



From Excel to Automated Risk Management: DCOG's Journey with Cura

INTRODUCING DEPARTMENT OF COOPERATIVE GOVERNANCE:

DCOG is a national public sector department in South Africa responsible for supporting effective local and provincial government and strengthening municipal performance. With a broad mandate spanning governance, service delivery and community programmes, effective risk management is critical to its operations.

The Challenge: Moving Beyond Manual Risk Management

As a national public-sector department responsible for overseeing municipal performance and service delivery, DCOG manages a broad range of responsibilities and risks. But its risk management processes had not yet evolved at the same pace.

Risk management was largely manual and heavily focused on compliance. The team relied on Excel spreadsheets to track risks, monitor their status, and prepare reports. This created a time-consuming process and made it harder to get a consolidated view of risk performance.

For management, particularly the Executive Committee (ExCo), the challenge was also one of visibility. Senior leaders needed a clear picture of the department's overall risk position without having to work through large amounts of information.

DCOG therefore needed a way to move beyond paper-based processes and spreadsheets. The goal was to automate risk tracking and monitoring, improve reporting, and make risk information more accessible to decisionmakers.

This created a clear need for a more structured and automated approach to risk management - one that could help the department make its risk processes more effective while continuing to meet its compliance responsibilities.

The Solution: Moving Risk Management From Manual to Automated

DCOG implemented Cura to automate key risk management processes and improve how risk information was captured, monitored and reported.

Through Cura, the department was able to centralise risk information and automate risk tracking and monitoring. Dashboards provided management with a more accessible view of risk performance, allowing the risk team to present key information to ExCo without relying on lengthy spreadsheets and manually consolidated reports.

The solution was implemented alongside DCOG's existing ICT environment. While infrastructure limitations have affected the extent to which the platform can currently be utilised, the implementation has already supported improvements in risk reporting and visibility

Results: Better Visibility into Risk

DCOG began transitioning away from spreadsheet-driven risk management toward a more automated process.

The most significant improvement was in risk reporting. With Cura's dashboards, the department could present risk performance to ExCo in a clearer, more concise format. This gave senior management a broader view of the department's risk position without requiring them to work through large volumes of information.

The solution also improved the way DCOG tracked and monitored risks. Previously, the department relied on Excel and manual processes. Cura provided a more structured approach to managing this information.

The department also saw an increase in customer trust. DCOG was able to support an end-to-end risk assessment for its Community Work Programme, helping address risk-related concerns around the programme.

The implementation also highlighted the importance of organisational infrastructure in supporting GRC transformation. While existing ICT infrastructure has limited the extent of platform adoption to date, DCOG has already achieved improvements in risk reporting and visibility.

Ready to Move Beyond Manual Risk Management?

DCOG's experience demonstrates that GRC transformation does not always begin with replacing every existing process. It can begin with addressing a specific operational challenge - such as manual risk tracking and reporting.

By moving key risk processes into a more structured and automated environment, DCOG has taken an important step toward improving how risk information is managed, monitored and communicated.

In Conclusion

DCOG's experience demonstrates that GRC transformation does not always begin with replacing every existing process. It can begin with addressing a specific operational challenge - such as manual risk tracking and reporting.

By moving key risk processes into a more structured and automated environment, DCOG has taken an important step toward improving how risk information is managed, monitored and communicated.

Ready to Move Beyond Manual Risk Management?

See how Cura can help your organisation automate risk processes, improve reporting and give decision-makers greater visibility into risk.

Take the next Step

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