# **Risk Assessment Form**

## **Project Name: Silver Sage Support Project**

## **Date of Assessment:30 March 2024**

## **Assessment Conducted By: Andrea Ndlovu**

**Project Overview:**

Our Silver Sage Support project is a comprehensive initiative aimed at providing elderly individuals with easy access to healthcare services and facilitating connections with caregivers. We are developing a website to communicate with the elderly or caregivers to provide support, raise awareness and help book appointments for patients. We implemented a database to record all confidential information of clients or patients have shared with us. Finally we have created a virtual environment using Unity and conducted a business analysis to ensure alignment with client needs and market demands.

**Identified Risks**

As a team, we have identified several potential risks:

Technical Challenges: Given the multifaceted nature of our project, which involves website development, software development, database implementation, and Unity environment creation, there is a risk of encountering technical challenges that may impede our progress or affect the quality of our deliverables. This was especially true when we had issues with Mi-Linux breaking down at unexpected times during the production of the website.

Security Vulnerabilities: With various team members working on different aspects of security, there is a risk of overlooking potential vulnerabilities on the website, database, or virtual environment, which could compromise user data or the integrity of our platform. We would have to constantly vigilant to ensure that these vulnerabilities are mitigated.

Communication Breakdown: While we emphasize communication as a cornerstone of our project, there is still a risk of breakdowns among team members, leading to misunderstandings, task delays, or discrepancies in project objectives.

Dependency Risks: Our project's success relies on the seamless integration of various components. Any delays or issues in one aspect could impact the progress of other tasks, leading to dependency risks.

Market Alignment: Ensuring alignment with client needs and market demands is crucial for our project's success. Failure to accurately understand and address market requirements could result in a website or game application that does not meet user expectations or lacks competitiveness. Both the website and game application should strive to meet the expectations of patients and clients in need of medical assistance or customer support.

**Risk Analysis**

Likelihood: We assess the likelihood of technical challenges and security vulnerabilities as moderate, given the complexity of our project and the involvement of multiple technical components. Communication breakdowns and dependency risks are also moderate, considering the interdisciplinary nature of our team and the interdependencies between tasks. Market alignment risks are deemed low, as we have demonstrated a proactive approach to understanding client needs and market trends.

Impact: The impact of technical challenges and security vulnerabilities could be significant, potentially leading to project delays, compromised data security, or reputational damage. Communication breakdowns and dependency risks may have moderate impacts, affecting team coordination and project timelines. Market alignment risks could result in a low to moderate impact, impacting our project's success in meeting user needs and achieving market competitiveness.

**Control Measures**

Regular Monitoring and Communication: We will implement regular team meetings and communication channels to facilitate ongoing collaboration, address concerns promptly, and ensure alignment with project objectives.

Technical Reviews and Security Audits: Regular technical reviews and security audits will be conducted to identify and address potential issues proactively, ensuring the integrity and security of our platform.

Contingency Planning: We will develop contingency plans for addressing technical challenges, communication breakdowns, and dependency risks to minimize their impact on project progress and deliverables. One of these ideas is to have a back-up server where we can host the website.

Market Research and Feedback: We will continuously gather user feedback and conduct market research to validate assumptions, identify evolving user needs, and ensure alignment with market trends and preferences. This would be done by getting perspective from other students and their feedback after using our website.

**Responsible Persons**

As a team, we are collectively responsible for:

Andrea: Responsible for overseeing project coordination, communication, and risk management efforts.

Ethan, Leinard, and Alex: Responsible for conducting technical reviews, security audits, and implementing security measures.

Theon, Jozef, Liam, and Alex: Responsible for ensuring effective communication, addressing technical challenges, and monitoring project dependencies.

**Review and Monitoring**

We will regularly review and update this risk assessment document throughout the project lifecycle, particularly after major milestones or changes in project scope. We will monitor the effectiveness of our control measures and adjust them as necessary to mitigate emerging risks.

**Conclusion:**

By identifying potential risks and implementing appropriate control measures, our Silver Sage Support project aims to mitigate challenges and ensure the successful delivery of a secure, user-friendly digital platform for elderly individuals and caregivers.

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