



Risk reporting reinvented: How the City of Lethbridge elevated its risk management maturity with Diligent

Company overview

The City of Lethbridge is a dynamic municipal government serving approximately 106,000 residents in southern Alberta, Canada. As a mid-sized city with a vibrant community, Lethbridge provides a wide range of essential services, including public transit, water treatment, emergency response, parks and recreation, libraries, and cultural facilities. The city is dedicated to ensuring the safety, sustainability, and quality of life for its residents, balancing modern infrastructure with environmental responsibility.

Bronwyn Jesse, Risk and Controls Manager for the City of Lethbridge oversees a broad portfolio: risk management, cybersecurity, policy compliance, business continuity, emergency planning, and internal controls. Working to keep essential municipal services — like water, transportation, and emergency response — running smoothly, Bronwyn and her team are tasked with identifying, mitigating, and monitoring risks that could impact the residents they serve.



Organization:
City of Lethbridge

Industry:
Local Government

Location:
Alberta, Canada

No. of employees: 1900

Client since: 2014

The challenge

Escaping the spreadsheet trap

Previously, the City of Lethbridge relied on Excel to track risks — a manual, time-consuming process that didn't offer the clarity or visual insight necessary for informed decision-making.



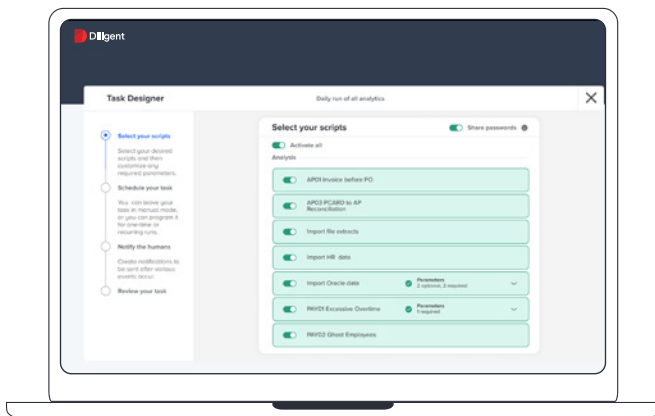
“Spreadsheets are great for collecting data, but that’s all they are for — data,”

Bronwyn Jesse

Risk and Controls Manager,
City of Lethbridge

Bronwyn and her team struggled to communicate to departments how well they managed risks, or whether mitigation efforts needed adjusting. “Creating user-friendly, visually appealing reports to identify high-risk areas was a constant challenge,” she recalls. There was also a need to compare year-over-year progress in real-time, without manually poring over spreadsheets.

“We wanted to foster a risk-aware culture and show progress, so that leaders could see how their controls were working,” she says. Without a centralized platform, achieving this level of transparency and collaboration was nearly impossible.



The solution

Diligent ERM brings clarity and control

As a city government balancing public trust, resources, and risk mitigation, Lethbridge needed a solution that could help managers see their controls in action, make real-time adjustments, and empower data-backed discussions across departments.

Having used Diligent's ACL Analytics since 2014, the city decided to expand its toolkit with Diligent's ERM solution, a seamless addition that transformed the organization's approach to risk management.

Transitioning from manual spreadsheets, Diligent's ERM software would allow the team to capture operational and strategic risks, score inherent and residual risks, and assess controls effectively. In just a few clicks, Bronwyn's team could now visualize risks citywide, simplifying complex data into clear, actionable insights.

Diligent ERM enabled her team to ditch manual reporting and adopt a system that empowered each department to view and manage their own data.



“With Diligent, we were able to conduct live updates during workshops, showing departments their residual risks immediately.”

Bronwyn Jesse

Risk and Controls Manager,
City of Lethbridge

The team could use Diligent's interactive heat maps and real-time dashboards to make risk data accessible, while the software's questionnaire function also allowed Bronwyn's team to directly engage risk and control owners, fostering accountability and clearer communication across departments. This not only created a more transparent risk management process but also cultivated a risk-aware culture across the organization.

Bronwyn credits Diligent for enabling this new level of collaboration: “As we matured our program and updated the system in workshops, departments could immediately see how their residual risk changed by the end of the session.”

The results

Enhanced efficiency and a more risk-aware culture

With Diligent ERM, the City of Lethbridge achieved a level of efficiency and insight that was impossible with their previous system. Bronwyn's team can now generate department-specific risk dashboards in an instant, allowing them to visually display high-risk areas and successful controls. "As a department, we look very professional," she says.

The journey toward ERM maturity accelerated significantly thanks to Diligent's software. "The Risk Manager tool helped move our ERM maturity level quickly. We had originally plotted out our program over a 4-year period. However, in less than a year of using Risk Manager, we can confidently say we got there within 12 months," affirms Bronwyn.

This rapid progress has provided the team with real-time reporting and easy visualization features that have greatly improved budget discussions and strategic planning sessions. As Bronwyn explains, "Department managers quickly realized that identifying high-risk areas and effective controls gave them a clear, compelling case when it came to budget discussions." The increased transparency has broken down silos and fostered cross-departmental collaboration, allowing her team to identify shared risks and maximize resource allocation.

“We’re using technology to capture and display useful, relevant information to stakeholders. It makes a real impact.”

Bronwyn Jesse
Risk and Controls Manager,
City of Lethbridge

Overall, Diligent ERM has transformed how the City of Lethbridge approaches risk management, turning a previously cumbersome, manual process into an efficient, dynamic system. As Bronwyn puts it, "Diligent ERM helps highlight risks and emphasize where improvements are needed."

By replacing manual processes with dynamic visualizations, the city is now better equipped to proactively address potential threats, allocate resources more efficiently, and make data-informed decisions that protect and serve its community.

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About Diligent

Diligent is the leading GRC SaaS company, empowering more than 1 million users and 700,000 board members and leaders to make better decisions, faster. The Diligent One Platform helps organizations connect their entire GRC practice — including governance, risk, compliance, audit and ESG — to bring clarity to complex risk, stay ahead of regulatory changes and deliver impactful insights, in one consolidated view.

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