Risk Management

1. Risk Identification

Risks consist of multiple parts:

- Likelihood of failure
- Negative consequences or impact of failure
- Causal agent and weakness (in advanced models)

Risk = Likelihood × Impact

Risks should be identified, tracked, and addressed over the project lifecycle.

2. Risk Assessment Matrix

Probability / Severity	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	High	High	Serious	Medium
Probable (B)	High	High	Serious	Medium
Occasional (C)	High	Serious	Medium	Low
Remote (D)	Serious	Medium	Medium	Low
Improbable (E)	Medium	Medium	Medium	Low
Eliminated (F)	Eliminated	Eliminated	Eliminated	Eliminated

3. Sample Risk Log

WordPress Website Risk Log

Risk ID	Description	Likelihood	Impact	Risk Level	Mitigation Plan
R1	Key technical staff resignation	E	1	Medium	Maintain documentation and ensure smooth handover procedures.
R2	Broken website links	E	1	Medium	Use link checker plugins and conduct regular link audits.
R3	Web plugin display error	E	2	Medium	Test plugins in staging environment before deployment.
R4	Website not compatible with all devices	B	3	Serious	Implement responsive design and test across major devices.
R5	Website domain expiration	F	1	Eliminated	Enable auto-renewal and set calendar reminders.
R6	Website publishing function failure	C	2	Serious	Conduct multiple rounds of testing to identify and fix code bugs.

R7	Website search function failure	F	3	Eliminated	Use stable search plugins and test after updates.
R8	Chatbot malfunction	B	1	High	Monitor chatbot health and provide fallback contact option.
R9	Site style not aligned with ANU branding	B	1	High	Follow ANU branding guide and use official design assets.
R10	Caching system failure	C	2	Serious	Use reliable caching plugin and monitor server performance.
R11	Plugin security vulnerability	B	1	High	Only use trusted plugins and update them regularly.

AI Chatbot Risk Log

Risk ID	Description	Likelihood	Impact	Risk Level	Mitigation Plan
R12	Incomplete or missing data during manual SharePoint collection	E	2	Medium	Cross-check data, and maintain a tracking spreadsheet.
R13	Redundant or irrelevant data collected	C	3	Medium	Maintain documentation of collected data and review data on a regular basis.
R14	Errors in guidebook link extraction script	D	1	Serious	Randomly select links and manually click on it to verify it is correct.
R15	Misprioritization of data affecting training outcome	C	1	High	Meet with clients to establish clear prioritization criteria.
R16	Chatbot trained on incorrect or outdated data	F	2	Eliminated	Lock the final dataset version before training.
R17	Chatbot provides answers beyond scope due to lack of restriction	B	2	High	Set domain constraints during training; Setting language constraints and response range constraints during the training process.
R18	Client does not understand how to test the	E	4	Low	Provide a short user guide and example questions before handover to client.

	chatbot effectively				
R19	Inadequate or vague feedback from client testing phase	D	2	Medium	Provide feedback templates and collect feedback data in a timely manner.
R20	Final chatbot version does not meet client expectations	D	1	Serious	Meet with clients on time, receive feedback from clients in a timely manner.
R21	Technical error during Chatbase training or upload	D	2	Medium	Test small batches first; review Chatbase limits in documentation.
R22	AI-generated responses are correct but phrased in a way that's confusing or unclear to users	F	3	Eliminated	Test chatbot with common questions; include fallback prompt suggestions.
R23	Chatbase response delay or downtime impacts client impression	D	3	Medium	Inform client about expected response latency.
R24	The chatbot still has a limited number of responses, which may be insufficient for large-scale client use	C	2	Serious	Closely monitor response utilization and consider escalation plans if limits are exceeded.
R25	Chatbot can't recognize the exact link and replies with a error link	C	2	Serious	Add more constraints, and enough links. to improve the accuracy of the responses.
R26	Instead of responding to the training material, chatbot makes stuff up.	D	1	Serious	Add more constraints and test them. Waiting for customer feedback
R27	Randomness of responses	B	4	Medium	Upgrade chatbot with more training and limitations to reduce problems