# School of Computer Science Engineering and Technology

Course- B.Tech                                      Type- Elective-II
Course Code- CSET-324                    Course Name: Software Project Management
Year-  2025-26                                    Semester- ODD

## Lab Assignment 07–

CO-Mapping

| Exp. No. | Name | CO1 | CO2 | CO3 | CO4 | CO5 |
|----------|------|-----|-----|-----|-----|-----|
| 07 | Risk Register and Escalation Workflow | | | ✓ | | ✓ |

**Objective:**

1. To practice creating and managing a Risk Register in Jira.
2. To configure an Escalation Workflow for risk management.

## Project Scenario

A fintech company is building **FinTrack**, a **cross-platform personal finance app**. The project duration is **7 months**, with a team of **7 members**, including developers, a data analyst, and a UI/UX expert.

The app should provide **expense tracking, investment insights, budgeting tools, and AI-driven savings recommendations**. It will also integrate with third-party **banking APIs**.

Risks that could affect success include **bank API failures, inaccurate financial predictions, performance issues on low-end devices, non-compliance with financial regulations, and cyberattacks targeting sensitive user data**. Students must identify, score, and manage these risks using Jira.

## A. Types of Risks

| Risk Ty | Descript | Examples |
|---|---|---|
| Technical Ris | Risks arising fro technology or to in the project | Software bugs, untested technology, integration issues, performance problems |
| Operational F | Risks related to project operatio processes | Inefficient workflow, poor resource allocation, inadequate documentation, dependency on single team member |
| Schedule / Pr Management | Risks due to pla scheduling, and coordination | Unrealistic timelines, delays in requirement gathering, poor task estimation, scope creep |

| | | |
|---|---|---|
| Financial / Co Risks | Risks impacting project budget | Cost overruns, unexpected infrastructure or licensing costs, budget cuts |
| External / Environment | Risks from fact outside the proj or organization | Changes in laws/regulations, vendor delays, market requirement changes, natural disasters |
| Human / Res Risks | Risks related to and human fact | Key team member leaving, skill gaps, team conflicts, low morale |
| Security / Compliance F | Risks involving security, or regu compliance | Cybersecurity attacks, data breaches, noncompliance with standards (e.g., GDPR, ISO) |
| Strategic / Bu Risks | Risks related to objectives and a | Misalignment with client expectations, project not delivering expected ROI, market demand changes |

## B. **Risk Score Calculation**

- Risk Score helps prioritize risks based on **Probability** and **Impact**.
- **Formula:** Risk Score=Probability×Impact

**Assign values:**

| Probability | Value | Impact | Value |
|---|---|---|---|
| Low | | Low | 1 |
| Medium | 1 | Medium | 2 |
| High | 2 | High | 3 |
| | 3 | | |

**Example:**

- Risk: Server downtime
- Probability: High (3)
- Impact: High (3)

- **Risk Score:** $3 \times 3 = 9$

**Interpretation:**

- Low (1–3) → monitor
- Medium (4–6) → plan mitigation
- High (7–9) → urgent action / escalation

# Tasks in Jira:

## Task 1: Create a Risk Project / Issue Type

- Create a separate Jira project named "Project Risk Management".
- In your existing Jira project, create new **Stories** and title them with the specific risk, e.g., "Risk: Server Downtime".
- The following details can be included either in the **description** of the story or as **subtasks**: ○ Risk Category (Technical, Operational, Managerial, External) ○ Probability (High / Medium / Low) ○ Impact (High / Medium / Low) ○ Risk Score (calculated or manual) ○ Mitigation Strategy ○ Owner / Assigne



## Task 2: Add Risks

- Enter 8–10 risks as Jira Stories.
- Fill all custom fields and assign owners.

# Create field ✕

*  indicates required fields

**Field type** *

Select List (single choice)  ⊗  ⌄

**Name** *

Risk Category

Max length of 255 characters

**Description**

What will the field will be used for?

Max length of 255 characters

**Options**

+ Add option

Cancel   **Create**

## Fields

**Active fields**  Deleted fields

🔍 Search by name or description | Field type category ⌄ | Columns **3**

103 fields

| Name | Field type | Description | Date last used | Actions |
|------|-----------|-------------|----------------|---------|
| Risk Score | 123 Number Field | | None | ⋯ |
| Probability | ⊡ Select List (single ch... | | None | ⋯ |
| Impact | ⊡ Select List (single ch... | | None | ⋯ |
| Risk Category | ⊡ Select List (single ch... | | None | ⋯ |

| SELECTED FOR DEVELOPMENT  1 | IN PROGRESS  7 |
|-----------------------------|----------------|
| **Non-Compliance with Regulations**<br>☑ PRM-4  = 👤 | **Bank API Downtime**<br>☑ PRM-1  = 👤 |
| | **Poor Performance on Low-End Devices**<br>☑ PRM-3  = 👤 |
| | **Cyberattack / Data Breach**<br>☑ PRM-5  = 👤 |
| | **Requirement Gathering Delays**<br>☑ PRM-7  = 👤 |
| | **Inaccurate AI Predictions**<br>☑ PRM-2  = 👤 |

## Task 3: Configure Escalation Workflow

- Modify the workflow:
    1. New → Under Review → Mitigation in Progress → Escalated → Closed

2. Set conditions/triggers: If Risk Score ≥ threshold → issue transitions to Escalated.
3. Define escalation levels: Team Lead → Project Manager → Stakeholder
4. Add notifications for each transition.

## Task 4: Reporting & Dashboard

- Create Jira dashboards to show:
  - o Open risks by priority
  - o Risks escalated
  - o Risk mitigation status

**Submit your assignment on the LMS.**

1. **Screenshot of Jira Risk issues with all fields filled.**
2. **Screenshot of workflow with transitions labeled.**
3. **Dashboard screenshot showing risk status.**
4. **Brief report explaining:**
   - o **How risks were identified and recorded**
   - o **Risk prioritization**
   - o **How escalation workflow works in Jira**