the progress of each case.

Conflicts of interest can also be managed in a GRC platform, along with automated sanctions checks to ensure contracts are legitimate. Teams use the system to maintain live registers of sanctioned entities and staff affiliations and memberships, and a step-by-step process ensures all new contracts and vendor relationships are checked against these lists before they are onboarded. Staff can also log potential conflicts of interest via an online portal so they can be investigated before contracts are signed.

Automating these processes with software enables local governments to easily align their processes with anti-bribery laws and provide proof of an effective anti-bribery program.

7 Feedback and Complaints

The projects, initiatives, and local services run by councils and governments can impact entire communities - and as they are delivered with taxpayers' cash everyone has a vested interest. Having a formalised way to collect feedback and complaints from both staff and the general public is essential for governments to allow both employees and those in their community to voice their concerns.

Local councils and governments can use a software platform to implement a best-practice process for feedback and complaints. Organisations can use software to set up online portals where complaints can be logged. Firms may want to set up one portal for internal staff and another one for the general public. Different forms can be set up for different types of complaints, and forms can dynamically adapt based on the criteria selected to ensure the relevant fields are visible.

Once a complaint is logged, workflow automation triages each case and escalates it to the relevant staff so it can be addressed. Case management workflows enable teams to capture all the steps taken to resolve the complaint and they can communicate with the individual who submitted the complaint vial the portal so they can understand how their case is progressing. Staff can view their own personalised dashboards so they can see all their outstanding actions relating to feedback and complaints and understand how each case is progressing.

These platforms can also be used for anonymous whistleblowing too. Staff can report cases of potential misconduct or whistleblow via the portal - enabling individuals to report potential wrong doings without fear of retaliation. The same case management workflows can be used to escalate the incident and work the case through to resolution.

These systems can also be used to collect general feedback. Organisations can formulate questionnaires or surveys in the platform and roll them out to staff or the general public via a portal so they can complete their answers online.

Whether it is a survey, a questionnaire, or a feedback or complaint form that has been completed, all the data feeds into the software platform so it can easily be reported on. Data governance rules like drop downs, menus, and mandatory fields ensure data is entered consistently, producing accurate reports that can guide decision-making. Councils and local governments can easily report on the source of complaints and implement measures to reduce future complaints – ensuring continuous improvement.

8 Cyber Risk and Data Privacy

Councils and local governments hold vast amounts of personal data and run their operations using a variety of different software applications and systems making managing cyber risk and data privacy a top priority. Organisations have a lot to consider, they must align their operations with data privacy regulations, put controls in place to mitigate cyber risk, resolve cyber incidents, and manage IT assets to ensure equipment and licencing is current.

To get a holistic view of cyber risk and data privacy requirements, and implement measures to secure their IT infrastructure, many councils and local governments are implementing software to streamline and automate the process.

Organisations can set up a digital, searchable cyber risk register in the platform to capture all their cyber and IT related risks in one place. Risks are then categorised and rated and assigned ownership, and key risk indicators are defined. To monitor risk levels, teams can use automated workflows to schedule regular cyber risk assessments, the system alerts the relevant employee when the assessment is due to be completed, and they enter the details via an online form and the data feeds directly into the platform. Risk levels can also be monitored by pulling external data from other systems and data sources into the platform using API integrations and setting rules to detect anomalies or high levels within the data.

Controls are then set and mapped to the relevant risk. A control might be a policy, procedure or training or it might be a fire wall, encryption, or a regular check. Depending on what your cyber controls are, they must be checked and tested regularly to check they are mitigating the risk successfully. Software can also automate control checks and testing. Firms simply schedule the checks in the system and the relevant team member receives a notification when the check or test is due, and they complete it and enter the results via an online form that feeds data into the platform. Firms can use the information to easily report on the effectiveness of their controls and the impact on risk levels.

Many software platforms also offer functionality to capture and resolve cyber incidents. Teams simply log cyber incidents via online forms with all data feeding directly into the software. Automated workflows triage and escalate the incident to the relevant team member and workflows facilitate root cause analysis and investigation until each incident is resolved. The platform can easily integrate with your cyber ticketing system and incidents can easily be mapped back to any relevant risks or controls to help organisations understand why the control failed.

Many councils and governments also use software to manage their cyber assets. All physical hardware assets and software subscriptions are captured in an online register – capturing critical details regarding their age, usage, and expiry date. Having access to this information ensures equipment is always current and licences are up to date and it also supports with planning IT budgets and expenditure.

Software can also support local councils and governments to operate in line with the relevant data privacy regulations and cybersecurity standards, certifications, and policies. Firms build an 'obligations register' in the software - capturing all applicable regulations, standards and certifications and their individual requirements. They then capture the compliance actions, checks, step-by-step processes, controls, and policies that are implemented to meet those requirements. If a process is not followed, or a check signals noncompliance, automated workflows alert the relevant staff so they can take action.

Many software platforms offer out-of-the-box frameworks to operate in line with widely used cybersecurity and data privacy regulations and standards like ISO 27001, CPS 234, GDPR, and ACSC Essential Eight. These software solutions offer templates, forms, and control libraries to implement processes that align with the required standards instantly.

With all these areas to manage to secure their IT infrastructure, it's no wonder that councils and local governments are implementing best-practice software solutions to automate cyber risk management.

9 Business Continuity and Resilience

Entire communities rely on local councils and governments for vital services, facilities, and even social security payments. Failure to deliver these services can severely impact families, therefore having effective business continuity plans and crisis management strategies is essential.

Simply having a static business continuity plan is not enough, plans need to be updated and tested regularly to ensure they are up-to-date and to identify any gaps or room for improvement. They also need to be readily available and clearly communicated in a crisis with the ability to track progress and recovery. Organisations also need to put measures in place to get foresight of potential disruptions ahead of time and communicate clearly in a crisis.

Many councils and local governments use a business continuity and resilience software platform to automate their business continuity and resilience processes. Organisations build out a business process register to identify their critical processes and any dependencies. Creating this digital 'process model' helps organisations to understand the likely impact across the business if a process or system were to fail and helps them to identify gaps and inefficiencies.

The software can also be used to automate business impact assessments. Automated workflows send out BIA forms and staff complete them online and data feeds into the BCM platform helping firms to get a better understanding of how downtime and crises will affect operations.

Regular plan updates can also be automated using the software. Workflows are set up to prompt staff to check and update the plans for their area on a regular basis – ensuring plans remain current.

Organisations can also use the BCM platform to carry out resilience testing exercises against different scenarios and vulnerabilities to identify gaps and fully document any remediating actions. This facilitates continuous improvement ensuring the organisation is always ready when a crisis strikes.

These platforms typically offer add on modules for crisis management and emergency notifications to ensure organisations can communicate effectively with staff in a crisis and activate plans quickly. Organisations can build emergency notification templates upfront and take advantage of functionality like encrypted chat, and mobile crisis communication to ensure staff stay informed in an emergency and that any downtime or crisis is resolved quickly and efficiently to maintain operations.

Some solutions even offer integrations with third-party threat intelligence providers - enabling councils and local governments to receive live updates on potential threats that could impact their organisation so they can take preventive measures before crisis strikes.

10 Audits and Inspections

Councils and governments are subject to a wide variety of audits, inspections, and safety checks. They might be internal audits to check staff are following processes and that operations are running efficiently, they might be external audits to ensure compliance with ISO standards or certifications, or they might be routine inspections to check public facilities like toilets, community centres, parks, and sporting facilities. Conducting audits and inspections and capturing the data manually using spreadsheets and emails is a time-consuming cumbersome process that often results in poor quality data.

Many councils and local governments use software to streamline and automate their audit process. The software enables them to plan and schedule all their audits and inspections up front - fully preparing the audit criteria, scope, methodology, dates and staff involved.

Auditors can use the platforms online forms to capture the audit findings – with all data feeding directly into the tool. Case management workflows enable staff to easily follow up on audit findings and implement remediating actions to complete the audit lifecycle. Staff can even clone audits to easily replicate existing audit set up details for recurring audits.

Leadership teams can easily run reports on audit status, findings, and outstanding actions – eliminating manual reporting. Out-of-the-box audit frameworks are available to audit against popular frameworks including ISO standards – expediting the audit process. Whether it's internal quality audits or regular inspections and safety checks, the software allows organisations to track findings and improvements and document all evidence efficiently. This process helps governments and local councils to meet regulatory standards while also providing transparency into their operations and supporting continuous improvement efforts.

11 ESG

The projects and initiatives ran by local governments and councils can have a significant impact on the environment, and many communities are increasingly prioritising environmentally friendly services and using ethical, sustainable suppliers and methodologies. Therefore, prioritising ESG (Environmental, Social, and Governance) related initiatives to improve credentials has become a top priority for councils and local governments.

Many government entities are using ESG software platforms to centralise their ESG data and manage the progress of their ESG related initiatives. Organisations can pull ESG data from other systems and data sources into the platform and roll out a variety of questionnaires and surveys to ascertain their ESG position. They can define an ESG strategy with clear goals and objectives and then plan out the key tasks and actions that will help them achieve their strategy with clear deadlines and budgets. As tasks and actions are completed, progress is indicated at each stage of the ESG strategy.

These systems can also be used to structure processes and generate reports that align with ESG related standards like ISO 14001, CSRD, TSFD, ASIC sustainability reporting, and anti-bribery and modern slavery regulations.

Software platforms can also be used to implement best-practice compliance processes for gifts and hospitality, conflicts-of-interest, disclosures, whistleblowing, feedback, complaints, and sanctions checks to prevent bribery and corruption – supporting the social aspect of ESG.

Organisations can use the platform to plan out their long-term ESG strategy and map out all the projects, tasks, and actions needed to improve their credentials. As tasks and actions are completed, progress is indicated at each stage of the plan and staff can input timelines and manage budgets and dependencies.

To further support ESG initiatives, councils and local governments can also use ESG software to manage ESG related risks, implement effective controls, and document remediating actions. They can also use the solution to manage ESG related incidents. Staff log incidents via online forms and automated workflows facilitate escalation, triage, and case management until incidents are resolved.

By formalising their ESG processes and centralising the management of their ESG data and initiatives, councils and government entities can easily report on their ESG status and provide regular progress updates to management and regulators.

12 Workplace Health and Safety

Councils and local governments have large numbers of staff and contractors carrying out work in the community – making workplace health and safety a top priority. There is a lot to consider including managing accidents and incidents, providing training, implementing health and safety policies and procedures, capturing hazards, near misses, and risks, ensuring compliance with health and safety regulations, and passing safety inspections. Software can support councils and local governments to implement best-practice processes to manage workplace health and safety.

Firstly, software can automate the entire incident management process – eliminating excel-based accident logs. Staff simply log any workplace injuries or accidents using online forms that feed data into the platform. Forms can dynamically adapt based on the type of incident logged and staff can easily upload photos, documents and evidence. Automated workflows, triage and escalate the incident, enabling teams to conduct root cause analysis and implement remediating actions until the incident is resolved.

For any workplace injuries that result in claims, software can also fully automate the claims management process, ensuring claims are processed quickly and efficiently and ensuring the organisation has adequate cover.

As well as capturing actual incidents, software can also be used to proactively capture hazards and near misses in the same way. Staff can also log these via online forms and workflow automation ensures they are escalated and that measures are put in place to prevent them from causing full blown incidents.

Software can also automate regular safety checks and inspections. Whether it is inspecting sporting facilities, parks, and public buildings, or regular health and safety checks to ensure staff are following processes and policies, the details of these checks can be captured in the platform. Workflows send notifications to the relevant staff member asking them to complete the check and they enter the results online – enabling leadership teams to get a complete overview of safety status.

Software can also support firms to structure their processes to align with widely adopted health and safety standards like ISO 14001. The software provides best-practice, frameworks, workflows, forms, and controls to enable organisations to easily align their processes with the requirements and pass their safety audits.

Workplace health and safety software can also be used to manage health and safety related risk, automate risk assessments, and set controls to mitigate health and safety risks. These solutions allow councils and governments to easily report on occupational health and safety data and analyse the information to easily implement new health and safety measures where they are needed most.

Why Councils and Governments Are Choosing Integrated Software Platforms

Of course, streamlining and automating these 12 processes using software brings a wealth of benefits to government entities who are trying to manage governance, risk, compliance, incidents, and safety across their communities. But when these processes are all managed in the same integrated software platform, organisations can further map and integrate each area to generate even more data to improve processes and support decision-making.

For example, governments can map any incidents logged in the platform to any associated risks, failed controls, breached policies, or compliance regulations. By mapping these functions, organisations can understand which risks are escalating into full blown incidents - indicating that they may need to implement further controls, improve policies, or report a compliance breach.

Managing these processes using one holistic software platform means government entities can also map risks on the risk register to the related controls, governance policies, or compliance regulations. Therefore, when risk levels rise, they can quickly understand the impact on their compliance status and check if the current controls are effective or need strengthening.

Councils and governments can also use a GRC platform to align risk management with their strategic objectives. Mapping these areas ensures they are taking the right risks to achieve their strategic objectives and effectively controlling any strategic risks that could derail their long-term strategy.

Mapping regulatory compliance to audit functionality in a software platform is also a great way to enhance efficiency and reduce duplication of effort. Mapping these areas enables governments to address compliance issues upfront to ensure the organisation has everything resolved ahead of time before an audit. Audit non-conformances can also be linked back to the relevant controls, regulations, or risks to resolve any outstanding audit actions quickly and maintain compliance.

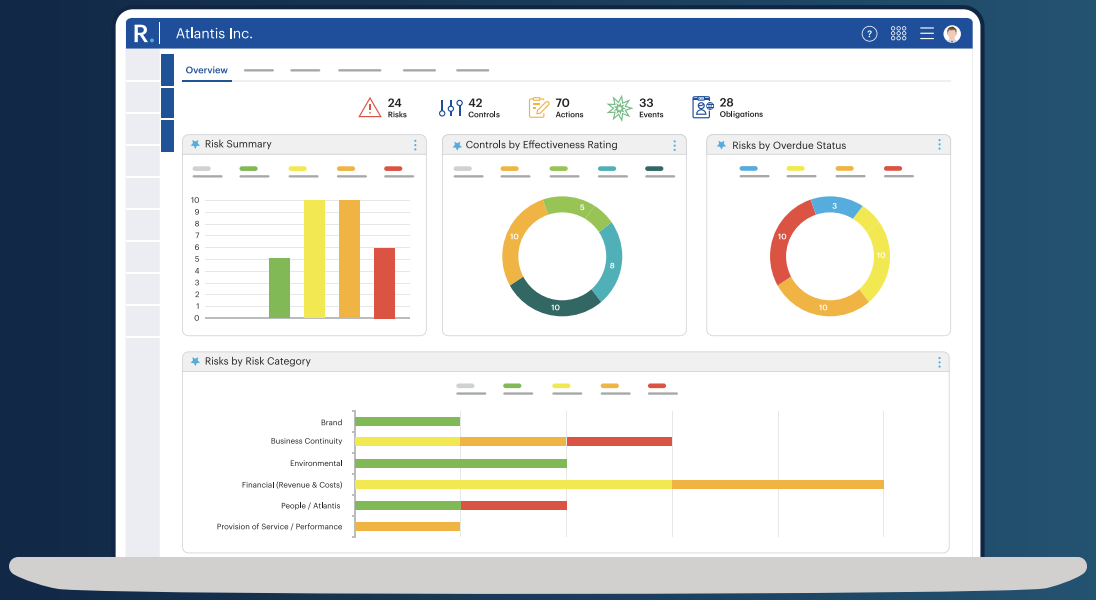
Governance procedures, controls, and policies can also be mapped to any related risks, or regulatory requirements. Therefore, when a risk escalates or a regulation changes, councils and governments can easily update any related business processes, policies, or controls.

When different processes are mapped and integrated using software, the combined reporting outputs can produce a wealth of insights to guide decision-making and uncover process improvements. The automated workflows in the software platform keep processes moving and send notifications to flag problems – helping organisations to reduce risk levels and remediate areas of non-compliance quickly.

About Riskonnect

Riskonnect offers an integrated software platform that can be configured to meet the specific requirements of local councils and governments. Our solution can be used to manage risk, incidents, compliance, business continuity, and health and safety, and to implement governance, controls, policies and step-by-step processes to streamline operations.

It features informative dashboards, executive reporting, flexible registers, workflow automation, online forms, a mobile app, and API integrations to implement structured, best-practice processes that make it easy for teams to work together and share information. Our technology empowers government organisations to anticipate, manage, and respond to risk in real-time.



Capabilities include:

- Enterprise Risk Management
- Compliance and Policy Management
- Incident Management
- Health and Safety
- Internal Audit
- ESG
- Technology Risk Management
- Project Risk
- Third-party Risk Management
- Project Management (PPM)
- Business Continuity and Resilience
- Strategic Planning
- Internal Controls
- Insurable Risk and Claims Management

Software Designed Specifically for Councils and Local Governments

riskonnect.

With integrated solutions across governance, risk, compliance, ESG, strategy, project management, business continuity, incident reporting and more, our software is helping those in councils and governments to work together to manage risk, make the right decisions, and streamline and automate processes.

Deliver large scale projects and initiatives, manage risk, ensure compliance with regulations, resolve incidents, implement policies, procedures, and business continuity plans, and roll out your corporate strategy – all within one platform!

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