

Description	Evaluation	Likelihood	Impact	Responsibility	Response	Control Measure
SQL Injection	User could drop tables, schema, or cause other issues.	Low	High	Developer	Identify block of code causing issue via code analysis tools and fix it.	Use SonarQube to identify SQL injection risks before committing any code to the repository.
Missing non-nullable fields	User could create a ticket without filling in all the mandatory fields.	High	Low	Developer	Identify missing information through error in console log and add user-interface restrictions for non-nullable fields or add appropriate error handling code.	Coordinate the front-end code and back-end code releases so that error handling code (front-end and back-end) are in sync.
Deleting completed tickets	User could delete a ticket after the technician has worked on it and added a solution.	High	Medium	Developer/User	Identify cases where preserving history is vital and add update/delete user interface restrictions for such cases.	Limiting user functions.
Corrupted production database	The back-end server could crash if the production database is not healthy.	Low	High	Developer/AWS	Inform the right people.  Try to recover as much data as possible.	Follow AWS best practices and setup database backups in case of issues.
Back-end server crashes in production	The back-end server could crash in production due to unhandled exceptions.	Low	High	Developer	Where possible use a process monitor to bounce the back-end server if the server goes down.	Follow AWS best practices when setting up the back-end server.  Exhaustive testing in development environment.
Incompatible releases	The front-end and back-end releases could be mismatched due to continuous delivery pipeline.	Med	Med	Dev Ops	Rollback to a compatible version or coordinate front-end and back-end releases so that happen at the same time.	Use the industry standard of only pushing code to the main branch on the days of lowest traffic (e.g. Sundays).  Push front-end code and back-end code to the main branch at the same time if changes happen on both sides.