COGTA CASE STUDY

Building long-term relationships with integrity and quality

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ABOUT COGTA

COGTA 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. We recently met with **Kealeboga Tsatsi**, Senior Risk Manager at COGTA , to understand how they continue to maximize their Cura investment.

COGTA'S BIGGEST CHALLENGE: MOVING BEYOND RISK MANAGEMENT

Manual Risk Processes:

Risk management was largely manual and heavily focused on compliance, with Excel spreadsheets used to track risks, monitor their status, and prepare reports.

Time-Consuming Reporting:

Reliance on spreadsheets made risk reporting time-consuming and limited the ability to consolidate risk information.

Limited Risk Visibility:

Management, particularly the Executive Committee (ExCo), needed a clear overview of the department's overall risk position without having to review large volumes of information.

Improved Reporting & Accessibility:

The department sought to make risk information more accessible and improve the way risk performance was communicated to decision-makers.

A More Structured Approach:

COGTA needed a more effective and automated risk management process while continuing to meet its compliance responsibilities.

HOW COGTA PARTNERED WITH CURA TO TURN THINGS AROUND

1. **Automated Risk Management:**
COGTA implemented Cura to automate key risk management processes and improve how risk information was captured, monitored, and reported.

2. **Centralised Risk Information:**
Cura provided a more structured approach to managing risk information in one platform.

3. **Automated Tracking and Monitoring:**
The solution supported the tracking and monitoring of risks, reducing reliance on manual, spreadsheet-based processes.

4. **Improved Management Reporting:**
Cura's dashboards gave management a more accessible view of risk performance, enabling the risk team to present key information to the Executive Committee (ExCo) without relying on lengthy spreadsheets and manually consolidated reports.

5. **Integration with Existing ICT Infrastructure:**
Cura was implemented alongside COGTA's existing ICT environment to increase operational efficiencies

6. **Improved Risk Visibility:**
Partnering with Cura to implement continuous improvements in risk reporting and visibility, and determining ways to help management access risk information more effectively.

WHERE IS COGTA TODAY ?

Improved Risk Reporting:	Structured Risk Tracking and Monitoring	Support for the Community Work Programme:
Cura's dashboards enabled COGTA to present risk performance to the Executive Committee (ExCo) in a clearer, more concise format, giving senior management a broader view of the department's overall risk position.	Cura supported COGTA's transition from Excel-based processes to a more structured approach to managing risks. The department also achieved improvements in risk reporting and visibility despite existing ICT infrastructure limitations.	COGTA was able to support an end-to-end risk assessment for its Community Work Programme, helping address risk-related concerns around the programme. The department also reported an increase in customer trust.

COGTA'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, COGTA 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.

READY TO MOVE TO THE NEXT STEP:

Start with the Challenge: GRC transformation doesn't have to mean changing everything at once. It can start by addressing everyday challenges, such as manual risk tracking and reporting.

Take Steps Towards Automation: COGTA has taken an important step towards making its risk management processes more structured and automated.

Make Risk Information Easier to Understand: With Cura, COGTA has improved how risk information is managed, monitored, and shared with decision-makers, helping them gain better visibility into risk.

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