# Risk Assessment for Pampered Pets Business

## Risk Assessment Methodology and Justification

For assessing risks at Pampered Pets, the Qualitative Risk Assessment Methodology will be employed. This method is suitable for businesses like Pampered Pets, where the potential risks can be identified and assessed based on their likelihood and impact, even without extensive quantitative data.

- Business Size and Complexity: The business is small to medium-sized, with a manageable number of processes and personnel, making qualitative assessment practical and effective.

- Resource Availability: Given the current setup, detailed quantitative analysis might be resource-intensive and less feasible.

- Focus on Key Risks: Qualitative analysis allows focusing on critical risks and prioritizing them based on their significance and potential impact

## Risk and Threat Modelling

We have identified 4 categories of risks:

* Technological Risks: Network vulnerabilities, old computer use
* Operational Risks: Dependency on Local Suppliers, Manual handling of orders
* Business Continuity Risks: Lack of digital presence, data backup and recovery
* Security Risks: physical security of the premises

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|  | Threats | Risks | Impact |
| Network Vulnerabilities | Unauthorized access, malware attacks, data breaches | Loss of sensitive customer data, operational disruptions | High, due to reliance on digital systems for transactions and inventory management |
| Old Computer Use | System failures, outdated software vulnerabilities | Data loss, inefficient tracking of inventory | Medium, as it affects only the warehouse management and does not directly impact customer-facing operations |
| Dependency on Local Suppliers | Supply chain disruptions, supplier failures | Inability to meet customer demand, loss of business reputation | High, due to the reliance on local suppliers for key ingredients |
| Manual Handling of Orders | Order errors, delayed processing | Customer dissatisfaction, loss of sales | Medium, affects customer service and operational efficiency |
| Lack of Digital Presence | Inability to capture online sales, limited market reach | Stagnant growth, reduced competitiveness | High, as the business has not fully leveraged online opportunities |
| Data Backup and Recovery | Data loss due to hardware failure or cyber incidents. | Loss of transaction records, financial and operational disruptions | High, given the reliance on digital records for VAT and tax submissions |
| Physical Security of the Premises | Theft, vandalism | Loss of inventory, damage to property | Medium, impacts both inventory and operational continuity |