

## Question 1

### Question 1.1:

Understanding the problem & identify the goals

Allocation of resources

Work plan and schedule

### Question 1.2:

Having a criteria allows them to know what their looking for and it helps them to see if the idea matches with their goals. Two examples would be user-friendly and does it allow the booking of appointments telephonically.

## Question 2

### Question 2.1:

Risk is the possibility of something unfavorable happening.

Ways to identify risk:

Brainstorming

SWOT Analysis

Root cause analysis

### Question 2.2:

Unwanted guests

Bad connection

Allergies

Device failure

Altercations

### Question 2.3:

Risk	Likelihood (L,M,H)	Degree of Impact (L,M,H)	Action on trigger	Response Plan
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Unwanted Guests	M	M	Removal	Security guards
Bad Connection	L	M	Switch network	Get a substitute network
Device Failure	L	H	New device	Get a second device
Allergies	M	H	Medication	Call the Paramedics on standby