AI Implementation Risks and Mitigation

Risk ID	Risk Category	Risk Description	Impact on Project	Mitigation Strategy
R1	Data Quality	Incomplete or poorly organized data	AI performs poorly, reduces automation	Review, clean, and organize data
R2	AI Response Accuracy	Incorrect or misleading AI answers	Customer complaints, reduced trust	Clear rules, monitor outputs, human review
R3	System Integration	Difficult integration with existing systems	Implementation delays, workflow disruption	Test integrations early, phased deployment
R4	Escalation Handling	AI fails to recognize customer frustration	Customers feel ignored, poor experience	Clear escalation rules, human transfer
R5	Change Management	Staff resist AI due to job fear	Low adoption, poor cooperation	Communicate AI's supportive role, provide training
R6	Performance & Capacity	System slows down during peak usage	Customer frustration, missed performance goals	Plan capacity, monitor usage, prepare for demand
R7	Compliance & Privacy	Customer data mishandled, privacy violations	Legal issues, reputational damage	Strict data policies, human oversight
R8	Knowledge Management	Outdated company information used by AI	Incorrect responses, inconsistent communication	Assign content updates, schedule reviews
R9	Scope Control	Additional features requested before core completion	Project delays, increased cost	Control scope, phased delivery, formal approval
R10	Stakeholder Alignment	Different expectations, delayed feedback	Decision delays, misalignment	Engage stakeholders early, regular updates
R11	User Adoption	Customers prefer human agents	Low system usage, reduced ROI	Smooth human handover, communicate benefits
R12	Infrastructure Readiness	Long approval times for systems	Delay in full system availability	Start approvals early, prepare workarounds