|  |  |  |
| --- | --- | --- |
| Risk Management Smart Complaint Management System Project | |  |
| **Author:** Project Manager  **Status:** Draft / Final | **Created:** Nov 1  **Updated:** Mar 31 |  |
|  | | |

# Objective

The objective of this document is to outline risks to the Smart Complaint Management System operation launch and the plans to mitigate those risks.

Executive Summary

Xcc Telecom plans to launch the Smart Complaint Management System within six months. The operations team will establish a delivery plan, set up operations software for complaint tracking and resolution, and develop and implement an employee training program. There are two primary types of risk to this project: budget and schedule. Review the tables below for risks to this project and mitigation plans to address them.

**RISK TYPE ONE: You are at risk of going over budget**

|  |  |  |
| --- | --- | --- |
| **Scenario** | **Risk to Project** | **Mitigation Plan** |
| A software vendor increases licensing fees unexpectedly. | **Medium** | Control the risk by obtaining multiple quotes and negotiating favorable terms with the vendor. |
| Additional unforeseen costs arise during development. | **high** | Avoid the risk by allocating a contingency budget to cover unforeseen expenses. |
| Equipment costs exceed initial estimates. | **Medium** | Control the risk by regularly reviewing quotes from suppliers and looking for cost-effective alternatives. |

**RISK TYPE TWO: You are at risk of falling behind schedule to train employees**

|  |  |  |
| --- | --- | --- |
| **Scenario** | **Risk to project** | **Mitigation Plan** |
| Your employee trainer gets sick and misses a week of training. | Medium | Control the risk by cross-training additional staff to ensure continuity of training programs. |
| Training materials are delayed in production. | **Medium** | Control the risk by starting the development of training materials early and using digital resources. |
| Employees do not complete training on time due to workload. | High | Avoid the risk by scheduling training sessions during low-demand periods and providing incentives for completion. |

Appendix:

**Probability chart:**

|  |  |  |
| --- | --- | --- |
| **Probability** | | |
|  | **Qualitative** | **Quantitative (if measurable)** |
| **Low** | Very low chance of risk occurring. | Less than <10% chance of risk occurring. |
|
| **Medium** | Medium chance of risk occurring. | 10%-49% chance of risk occurring. |
| **High** | High chance of risk occurring. | 50%-100% chance of risk occurring. |
|

**Impact chart:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Types of Impact** | **Low** | **Medium** | **High** |
| **Financial** | Low financial impact,  costing the company $0-$14,000 | Medium financial impact,  costing the company $15,000-$29,000 | High financial impact,  costing the company $30,000 or more |
| **Operational** | Low impact to project operations, causing delays of a few days to a few days | Medium impact to project operations,  with potential to delay project by a month or more | High impact to project operations,  with potential to cause project failure |
| **People** | Low impact to employee attrition, causing 5%+ of employee turnover | Medium impact to employee attrition, causing 25%+ of employee turnover | High impact to employee attrition, causing 50%+ of employee turnover |

**Probability and Impact Matrix:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Inherent Risk** | | | | |
|  | | **Impact** | | |
| **Low** | **Medium** | **High** |
| **Probability** | **High** | Medium | High | High |
| **Medium** | Low | Medium | High |
| **Low** | Low | Low | Medium |