

## Condo Management System

### Risk Assessment and Management Plan (RMP)

The objective of the Risk Assessment and Management Plan is to identify the potential risks and outline the mitigation strategies for the identified risks that can probably affect the timely deployment of the Condo Management System. This plan provides a high level view to manage the associated risks.

#### Risk Identification:

- The team conducted iterative brainstorming sessions post each sprint and utilized the historical data to identify the potential risks.
- Using the expertise of each teammate the risks from different domains were included to have a well-rounded approach.
- The risks have been classified into the following categories: technical, management, external, documentational, design and budget related.
- Using the risk management matrix, all the identified risks are categorized into different tiers based on their score and hence prioritized accordingly.

#### Risk Management Matrix:

Impact	Low	Medium	High
Probability			
Low			
Medium			
High			

Figure 1 : Risk management matrix

Risk ID	Risk Type and Description	Risk Score	Resolved in Sprint	Strategy and Effectiveness
<b>RI 1.</b> Breach of information security	<ul style="list-style-type: none"> <li>- External</li> <li>- Unauthorized access to sensitive information compromising user privacy.</li> </ul>	High with high impact	Sprint #3-4	<b>Strategy:</b> Implement encryption and conduct regular security checks. <b>Effectiveness:</b> It can be measured by reducing the breach incidents to minimum. Its essential for safeguarding the user data.
<b>RI 2.</b> Low User Interaction	<ul style="list-style-type: none"> <li>- Technical</li> <li>- Users not interacting with application.</li> </ul>	Low with medium impact	Sprint #2	<b>Strategy:</b> Implement user-friendly interfaces, work on user feedback. <b>Effectiveness:</b> This is anticipated to enhance the user experience and hence the user retention rate. This can be recorded using a user engagement and retention matrix.
<b>RI 3.</b> Changes in project requirements	<ul style="list-style-type: none"> <li>- Management</li> <li>- Potential changes to project scope and functionalities affecting the timeline.</li> </ul>	High with high impact	Sprint #2-4	<b>Strategy:</b> Having a change management plan and having impact assessments for requested changes. <b>Effectiveness:</b> It facilitates effective integration of new features.
<b>RI 4.</b> Users reserving already reserved common places.	<ul style="list-style-type: none"> <li>- Technical</li> <li>- Potential chances of double booking of common facilities</li> </ul>	Medium with medium impact	Sprint #3	<b>Strategy:</b> Provide clear notifications or alerts and implement first-come-first-serve functionality. <b>Effectiveness:</b> This is expected to prevent the booking conflicts and reduce the potential complaints regarding the reservation system.
<b>RI 5.</b> Listed discount codes not working	<ul style="list-style-type: none"> <li>- Technical</li> <li>- The implemented list not applying the intended</li> </ul>	Low with low impact	Sprint #4	<b>Strategy:</b> Implement error handling mechanisms and

	discount.			providing timely support. <b>Effectiveness:</b> This will minimize user frustration and reduce the count of discounting issues.
<b>RI 6.</b> Language barrier	<ul style="list-style-type: none"> <li>- External</li> <li>- Language differences hindering the user engagement with the system.</li> </ul>	Low with low impact	Sprint #4	<b>Strategy:</b> Implementing multilingual support and testing with diverse user groups. <b>Effectiveness:</b> This helps in expanding the user base and increase inclusivity. It can be measures using an engagement matrix.
<b>RI 7.</b> Poor budget allocation	<ul style="list-style-type: none"> <li>- Budget</li> <li>- Inadequate allocation of funds leading to financial constraints</li> </ul>	Medium with high impact	Sprint #2-3	<b>Strategy:</b> Conduct a thorough budget analysis for the project and prioritizing budget based on a cost-benefit analysis. <b>Effectiveness:</b> Ensures that the financial resources are efficiently allocated and can be tracked by analysing regularly updated budget reports.
<b>RI 8.</b> Poor communication with stakeholders	<ul style="list-style-type: none"> <li>- Management</li> <li>- Lack of frequent and effective communication</li> </ul>	Medium with high impact	Sprint #2	<b>Strategy:</b> Conduct regular and transparent meetings with the stakeholders. <b>Effectiveness:</b> This improves project transparency.
<b>RI 9.</b> Insufficient user training	<ul style="list-style-type: none"> <li>- Management</li> <li>- Lack of proper training needed for the users</li> </ul>	Medium with medium impact	Sprint #2	<b>Strategy:</b> Develop training modules and provide hands on training if needed. Having a support team to assist the users with any issues. <b>Effectiveness:</b> This is the basis for user competency and helps to increase user

				performance and interaction.
<b>RI 10.</b> Data Corruption	<ul style="list-style-type: none"> <li>- Technical</li> <li>- Caused due to software failures or possible human errors.</li> </ul>	Medium with high impact	Sprint #2	<b>Strategy:</b> Regularly validate data integrity and recovery process. <b>Effectiveness:</b> It is critical for maintaining data integrity.
<b>RI 11.</b> Lack of Documentation	<ul style="list-style-type: none"> <li>- Documentation</li> <li>- Incomplete documentation of software code, architecture and design.</li> </ul>	Low with medium impact	Sprint #3	<b>Strategy:</b> Regularly maintain and update the Code Management Document. <b>Effectiveness:</b> This is essential for knowledge transfer.
<b>RI 12.</b> Scalability Constraints	<ul style="list-style-type: none"> <li>- Technical</li> <li>- With scalability, the website will have higher user traffic which needs to be managed.</li> </ul>	Low with medium impact	Sprint #4	<b>Strategy:</b> Having upgrade plans strategized and using proper cloud infrastructure that helps in scalability. <b>Effectiveness:</b> This ensures system longevity.
<b>RI 13.</b> Unexpected Bugs	<ul style="list-style-type: none"> <li>- Technical</li> <li>- Unexpected software bugs can cause system malfunction and lead to system down time.</li> </ul>	Medium with high impact	Sprint #3-4	<b>Strategy:</b> Implement thorough testing and constantly manage system bug testing report. <b>Effectiveness:</b> This helps in system reliability.
<b>RI 14.</b> Regulatory Compliance	<ul style="list-style-type: none"> <li>- Technical</li> <li>- System needs to comply with the industry regulations</li> </ul>	Low with medium impact	Sprint #5	<b>Strategy:</b> Have a team managing and staying upto date with the latest industry regulations. <b>Effectiveness:</b> It prevents legal repercussions and reduce the compliance complaints to zero.