**Deliverable 5: Risk Management Plan — Safaricom Digital Customer Service Portal**

**1. Purpose**

To identify, assess, and manage risks throughout the project lifecycle to minimize their impact on project objectives.

**2. Risk Management Objectives**

* Proactively identify potential risks.
* Analyze likelihood and impact.
* Define mitigation strategies.
* Assign ownership and monitor risks continuously.

**3. Risk Management Process**

| **Step** | **Description** |
| --- | --- |
| Risk Identification | Use brainstorming, expert judgment, and historical data. |
| Risk Analysis | Qualitative assessment (probability & impact). |
| Risk Prioritization | Rank risks to focus on critical ones. |
| Risk Response | Develop mitigation, avoidance, transfer, or acceptance plans. |
| Risk Monitoring | Regular updates and reviews in project meetings. |

**4. Risk Register**

| **Risk ID** | **Risk Description** | **Likelihood** | **Impact** | **Priority** | **Mitigation Strategy** | **Risk Owner** | **Status** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| RSK-01 | Integration failure with Salesforce CRM | Medium | High | High | Early API testing, vendor engagement, fallback plan | IT Integration Lead | Open |
| RSK-02 | Data privacy non-compliance | Low | High | High | Conduct audits, encryption, staff training | Compliance Officer | Open |
| RSK-03 | AI chatbot provides incorrect responses | Medium | Medium | Medium | Continuous training, human handoff options | AI Solution Manager | Open |
| RSK-04 | Vendor delays on messaging API | Low | Medium | Medium | SLA enforcement, alternate provider contracts | Procurement Manager | Open |
| RSK-05 | User adoption slower than forecast | Medium | Medium | Medium | Change management, training, communication plans | Customer Service Lead | Open |

**5. Risk Monitoring and Reporting**

* Monthly risk review meetings.
* Real-time risk updates via project management tools (e.g., JIRA).
* Escalation of high-impact risks to Steering Committee.

**6. Tools and Techniques**

* Risk Register in Excel or project management software.
* Risk Probability and Impact Matrix for prioritization.
* Regular stakeholder engagement for early warning.