CHAPTER VI

RISK MANAGEMENT

This chapter focuses on the project risk, risk table, and the risk mitigation of the system. Project risks are consequences that is to occur in the future. In a project risk, business risks are identified that can jeopardize the system as well as the technical, and security risks. In the risk table section, the group estimate and rate each risk through its likelihood and probability. Risk mitigation, monitoring, and management are also discussed to guide the team in creating strategies in handling risks. Risk management is important in system development because it allows the developers to identify possible risks and create solutions to reduce the probable risks to occur. In every decision that is made, expect a risk to come with the result.

6.1 Project Risk

Project risk is a certain condition that has an effect on one project objective. Risk management is very important in dealing with risks as risks can’t be removed but only reduced. It also focuses on identifying, assessing, and monitoring of risks. There are no risk-free projects as there are such events that can have a negative impact on the project. During the development of the SEMHCMS, the team made some changes in the modules to have an efficient system and to lessen the storage-space usage. Identifying these risks can help the team create solutions and to achieve the project objectives.

6.1.1 Technical Errors

The team has identified some technical risks to be encountered. During the data gathering from Saint Ezekiel Moreno Health Center, the team has found out that the current computer unit of the organization is infected with a virus. This can cause damage to the current data stored or even their database. The team has developed a system where the user can create backup files if incase the system goes down.

6.1.2 Business Risks

A successful development of the project does not a guarantee that the organization will accept the said system. The team should be able to identify whether the organization needs to replace their current system or not. The users of the system should also be oriented to allow them to be familiarized with the system. Saint Ezekiel Moreno Health Center is a non-profit organization, which means they do not have problems with their budget as of the moment because some private organizations are providing donations to the health center.

6.1.3 Security Risks

Every system has its backdoor which means that unauthorized users can find ways to breach the system’s security. The team has developed a system with a login feature to ensure that the users of the system are authorized and requires authentication. The user’s password is encrypted multiple times to ensure that the system’s security is reliable to the user.

6.2 Risk Table

This section focuses on the risk table which attempts to rate each risk through its likelihood or probability. The team has identified some risks that the team might encounter in the development of the said system. These risks are as follows: Project-size estimate, end-user resist, delivery deadline will be tightened, inexperienced staff, and network implementation. In the project-size estimate, the team should know if the project is feasible and are capable of finishing the said system. In the end-user resist, even if the development of the project is successful, it does not guarantee the user’s acceptance of the said system. In the delivery deadline of the project, it is expected that the group should be finished within the given time-frame made by the team. After implementing the system, it is possible that the medical staff would have a hard time adjusting to the SEMHCMS. In the network implementation, the team will have a hard time implementing the right network devices.

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| --- | --- | --- | --- |
| RISKS | CATEGORY | PROBABILITY | IMPACT |
| Project-size estimate  End-users resist  Delivery deadline will be tightened  Inexperienced staff  Network implementation | PS  BU  BU  ST  TE | 70%  30%  30%  50%  50% | 2  3  3  2  2 |

Table 26. Risk Table of System Title.

6.3 Risk Mitigation, Monitoring and Management

This section focuses with the creation of strategies like risk mitigation, monitoring and management for dealing with risks. Risk management is must to system developers to reduce the probability of risks to occur. Risks are identified and at the same time, solutions are being created to ensure the project’s success. Risks are identified through its description, probability, cost, and exposure. Mitigating risks allow the developers to minimize the impact to the system. Monitoring these risks can also help the team reduce the consequences that it can create.

The first table shows the size estimate risk that the team might possibly encounter. Some projects fail due to poor management. Project managers should be able to identify if the project scope is feasible and the team has the skill and knowledge in developing the said system.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Risk 1 : Project Size Estimate | | | | | |
| Description | Estimating the feasibility of the project. | | | | |
| Probability | 70% | Cost |  | Exposure |  |
| Mitigation | 1.  2.  3. | | | | |
| Monitoring | 1. Check every module if it has the same bug.  2. Observe the bugs for a period of time.  3. | | | | |
| Management | 1.  2.  3.  etc. | | | | |

Table 27. Size Estimate.