



Agency At-A-Glance

Government agency of the United Kingdom managing passports and registration of life events

Services all UK citizens with over 4,000 employees across 75 offices

2010/11 Key Performance Indicators:

- Achieve a customer satisfaction rating of at least 95%
- Deliver 97% of all IPS products to agreed service standards
- Demonstrate year on year reductions in unit costs
- Detected fraud to represent at least 0.176% of passport application intake
- Achieve a minimum standard of 58% on the staff engagement index

www.ips.gov.uk

UK IPS Improves Service Delivery by Managing Risks

The Identity and Passport Service (IPS) is an Executive Agency of the Home Office of the United Kingdom (UK). The IPS is responsible for issuing UK passports and for the registration of births, marriages and deaths in England and Wales. IPS services all citizens of United Kingdom and issues over 5 million passports annually.

IPS is a customer services agency and it takes the quality of service it delivers seriously. “Delivering excellence in customer service” and “ensuring value for money and effective internal management controls” are part of its mission statement. Key performance indicators for 2010/11 included customer satisfaction and service standard targets. As early as 1999, problems with new technology and new rules (such as the requirement of children to have their own passports) had negatively impacted the agency’s level of service in significant and public ways. The IPS has decided improvement in its risk management processes is critical for the agency to maintain and improve its quality of service. This initiative was further encouraged by central government initiatives to improve the delivery of public services and recommendations in a Treasury publication “Management of Risk – Principals and Concepts”, also known as ‘The Orange Book’.

Neohapsis Solution

Agency Wide Risk Register

IPS implemented NeoGRC Enterprise Risk Manager as an agency-wide risk management platform. Existing data in multiple spreadsheets was consolidated by the agency’s internal staff and loaded into the system to make NeoGRC the central risk register for all historical and current risk data. Risk data was accessible to all IPS stakeholders via an easy-to-use, secure, web accessible platform.

Risk Identification & Accountability Management

Based on the lessons learned from prior events, the agency knew it needed earlier visibility to internal and external risks so it would have sufficient time to understand and remediate the risks. IPS used NeoGRC to automate a rigorous risk identification process across 500 stakeholders. NeoGRC also helped to quantify risks and track risk ownership for accountability.

“We needed a system that allowed us to get warning of potential nasty surprises, as early as possible”
Head of Risk Management, IPS

Program Risk Management

As a government agency, IPS is constantly managing initiatives and programs that are either specific to IPS or in support of wider initiative from the Home Office or above. IPS used NeoGRC to identify, manage and report on risks for all business and IT programs. One high-profile example was the large scale National Identity Scheme, ID cards for British citizens in the UK.

Risk Reporting

IPS used NeoGRC to provide risk visibility to Internal Audit and demonstrated that controls were in place to mitigate those risks. This ability to demonstrate and report on the agency’s risk management program was critical to provide the necessary assurance evidence to the agency executives. This evidence formed the basis of the agency’s annual Statements on Internal Controls.

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Neohapsis Products & Services

NeoGRC Enterprise Risk Manager

NeoGRC Implementation Services

Benefits

- **Clear responsibility and greater accountability** – The new risk management system helped to track and report on risk ownerships, thus promoting greater accountability throughout the agency.
- **Data backed assurance** – The Neohapsis solution captured all relevant documentation and complete audit trails such as auditor comments and when controls were tested. This provided a more tangible assurance backed by hard data to executives and oversight agencies.
- **Early visibility to risk** – With the means to automate a rigorous risk identification process across the organization, the agency gained early visibility to risks that may negatively affect its ability to deliver against its mission statement and achieve its key performance metrics. This also enabled the Agency to gain a more holistic view of all risks across the organization.
- **Higher level of risk awareness** – The Neohapsis solution made it practical to promote greater participation of risk management across the agency. A centralized system and higher level of awareness fostered a common understanding and interpretation of risk reporting across the agency.
- **More efficient use of resources** - A centralized system that automated tasks such as notification, escalation, data collection, and reporting resulted in lower administration requirements so agency employees spent more time analyzing data than gathering it.

“The implementation was well planned, well managed and delivered on time and within budget. We were very happy with the services provided by Neohapsis, with excellent training and subsequently first class post-sales support”

- Project Leader, IPS

Contact Us

For more information on Neohapsis products and services, visit www.neohapsis.com or call +1 (773) 269-6300.

About Neohapsis

Neohapsis is a trusted provider of governance, risk, compliance (GRC) and security software products and advisory services to Fortune 2000 enterprises and government agencies. Neohapsis combines expert services with its advanced NeoGRC software platform to deliver comprehensive GRC and security solutions for over 300 customers that include 10 of the Fortune 50 companies. NeoGRC is an enterprise GRC software platform that provides process and data automation, stakeholder collaboration, advanced analytics and visualization technologies. NeoGRC allows users to visualize risk, compliance and security data with multi-dimensional business context to support informed decision making. Neohapsis Advisory and Security Services help organizations address security, compliance, operational risk and IT risk challenges. Neohapsis consultants are recognized experts and thought leaders in the field of GRC and security. This combination of technology and service expertise allows Neohapsis to deliver solutions that fit the customer’s organizational maturity, business requirements and existing technology investments.

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