

Request Inventory

Report Inventory

Distribution Center

Make Payment

Inventory Check/Transport

Mange Order Status

Manage Products

HQ

Place Order

View Products

Manage Customer Information

View Order History/Status

Customer

Major Risks:

1. Not enough supplies
2. Orders cannot be transported to distribution centers
3. Problems processing payment
4. Problems processing orders
5. Problems updating order status
6. DDoS attack
7. Problems accessing the inventory database
8. Order cancellation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Negligible | Marginal | Critical | Catastrophic |
| Certain | 8 |  |  |  |
| Likely |  | 1 |  |  |
| Possible |  | 6 |  |  |
| Unlikely |  | 5 | 3, 4 |  |
| Rare |  |  | 2 | 7 |



