# Risks and Open Issues

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| **Date** | **Risk or Issue Description** | **Potential Impact** | **Mitigation/Resolution Steps** | **Status** |
| 28/04/2017 | Project is extremely large with only 3 weeks | The project may not be completed on time | Project has been divided into multiple modules to be completed by other projects. | Closed  week 3 update: at this point we are pretty confident that we are able to finish our scope |
| 28/04/2017 | Non-technical clients | Clients request functionality incorporated to the program which promotes high coupling | Persuade client that certain functionality is not doable during the 3 week project period, and should not be included into the system. | Closed  week 3 update: we have settle down all the functionalities we are implementing. |
| 28/04/2017 | Team has little experience with Firebase, and Firebase has a steep learning curve, specially the real time database & notification part. | May require more time to learn and understand Firebase.  Unable to implement the functionalities that require the use of real time database. | Team will come together and start learning early. | Closed  week 3 update: we have figured out most of the functionalities we will be using with Firebase |
| 30/04/2017 | Client may not want an Android app | Will change our scope and mission for the project. | Request that the project be developed as an Android app to play to our strengths. | Resolved |
| 30/04/2017 | Client may not like the app wireframes. | Changes need to be made to the design. | Get feedback from client on whether they like the current app design as soon as possible. | Resolved |
| 05/05/2017 | Client has requested a NDA. | Client may not agree with the terms and agreements of the NDA set out by BCIT. | Notify our supervisor and Trevor of the NDA agreement. | Resolved |
| 05/05/2017 | Clients may not like the current front-end and the flow of the app. | Changes need to be made to the design. | Demo to the client what we currently have and receive feedback on the app. | Resolved |
| 05/05/2017 | Whether to focus on the map functionality or the scheduling part of the app. | Requirements will change depending on which functionality must be prioritized. | Ask the client which functionality is more important for this phase of the project. | Resolved |
| 05/05/2017 | Client has still requested certain frontend features entering into the backend development stage | Some of the backend may not be completed and there may not be enough time to test | May drop non critical frontend requests and drop non critical backend functionality | Closed  week 3 update: we did not meet client in person this week. We will do a final check for UI requirements next week when we meet.  week 4 update: we have finalized and confirmed all the functionalities required by client |
| 09/052017 | Team member’s laptop is broken. | Team member has to work at home so it will be difficult to communicate with the team effectively. Our progress may be hindered. | Get laptop fixed or replaced and communicate with the team through Whatsapp. | Closed |
| 10/05/2017 | We started off with the login and validation features first and too much time and focus was spent on it instead of the core functionality, which is the communication between the dispatcher, driver, and the customer. | We are pushed for time to complete the core functionality of the project and may need to work overtime. | Complete a simple login functionality that we were already working on and start the main functionality as soon as possible. | Closed |
| 12/05/2017 | multiple users can login to the same account at the same time. We feel like this issue is okay for the client (ie. if customer wants to switch phone), but can be an issue for the company side.  For example, if Ayesha login to the same dispatcher account while Asad is using it, the notification token will be overridden to Ayesha’s phone. Asad will no longer be receiving notifications when new orders come in. | The previous dispatcher will no longer receive any notification, order may be left pending. Even though the current dispatcher can receive notifications, but if the current dispatcher sign out, the previous dispatcher won't receive dispatcher. | The current dispatcher will be receiving the notifications. If the previous dispatcher wants to be receiving notifications again, he/she needs to re-login.  Maybe we should let the client know about the issue? This issue is not likely to delay any orders. Maybe let client know that they shouldn’t be sharing accounts. | Closed.  We added a notification to the current dispatcher if his/her account is being logged in somewhere else. |
| 12/05/2017 | Firebase’s free account’s notification limit is 125,000 per month. We might exceed this limit since the client has ~400 deliveries per day. How many notifications do we need to send per order? | client may need to pay monthly fee to use Firebase | Let the client know about Firebase’s notification limit. Maybe we can restrict/lower how many notifications we need for each order. | Closed.  We have advised client about this issue. |
| 12/05/2017 | We have begun development on the map despite the time frame. It was heavily emphasized by client | The map may not be complete | We have notified client that this is not the focus of development and that it would be a stretch goal of this project | Closed. |
| 12/05/2017 | Database redesign | May need to push back more functionality as this redesign is late in development | Focus goal of redesign on functionality. Good design conventions are pushed to a second priority | Closed.  Functionalities are finalized. |
| 19/052017 | project presentation/demo. Since we have multiple end users, it is difficult to demo the project. We need to be able to show the interactions in a workflow. | audience may not get an idea whats going on between different end user (customer vs. dispatcher vs.driver etc.) | Our supervisor Bill has given us a chrome plugin to try it out. It should be able to project phone screen to a monitor. | In progress. |