Risk Assessment

(Risk assessment was done following the example outlined in the book SAD pg.88)

**Use Cases**

Use case risk will be based on the probability that the case could result in additional monetary costs, Increase development time, or if poor execution could result in a decreased functionality or usability of the site

**Risk 1:** User Navigation

**Probability:** High

**Impact:** Largest component of new design. Dictates the rest of the website

**Ways to address:**

User navigation is a large part of the new design. It is important that the new design allows users to navigate around the site efficiently, find the information they need without having to sift through a large amount of links, and encounter no dead links or redundancies. Studying other websites could be very telling for what is best practice. Organizing the site to where each user type has their own path is also a good option as each series of pages would only contain the information needed for each type of user.

**Risk 2:** Finding Grants

**Probability:** High

**Impact:** not providing accurate and complete information will prevent people from

returning to the site

**Ways to address:**

Highly important that we are able to provide accurate grant information to users. Incomplete or outdated information could sour the user’s experience and prevent them from using the site again. Creating an easy to manage site would allow for the rapid update of relevant content

**Risk 3:** Social Media

**Probability:** Low

**Impact:** lack of social media presence prevents us from reaching potential new

users and

providing updates to subscribers

**Ways to address:**

Creating social media accounts for Research and Innovation, or better utilizing the ones we already have will allow us to reach new users both internal and external, as well as providing frequent news updates to current subscribers. Implementing a posting schedule for the accounts will make us seem more active. Inserting social media plugins or widgets to the website will help convince users to subscribe.

**Risk 4:** Funding Grants

**Probability:** High

**Impact:** Online grant applications would be a major draw to the site

**Ways to address:**

Providing a way for users to be connected with grant funding via online forms would be a massive boon for the site. These forms would need to be easily accessible and gather enough information to begin the grant funding process. This method of streamlining will help expedite the funding process which will make users more apt to use the site in the future.

**Risk 5:** Research Applications

**Probability:** High

**Impact:** Allowing companies to promote their grants on our site is a major source

of

revenue

**Ways to address:**

It’s highly important we allocate space on the site for the promotion of internal and external grant opportunities. Allowing companies to have their offerings represented will help connect internal and external users with funding, generating more revenue for the University while also allowing for the opportunities provided by the University itself to promote it’s own opportunities. Pages devoted to these opportunities should be easy for all interested parties to find.

**Risk 6:**  Research Statistics

**Probability:** Low

**Impact:** allowing users to see research related statistics is a good way to promote

the effectiveness of UofL R&I

**Ways to address:**

A page for viewing research data and statistics could serve as a way to promote interested parties into choosing us for their research needs. Additionally it would allow internal and external users to have access to whatever data we allow to be released, to be used in their own projects. To achieve this we could have the page organized by research category which could link to downloadable zip files with the relevant data, or we could use a cloud service to store the data.

**Risk 7:** Events

**Probability:** Low

**Impact:** Allowing users to view information on research related events keeps

users coming back and also makes the site seem more active

**Ways to address:**

Events could either have its own area on the main landing page, or have its own page. The events page needs to be laid out with events in chronological order and needs to be updated frequently

**Risk 8:** Contact

**Probability:** High

**Impact:** contact information being available is crucial

**Ways to address:**

Many universities have contact information for getting in touch with R&I at the bottom of every page. The current site has a page that also contains individual contact information for faculty. Keeping this the same would probably be fine, however adding a webform for directly emailing R&I without having to leave the site could be beneficial. Removing unnecessary steps from the user’s side of things makes the experience easier for the users.

**Other Risks**

Risks will be based on the probability that the risk could result in additional monetary costs or an increase in development time

**Risk 1:** Development of this system will be delayed by the developers’ unfamiliarity with

Plone

**Probability:** High

**Impact:** Could lengthen development time considerably

**Ways to address:**

Programmers need to be given a well documented outline of the chosen design and should be given access to relevant Plone documentation that the R&D faculty may possess. If available, faculty that maintained the original site should be consulted

**Risk 2:** Database integration will increase development time

**Probability:** Low

**Impact:** Increase in development time

**Ways to address:**

Continuing to use old databases but modifying them to be compatible with current systems could be an easier task then rebuilding everything from scratch. Choosing user friendly database management system could ease the development

**Risk 3:** Database needs could be greater than originally anticipated.

**Probability:** Low

**Impact:** Could incur additional costs

**Ways to address:**

Additional resources allocated to the database could add a significant cost. Budgeting for a greater amount of database resources than we think we need could account for this. A cheaper option would be choosing a database provider with a cheaper plan, or maybe hosting our own database on the University's servers.

**Risk 4:** New website design is inefficient or less easily navigable by users

**Probability:** Low

**Impact:** Potential loss in site revenue and traffic

**Ways to address:**

Increasing site revenue via developing a new user interface that's easier to navigate is the purpose of the project. It is a possibility that our best efforts could result in a site that has no actual improvement over the original. The best defense against this is to carefully analyze what aspects of the site are lacking and to flesh out ways of improving through prototyping, testing, and tailoring the site to the needs of distinct user groups