

SOFTWARE TESTING RISK
MANAGEMENT PLAN FOR
<< LSET Online Banking Mobile App >>

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1. Project risks

At the time of the initial release of this document the following have been identified as risks that could affect the release date. These risks are also recorded in the Project Risk Register.

| Risk | Impact | Probability | Mitigation |
|---|--------|-------------|---|
| 101 – Testing is not completed on time due to late delivery of TEST environment or data/environment issues | High | Low | Extra testing resources from the banking portfolio can be used as a contingency for testing |
| 102 – Testing is not completed on time due to extremely tight timeline | High | High | Changing the objectives can help to meet the delivery date |
| 103 - Testing is not completed on time due to lack of the technical expertise to deliver the objectives | High | Medium | Investing into team's expertise or outsourcing comes into play to meet the delivery date |
| 104 - Development team may not be able to fix the testing defects within SLA (service level agreement) timeframes | Medium | Medium | Daily defect triage will be happening during the testing phase to check the progress of defects and resolutions |

2. Product risks

The following have been identified as risks that could affect product quality.

| Risk | Impact | Probability | Mitigation |
|------|--------|-------------|------------|
|------|--------|-------------|------------|

| | | | |
|---|--------|------|--|
| 121 – Customer can transfer more than their account balance | High | High | Testing will be done to prove that LSET Online Banking App transfers can't happen if the customer is trying to transfer more than their account balance |
| 122 – Customer can transfer money to Sanction Risk list (SRL) countries | High | Low | Testing will be done to prove that the Sanction list countries are not appearing in the dropdown list for bank locations and beneficiary address country and the list is accessed real-time from the RISK system |
| 123 – History of transfers/payments/withdrawals is not visible | Medium | Low | Testing will be done to check that history on the account works as intended and there are no issues with it so the user can see everything that is happening to her/his money. |
| 124 – Bank accepts withdrawal after providing wrong data in the ATM | High | Low | Testing will be done to make sure that stuff like |

| | | | |
|--|--------|-----|---|
| | | | this isn't going to happen and everything is securely checked by the bank before any money is given to the user |
| 125 – Transferring money to the account that doesn't exist (because of providing less than 8 digits) | Medium | Low | Testing will be done to check that a user cannot transfer money to the account with less than 8 digits. |

During the course of project execution if any new product risk or project risk are identified the document needs to be updated to reflect them.