COT6931 Risk Mitigation

# Kendrick Hagerman

**Risk Name:** Risk# 101 - Unknown Hardware/Software Configurations

**Risk Root Cause:** Requirements - Unknown customer environment

**Risk Condition:** I do not know what kind of computers or operating systems the Food Giant machines use. I also do not even know if they all use the same or even similar OS and Hardware

**Risk Consequences:** Potentially, the program will not work on all machines, and will require significant work after deployed to get working. This would require me to find out information from the machine, which the store manager may not be technically proficient enough to provide. This could cost time (I may have to debug the program on that machine) and prevent the user from accessing (or wanting to use) the program.

**Risk Severity and Probability:** H, .8

**Potential Solution(s):** I need to find out what kind of machines that the Food Giant managers use. This means I need to talk to the Stakeholders about the machines they use.

Also, I need to have any perquisites for this software bundled with it once I deploy it to the customer’s environments.

**Risk Name:** Risk# 102 – Stakeholders may have conflicting or additional requirements

**Risk Root Cause:** Requirements - Scope Creep

**Risk Condition:** Since there are 6 division managers (who are my stakeholders), it’s possible that their requirements could clash or they could want more functionality than what I can achieve in the deadline.

**Risk Consequences:** If any user can access the program, people could use it to create fake Food Giant flyers, possibly causing confusion at each store. Also, if any user has access to the application, it’s possible that users could exhaust the application’s bandwidth, costing the company excessive bandwidth costs.

**Risk Severity and Probability:** M, .2

**Potential Solution(s):** As stated, I need to limit access to the application and create user account roles so I can control who can alter what.

**Risk Name:** Risk# 103 - There is no maintenance budget or plan in place after the program deploys

**Risk Root Cause:** Requirements – Maintenance Concern

**Risk Condition:** I do not know if they have a maintenance budget planned for deploying the software or teaching new people.

**Risk Consequences:** Since there is no plan to teach store managers currently, new store managers will not understand how to connect to or even use the software. This means the software could become unused.

**Risk Severity and Probability:** H, .4

**Potential Solution(s):** I need to work with the stakeholders to generate a user guide and have this deployed with the application.

**Risk Name:** Risk# 201 – Web Application Account Permissions

**Risk Root Cause:** Security Concern

**Risk Condition:** The Food Giant Web Application will connect via the internet, so I need to protect access from any random user connecting from the internet. Also, I need to protect any method that alters the database.

**Risk Consequences:** If any user can access the program, people could use it to create fake Food Giant flyers, possibly causing confusion at each store. Also, if any user has access to the application, it’s possible that users could exhaust the application’s bandwidth, costing the company excessive bandwidth costs.

**Risk Severity and Probability:** M, .2

**Potential Solution(s):** As stated, I need to limit access to the application and create user account roles so I can control who can alter what.

Reference:

<http://www.cgerisk.com/knowledge-base/risk-assessment/risk-matrices>