Project Risk Analysis

InterNest: *Empowering International Students Through a Social Connection and Support App*
Contributors: Shivani Raut, Arun K Soora, Hymavathi Gummudala, Meghana Darla, Samantha Sanjeev, Sanjana Rajan

Task	Risk Number	Status	Risk Name	Description	Likelihood of Occurrence (1-5)	Impact (1-5)	Ease of Detectability (1-5)	Risk Priority Number	Date Opened	Risk Owner	Date Closed	Risk Mitigation Strategy
Overall Project Management	1	Open	Project Management Challenges	Managing the project as a whole may encounter various challenges, impacting project planning, tracking, and coordination, which could result in delays or inefficiencies in project execution.	4	4	4	64	Dec-7-2023	Project Manager	Dec-21-2023	Utilize project management software and ensure clear project planning and tracking, utilizing modern tools to enhance project oversight, streamline communication, and maintain transparency in project progress.
App store optimization and advertising	2	Open	Poor App Store Performance	The app's performance on app stores may not meet expectations, which can result in reduced downloads and user adoption.	5	3	4	60	Nov-22-2023	Marketing Team	Dec-7-2023	Monitor app store performance and track advertising return on investment (ROI) by closely monitoring the app's performance on app stores and assessing advertising ROI.
Monitoring user retention and periodic progress reports	3	Open	Low User Retention and Engagement	Users may not continue using the app, leading to low retention and a reduced user base over time. Users may not actively engage with the app's features, potentially leading to underutilization and limited app success.	4	3	5	60	Nov-22-2023	Data Analyst, User Engagement Team	Dec-7-2023	Analyze user retention data to provide recommendations for boosting retention rates by conducting in-depth analysis of user retention data and offering recommendations to improve retention rates.
Software Licenses	4	Open	Software License Procurement Delays	Delays in acquiring necessary software licenses could hinder project progress and functionality due to prolonged licensing processes or unavailability of required software.	4	4	3	48	Oct-7-2023	Procurement Team	Nov-21-2023	Identify and maintain alternative licensing sources while closely monitoring the procurement process by actively seeking alternative licensing options, staying vigilant during the procurement process, and ensuring software licensing availability.
Security Systems	5	Open	Security System Implementation Challenges	Challenges in implementing security measures pose the risk of data breaches or privacy violations, potentially compromising user data and trust in the app.	3	4	4	48	Nov-22-2023	Procurement Team	Dec-7-2023	Conduct periodic security audits and promptly apply updates to maintain a secure environment, involving routine security assessments and swift implementation of necessary security updates to protect the project's integrity.
Maintenance and user support	6	Open	Insufficient Ongoing Maintenance	Challenges in providing ongoing app updates and user support may result in an outdated app and limited user satisfaction.	3	3	5	45	Dec-7-2023	App Development Team	Dec-21-2023	Release regular updates and monitor user support satisfaction for ongoing maintenance, continuously releasing updates and monitoring user support satisfaction to ensure ongoing maintenance.
Cost-effective budget management	7	Open	Excessive Operational Expenses	Financial overspending risk may arise due to utility costs, training and workshops, and code reviewing tools, potentially exceeding the allocated budget.	5	2	4	40	Dec-7-2023	Finance Team	Dec-21-2023	Optimize resource utilization and maintain cost-effectiveness through continuous monitoring, alternative assessment, and open-source tool consideration by regularly evaluating resource allocation and exploring cost-efficient solutions.
Building the project's technical foundation	8	Closed	Technical Development Challenges	Challenges may arise during the design and development of the system architecture, preliminary design specifications, detailed design specifications, and project components. These challenges could potentially impact the overall progress of the project.	3	4	3	36	Oct-7-2023	Technical Lead	Nov-10-2023	To mitigate this risk, conduct thorough design reviews and involve experts in the process. Regularly collaborate with stakeholders to ensure that all requirements are captured and validated against project specifications. Implement agile development practices and maintain open communication to address any potential issues in component development.
Server Hardware and Network Equipment Management	9	Open	Server Hardware and Network equipment upgrade Issues	Issues with purchase and installation of servers. Challenges in upgrading network infrastructure.	3	4	3	36	Nov-22-2023	Procurement Team	Dec-7-2023	Establish vendor relationships and monitor installation progress. Conduct thorough network assessments and involve network experts to ensure seamless vendor collaborations, monitor installation progress diligently, and maintain robust network infrastructure.
Integration of chat bot - AI, Professional support and cultural exchange events	10	Open	Integration Challenges	Challenges may arise when integrating advanced app features, risking project delays and potential technical issues when implementing advanced functionalities. Challenges in maintaining effective communication with Professional Support counselors could lead to misunderstandings.	3	4	3	36	Nov-22-2023	Integration Manager	Dec-7-2023	Thoroughly test advanced features and establish fallback mechanisms for seamless operation, rigorously testing advanced app features and creating fallback mechanisms to maintain uninterrupted functionality. Maintain robust communication channels with counselors to ensure effective partner relations.
Testing and validation	11	Open	Testing Challenges and Misaligned Test Package	The test package, which includes test cases and scenarios, may not accurately reflect the project requirements. This means that the tests conducted may not adequately cover the intended functionalities or specifications of the project, leading to potential gaps in testing and verification.	5	3	2	30	Oct-7-2023	Test Manager	Dec-7-2023	Implement a rigorous testing process, including thorough validation of the acceptance test package, conducting comprehensive unit/integration tests, and performing detailed acceptance tests to validate system functionality. Regularly review and update test cases based on project specifications.
Analysis of demographic data, surveys, and feedback	12	Closed	User Data Collection and Analysis Challenges	Challenges in gathering and analyzing user data can hinder the app's ability to understand and cater to user needs effectively.	2	3	5	30	Oct-7-2023	Data Analyst	Nov-8-2023	Regularly analyze data to identify trends and inform decision-making by routinely analyzing data to identify emerging trends and guide data-driven decision-making.
Procure Software and Hardware	13	Closed	Software - Hardware Procurement Challenges	Challenges in procuring necessary software and Delays in hardware procurement.	3	3	3	27	Oct-7-2023	Procurement Team	Nov-10-2023	Identify alternative sources and maintain vendor relations. Establish backup sources and monitor procurement progress.
Install System	14	Open	Installation Delays or Issues	Delays or issues during system installation can impact timelines and functionality.	3	3	3	27	Nov-22-2023	Installation Team	Dec-7-2023	Implement a thorough checklist and verification process to ensure all necessary site surveys and pre-installation checks are completed before installation.

Task	Risk Number	Status	Risk Name	Description	Likelihood of Occurrence (1-5)	Impact (1-5)	Ease of Detectability (1-5)	Risk Priority Number	Date Opened	Risk Owner	Date Closed	Risk Mitigation Strategy
Quality Assurance	15	Open	Quality Assurance Shortcomings	Quality assurance processes might fail to effectively identify and resolve project-related issues, potentially leading to defects or subpar quality outcomes in the project deliverables.	3	3	3	27	Dec-7-2023	Quality Assurance Team	Dec-21-2023	Enhance quality assurance processes and involve QA experts by implementing comprehensive testing protocols and involving specialized QA personnel throughout the project's phases to identify and address issues proactively.
Marketing and promotion	16	Open	Ineffective Marketing Campaigns	Social media campaigns may not effectively promote the app, impacting its visibility and user acquisition.	3	3	3	27	Nov-22-2023	Marketing Team	Dec-7-2023	Consistently monitor the effectiveness of social media campaigns and adjust strategies accordingly by closely tracking their performance to maximize impact.
User engagement	17	Open	Confusing User Onboarding	Users may find onboarding tutorials inadequate or confusing, which can lead to a suboptimal user experience and low user retention.	3	3	3	27	Nov-22-2023	UI/UX Designer	Dec-7-2023	Gather user feedback to enhance the onboarding experience continually, proactively collecting and incorporating user feedback to improve the onboarding experience consistently.
Implementing referral and support ticket system	18	Open	Inefficient Support System	The support system may not efficiently address user inquiries, affecting user satisfaction and support quality.	3	3	3	27	Nov-22-2023	Support Team	Dec-7-2023	Evaluate the efficiency of the support system on a regular basis and make necessary improvements by consistently assessing the support system's efficiency and promptly implementing improvements.
Project Closure and Handover	19	Open	Improper Project Closure and Handover	Challenges in closing the project and handing over deliverables may result in incomplete or unsatisfactory project closure.	3	3	3	27	Dec-7-2023	Project Manager	Dec-21-2023	Ensure all deliverables are transferred according to the project plan for effective project closure and handover, ensuring that all deliverables are transferred as outlined in the project plan for a smooth project closure and handover.
App Frontend Development	20	Closed	UI/UX Design Issues	Design issues may lead to a poor user interface, affecting user satisfaction and the app's overall usability.	2	3	3	18	Oct-7-2023	App Development Team	Nov-10-2023	Implement a continuous integration and testing process for ongoing app feature improvements, introducing a continuous integration and testing process to ensure ongoing app feature improvements are systematically tested and seamlessly integrated.
Develop mental health and culturally relevant content	21	Closed	Mental Health Content Gaps	The quality of mental health resources and content may be subpar, reducing the app's effectiveness in providing mental health support to users.	3	3	2	18	Oct-7-2023	Content Manager	Nov-9-2023	Update content regularly based on user feedback and evolving needs by continuously adapting and enhancing app content to meet evolving user requirements and feedback.
Monitor Homesickness reduction and support success	22	Closed	Inadequate Homesickness Reduction and Support	The app may not effectively reduce homesickness or provide support, impacting its core purpose and user satisfaction.	3	3	2	18	Oct-7-2023	User Support Team	Nov-5-2023	Regularly assess user satisfaction and the effectiveness of professional support outcomes, continuously evaluating user satisfaction and the impact of professional support outcomes.
Documentation of guidelines and FAQs and Staff Training	23	Open	Ineffective Communication of Documents and Reporting with Training Materials	The quality of documentation and staff training materials may affect the effectiveness of user guidance and support. Risk of problems in archiving project materials. Risk that progress meetings, Internal status meetings and reports lacking essential details.	3	3	2	18	Nov-22-2023	Documentation Manager	Dec-7-2023	Maintaining and enhancing documentation based on user feedback and evolving project requirements. Implement a robust archiving process and maintain an organized archive. Ensure structured reporting and encourage active participation in meetings while enhancing internal reporting templates and fostering team collaboration.