Risk Assessment

|  |
| --- |
| **RISK #1:** Loss of Internet |
| **Likelihood of risk:** moderately low |
| **Potential impact on the project:** If internet were to go out, the application would be useless for syncing information for the time there is no internet.It would defeat the purpose of letting the SFDH crew know the needs of their customers for gear as well. Major loss of efficiency for the crew after getting use to the ease of data syncing for gear rentals. |
| **Ways to address this risk:** Have a data log specifically meant for manually logging information in the event that there is no internet. |
| **RISK #2:** iPad Theft |
| **Likelihood of risk:** low |
| **Potential impact on the project:** Loss of money not only by theft, but having to buy a replacement for the stolen iPad. Potential security issues resulting from theft. |
| **Ways to address this risk:** Monitor iPad usage and only allow the tablets to be used in store. Utilize SFDH security cameras in case of theft. iPad will be disabled if theft occurs. |
| **RISK #3:** Damaged/malfunctioning iPad |
| **Likelihood of risk:** Moderately low |
| **Potential impact on the project:** If carelessness of an employee or customer occurs, depending on the level of damage, the damaged iPad could be useless until fixed or replaced. If it needs to be replaced and iPad is out of warrantee, loss of money would also occur. Loss of efficiency would be present for as long as it takes to fix or replace the damaged iPad. |
| **Ways to address this risk:** Obtain the best protection cases on the market. In the event that an iPad is broken, under warrantee, fixing would not be an issue. Out of warrantee, there are still plenty of low cost businesses that fix iPads that are broken. |

|  |
| --- |
| **RISK #4:** Application Malfunction |
| **Likelihood of risk:** Moderate |
| **Potential impact on the project:** If malfunctioning occurs, it could potentially affect both iPads. Even if only one is affected, operations for that day with slow down considerably. |
| **Ways to address this risk:** It’s important SFDH employees are trained and are comfortable with this application. If they cannot troubleshoot the issue, the application’s help desk will have to be contacted. |
| **RISK #5:** Security breach of SFDH customer information |
| **Likelihood of risk:** Very low |
| **Potential impact on the project:** If a security breach were to occur, the results could be pretty harmful to both SFDH and its customers. |
| **Ways to address this risk:** To ensure maximum security, employees will be able to access customer information through a virtual private network. Wi-Fi passwords could also be changed on a monthly basis for added security. |