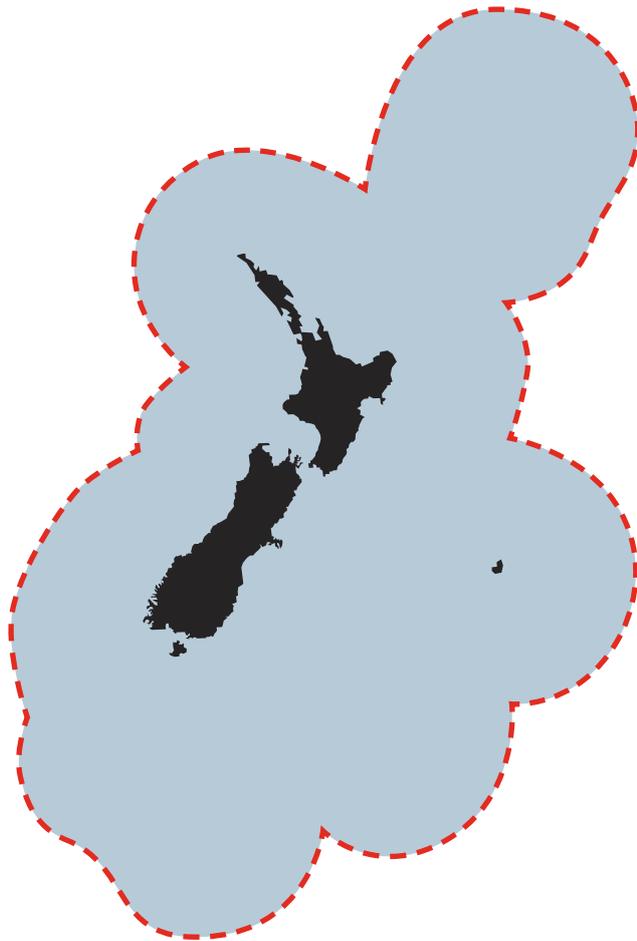


Multi Agency Risk Management

Case Study: Business Risk Services



The Situation

The National Maritime Coordination Centre (NMCC) coordinates surveillance for New Zealand's exclusive economic zone (EEZ). Governing entities must ensure activity within the EEZ is legal, safe and fair.

Seven Government entities have an interest in the activities within the EEZ they are Maritime NZ, NZ Police, Fisheries, Customs, NZDF, DoC and MAF. Each of these entities has specific strategic objectives and relies on patrol and surveillance assets to meet these objectives. The challenge for NMCC is to allocate these limited and expensive resources on a fair and effective basis.



NZDF Lockheed Orion on Patrol

An Improved Risk Based Surveillance Plan

OBJECTIVE

The NMCC needed an improved Risk Based Surveillance Plan that would deliver a robust and auditable process for allocating resources across stakeholders' competing priorities – and compare radically different risk scenarios.

The NMCC engaged Cornwall Strategic to design this improved framework. The finished product needed to be:

- simple to use,
- transparent,
- robust,
- auditable,
- consistent with national and international standard (ISO 13000:2009 in particular),
- able to validate information over time (which would support continuous improvement planning).

APPROACH

To ensure transparency and stakeholder buy-in, Cornwall Strategic used a tailored **Prince2**[®] approach. The bulk of the development was undertaken over a three month period consisting of four stages.

Through ascertaining the risk context, the current approach within NMCC and conducting a gap analysis,

Cornwall Strategic was able to capture NMCC's current needs and identify specific steps required to begin designing a tailored, functional and comprehensive risk management framework for the NMCC.

“This risk management tool is exactly what we need”.

RICHARD DAVIES
Manager NMCC

Framework Integration

National Maritime Coordination Centre (NMCC)

Cornwall Strategic delivered NMCC a risk management framework that allows the assessed risks of each stakeholder agency to be measured and weighted, and enables this information to be used to build an aggregate risk profile for the whole of the EEZ.

The integration of this framework now allows the NMCC to:

- Gain an internal and external review of the organisations current approach to risk
- Demonstrate that NMCC's risk processes directly support the stakeholder organisations' stated objectives
- Test current risk assumptions through a validation process
- Upskill staff in risk and business analysis tools and techniques
- Empower stakeholders with varying levels of influence
- More closely align with key stakeholders processes
- Resolve a number of smaller issues
- Open internal dialogue about other issues around risk management

Throughout the development of this process Cornwall Strategic has been able to gain intimate knowledge of government operational requirements. We have also formed key relationships with NMCC stakeholders including the New Zealand Defence Force, Customs and the new Ministry of Primary Industries.

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For more information on our risk management services please contact our risk specialist Rob McCrone.



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