

CASE STUDY

Location: Ireland
Industry: Charity
Technology: K2
Integration: SharePoint



WALK takes a big step forward in mitigating risk with the evolution of a bespoke K2 & SharePoint Risk Management System.

Multiple approaches to managing risk combined with a lack of a centralised system presented WALK with the need to enlist the support of Velocity IT services to consult in the development and implementation of a bespoke risk management system powered by K2 and SharePoint that could centralise and bring clarity to risk management across the organisation.

The Problem

Due to the lack of a central system that could enable the effective and timely handling of risk management in order to meet legal and organisational obligations, the process of managing and in turn mitigating risk was high on WALK's priority list.

Application

Across the organisation, risk was being assessed via multiple sources who all adopted their own application to assessing risk with siloed behaviours.

De-Centralisation

A lack of a centralised system and procedure meant that risk was being managed at a local level resulting in the lengthy process of manually acquiring and aggregating data with no ability to assign time critical obligations to key stakeholders.

Risk Scoring

The process of identifying risk through scoring methods did not include a robust grading system, which resulted in a disparity in results. WALK explored an out of the box risk management tool, however its capability proved to be insufficient for business requirements. With the objective of utilising in-house resources to create the solution, WALK embarked upon the development of

a bespoke tool, opting for K2 due to its low-code build functionality. The project was initiated by WALK's project team and taken to a point where it was then identified that external specialist expertise was required, and the services of Velocity IT were sought.

The Brief

The project brief outlined the necessity to provide a collaborative solution that could lead WALK's project team through the process of defining, developing and implementing a risk management solution and imparting advanced low code know-how and expertise to enable the in-house team to deliver future K2 developments independently.

"I was very clear that I didn't want the project completed for me, it was about learning best practice and Velocity IT came up with a mentoring plan that helped me to achieve my project goals and futureproof my K2 and SharePoint skills."

Sandy Brain - Quality Coordinator - WALK

The Transformation

Risk Register

Deployment of a centrally located risk register that is universally accessible across the organisation and provides risk information with a reporting tool sophisticated enough for internal and external presentation and is easily accessed in real-time.

Single Source Solution

Provision of a single source repository housed within SharePoint that brings clarity to the process for all stakeholders and removes the need for the editing and sharing of multiple document versions using Microsoft Word, eliminating the risk of locally held versions, loss of sensitive data or unauthorised access.

Manage Time Sensitive Submissions

Workflow solutions developed to ensure the timely response and call to action for risk reviews by implementing notifications to accountable parties.

Consistent Approach to Scoring

Collation and review of existing scoring methods and procedures to develop a consistent scoring system that can be applied and measured comparably across all risk mediums to determine risk grading.

Automation

Presented automated workflows for managing consistent tasks that were manual and labour intensive.

Accessibility

Implemented a multi-device solution across desktop, laptop and tablet that enabled 24-7 remote access by allocated teams in the field, removing the barrier of accessibility and enhancing the speed of availability of all risk assessment related information.

"My Velocity IT mentor was great, he was always on hand to help me when I got stuck within the development and offered excellent advice for optimising the system."

Sandy Brain - Quality Coordinator - WALK

Key Benefits

- Significant reduction in development timeframe - to deliver the solution within **SharePoint** including the development of associated apps was estimated 2-3 years versus the chosen path using **K2** and **Velocity IT** which was delivered in its entirety in a third of the time.
- Consolidation of 4/5 document templates resulted in the implementation of a Single Grading System for Scoring - presenting clarity, reducing time, improving efficiency and eradicating duplication issues.
- The new system presented a 30-50% reduction in employee time to input a risk into the management system.
- Leveraged existing **K2** in-house knowledge, presenting a cost and time saving on learning and development.
- Utilised the outsourced expertise of **Velocity IT** to bring the project to live status while at the same time developing in-house **K2** skillset to aid future **K2** system development needs.

"A key benefit to the Board is the ability to track organisational risk in real-time. By accessing the resource within SharePoint, intelligence for the mitigation of future risk is always to hand."

Sandy Brain - Quality Coordinator - WALK

The positive impact that the project delivery has created has been recognised across the organisation with a marked reduction in processing time of risk assessments which has been estimated to be in the region of a 30%-50%, in addition the obligation to present information for external reporting purposes has been expedited, eliminating the need for contact with multiple sources.

As existing adopters of **SharePoint**, the integration of the low-code **K2** platform, combined with the excellent technical expertise and application of **Velocity IT** has delivered **WALK** a custom design bespoke solution, built to their exact requirements.



About WALK

WALK provides community based support for people with disabilities. The organisation's vision is of *"an inclusive society where communities value and treat all people as equal citizens."*

WALK is a not for profit organisation offering a wide range of community-based services. All are individually tailored to meet the needs and wishes of each person they support.



About K2 & Velocity IT

K2 presents a low code process automation platform that allows organisations to deliver integrated, process automation at scale and pace to present workflows that can be applied to many applications and software solutions to enhance productivity and efficiency. As technology partners Velocity IT provide organisations with the advanced know-how and high level expertise in system architecture and deployment to achieve digital transformation.