

School of Computer Science Engineering and Technology

Course- B.Tech
Course Code- CSET-324
Year- 2025-26

Type- Elective-II
Course Name: Software Project Management
Semester- ODD

Lab Assignment 07-

CO-Mapping

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

Tasks in Jira:

Task 1: Create a Risk Project / Issue Type

The screenshot shows the 'Project settings' page for the 'Project Risk Management' project in Jira. The left sidebar lists various project management sections: Details, Summary, People, Permissions, Notifications, Automation, Features, Toolchain, Workflows, Work items, Versions, Components (with a 'NEW' badge), and Apps. The main content area is titled 'Details' and contains fields for 'Name' (Project Risk Management), 'Project key' (PRM), 'URL', and 'Project type' (Jira - software project). A large blue icon of a target or eye is displayed above the name field. A 'Change icon' button is visible. The top navigation bar includes links for 'Create' and 'Choose a plan'. The status bar at the bottom shows system information like battery level, signal strength, and the date (16-09-2025).

Task 2: Add Risks

Jira

Search

Choose a plan

Backlog (8 work items)

PRM-1 Server Downtime

PRM-2 Unstable Video Call Performance

PRM-3 Integration Failure with Hospital Systems

PRM-4 Data Privacy Breach

PRM-5 Doctors Resisting Adoption

PRM-6 Scope Creep During Development

PRM-7 Budget Overruns

PRM-8 Key Developer Leaving Mid-Project

Quickstart

This screenshot shows the Jira Backlog page for the 'PRM board' project. The left sidebar includes links for 'For you', 'Recent', 'Starred', 'Apps', 'Plans', 'Projects', 'Teams', and 'More'. The main area displays a table of 8 work items under the 'Backlog' section. Each item has a checkbox, a title, and a status indicator ('NEW'). The titles are: 'PRM-1 Server Downtime', 'PRM-2 Unstable Video Call Performance', 'PRM-3 Integration Failure with Hospital Systems', 'PRM-4 Data Privacy Breach', 'PRM-5 Doctors Resisting Adoption', 'PRM-6 Scope Creep During Development', 'PRM-7 Budget Overruns', and 'PRM-8 Key Developer Leaving Mid-Project'. A 'Create sprint' button is located at the top right of the backlog table.

Jira

Search

Choose a plan

Backlog (8 work items)

PRM-1 Server Downtime

PRM-2 Unstable Video Call Performance

PRM-3 Integration Failure with Hospital Systems

PRM-4 Data Privacy Breach

PRM-5 Doctors Resisting Adoption

PRM-6 Scope Creep During Development

PRM-7 Budget Overruns

PRM-8 Key Developer Leaving Mid-Project

Quickstart

Add parent /

PRM-1

Details

Risk Category: Technical

Probability: High

Impact: High

Risk Score: 9

Mitigation Strategy: Set up load balancing and failover servers. Implement real-time server monitoring and alerts. Maintain a disaster recovery plan with backup servers

Owner: Backend Devlope

Assignee: Unassigned

Assign to me

This screenshot shows the Jira Backlog page with a detailed view of the first work item, 'PRM-1 Server Downtime'. The left sidebar is identical to the previous screenshot. The main area shows the backlog table with 'PRM-1' selected. On the right, a detailed view panel is open for 'PRM-1'. It shows the following fields: 'Add parent /' (checkbox), 'PRM-1' (issue key), 'Details' section with 'Risk Category: Technical', 'Probability: High', 'Impact: High', 'Risk Score: 9' (with a dropdown arrow), 'Mitigation Strategy' (text: 'Set up load balancing and failover servers. Implement real-time server monitoring and alerts. Maintain a disaster recovery plan with backup servers'), 'Owner' (Backend Devlope), and 'Assignee' (Unassigned). A 'Quickstart' button is also visible at the bottom of the backlog table.

PRM board - Backlog - Jira

https://ritiadubey27.atlassian.net/jira/software/c/projects/PRM/boards/136/backlog?selectedIssue=PRM-2

Jira

Search

+ Create

Choose a plan

For you

Recent

Starred

Apps

Plans

Projects

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Recent

Project Risk M... + ...

PRM board

Team_art

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PriorityTrack

HealthTracker App

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Teams

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Projects / Project Risk Management

PRM board

Summary Timeline Backlog Active sprints Calendar Reports List Forms Goals All work Components More 5 +

Search backlog Version Epic Quick filters

Backlog (8 work items)

Create a whiteboard to plan your work TRY

PRM-1 Server Downtime NEW

PRM-2 Unstable Video Call Performance NEW

PRM-3 Integration Failure with Hospital Systems NEW

PRM-4 Data Privacy Breach NEW

PRM-5 Doctors Resisting Adoption NEW

PRM-6 Scope Creep During Development NEW

PRM-7 Budget Overruns NEW

PRM-8 Key Developer Leaving Mid-Project NEW

Add parent /

PRM-2

Details

Risk Category Technical

Probability Medium

Impact High

Risk Score 6

Mitigation Strategy Use WebRTC optimization, test under different network conditions, implement fallback to audio

Owner Backend Developer

Assignee Unassigned

Reporter Riti Dubey

Quickstart

14:10 16-09-2025

PRM board - Backlog - Jira

https://ritiadubey27.atlassian.net/jira/software/c/projects/PRM/boards/136/backlog?selectedIssue=PRM-3

Jira

Search

+ Create

Choose a plan

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Starred

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Projects / Project Risk Management

PRM board

Summary Timeline Backlog Active sprints Calendar Reports List Forms Goals All work Components More 5 +

Search backlog Version Epic Quick filters

Backlog (8 work items)

Create a whiteboard to plan your work TRY

PRM-1 Server Downtime NEW

PRM-2 Unstable Video Call Performance NEW

PRM-3 Integration Failure with Hospital Systems NEW

PRM-4 Data Privacy Breach NEW

PRM-5 Doctors Resisting Adoption NEW

PRM-6 Scope Creep During Development NEW

PRM-7 Budget Overruns NEW

PRM-8 Key Developer Leaving Mid-Project NEW

Add parent /

PRM-3

Details

Risk Category Technical

Probability High

Impact Medium

Risk Score 6

Mitigation Strategy Create API mock services, early integration testing, maintain vendor communication.

Owner Integration Specialist

Assignee Unassigned

Reporter Riti Dubey

Quickstart

14:10 16-09-2025

Jira

Search

PRM board - Backlog - Jira

https://ritiadubey27.atlassian.net/jira/software/c/projects/PRM/boards/136/backlog?selectedIssue=PRM-4

For you

Recent

Starred

Apps

Plans

Projects

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Recent

Project Risk M... + ...

PRM board

Team_art

Library Management S...

PriorityTrack

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Backlog (8 work items)

TRY

PRM-1 Server Downtime

PRM-2 Unstable Video Call Performance

PRM-3 Integration Failure with Hospital Systems

PRM-4 Data Privacy Breach

PRM-5 Doctors Resisting Adoption

PRM-6 Scope Creep During Development

PRM-7 Budget Overruns

PRM-8 Key Developer Leaving Mid-Project

Add parent /

PRM-4

Details

Risk Category: Technical

Probability: Medium

Impact: High

Risk Score: 6

Mitigation Strategy: End-to-end encryption, penetration testing, role-based access control

Owner: Security Analyst

Assignee: Unassigned

Reporter: Riti Dubey

Quickstart

14:11 16-09-2025

Jira

Search

PRM board - Backlog - Jira

https://ritiadubey27.atlassian.net/jira/software/c/projects/PRM/boards/136/backlog?selectedIssue=PRM-5

For you

Recent

Starred

Apps

Plans

Projects

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Recent

Project Risk M... + ...

PRM board

Team_art

Library Management S...

PriorityTrack

HealthTracker App

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Teams

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Search

Backlog (8 work items)

TRY

PRM-1 Server Downtime

PRM-2 Unstable Video Call Performance

PRM-3 Integration Failure with Hospital Systems

PRM-4 Data Privacy Breach

PRM-5 Doctors Resisting Adoption

PRM-6 Scope Creep During Development

PRM-7 Budget Overruns

PRM-8 Key Developer Leaving Mid-Project

Add parent /

PRM-5

Details

Risk Category: Managerial

Probability: Medium

Impact: Medium

Risk Score: 4

Mitigation Strategy: Provide training sessions, incentives for adoption, user-friendly UI.

Owner: Medical Domain Expert

Assignee: Unassigned

Reporter: Riti Dubey

Quickstart

14:11 16-09-2025

Jira

Search

PRM board - Backlog - Jira

https://ritiadubey27.atlassian.net/jira/software/c/projects/PRM/boards/136/backlog?selectedIssue=PRM-6

For you

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Starred

Apps

Plans

Projects

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Backlog (8 work items)

TRY

PRM-1 Server Downtime

PRM-2 Unstable Video Call Performance

PRM-3 Integration Failure with Hospital Systems

PRM-4 Data Privacy Breach

PRM-5 Doctors Resisting Adoption

PRM-6 Scope Creep During Development

PRM-7 Budget Overruns

PRM-8 Key Developer Leaving Mid-Project

Add parent /

PRM-6

Details

Risk Category: Operational

Probability: Medium

Impact: High

Risk Score: 6

Mitigation Strategy: Strict change control process, maintain updated project backlog, stakeholder approvals.

Owner: Project Manager

Assignee: Unassigned

Reporter: Riti Dubey

Quickstart

14:11 16-09-2025

Jira

Search

PRM board - Backlog - Jira

https://ritiadubey27.atlassian.net/jira/software/c/projects/PRM/boards/136/backlog?selectedIssue=PRM-7

For you

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Starred

Apps

Plans

Projects

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Project Risk M... + ...

PRM board

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Backlog (8 work items)

TRY

PRM-1 Server Downtime

PRM-2 Unstable Video Call Performance

PRM-3 Integration Failure with Hospital Systems

PRM-4 Data Privacy Breach

PRM-5 Doctors Resisting Adoption

PRM-6 Scope Creep During Development

PRM-7 Budget Overruns

PRM-8 Key Developer Leaving Mid-Project

Add parent /

PRM-7

Details

Risk Category: Managerial

Probability: Low

Impact: High

Risk Score: 3

Mitigation Strategy: Track expenses closely, negotiate vendor contracts, maintain contingency budget.

Owner: Project Manager

Assignee: Unassigned

Reporter: Riti Dubey

Quickstart

14:12 16-09-2025

The screenshot shows the Jira Backlog screen for the 'PRM board - Backlog - Jira' project. The left sidebar includes links for 'For you', 'Recent', 'Starred', 'Apps', 'Plans', 'Projects', 'Teams', and 'More'. The main area displays a backlog of 8 work items, each with a checkbox, priority level (NEW), and assignee. To the right, a detailed view of issue PRM-8 is shown, including fields for Risk Category (Managerial), Probability (Medium), Impact (High), Risk Score (6), Mitigation Strategy (Knowledge-sharing sessions, maintain updated documentation, cross-training team members.), Owner (Team Lead), Assignee (Unassigned), and Reporter (Riti Dubey). A 'Quickstart' button is at the bottom.

Task 3: Configure Escalation Workflow

The screenshot shows the Jira Workflow Designer interface for the 'Edit — Software Simplified Work...' project. The left sidebar lists 'Jira admin settings' sections such as 'Work items', 'Work types', 'Work type schemes', 'Sub-tasks', 'Workflows', 'Screens', and 'Fields'. The main area displays a workflow diagram with states: NEW, UNDER REVIEW, MITIGATION IN PROGRESS, ESCALATED, and CLOSED. Transitions between states are labeled with 'All'. A 'Diagram' tab is selected at the top.

Screenshot of the Jira Administration interface showing the "Add Parameters To Function" page. The left sidebar is titled "Jira admin settings" and has a "Workflows" section selected. The main content area shows fields for "Issue Field" (Summary) and "Field Value" (Risk Score ≥ threshold), with a note: "Please make sure that the value you set is valid for the project using this workflow. Otherwise, the transition may fail at execution time." Buttons for "Add" and "Cancel" are at the bottom.

Screenshot of the Jira Administration interface showing the "Transition: Mitigation in Progress" configuration. The left sidebar is titled "Jira admin settings" and has a "Workflows" section selected. The main content area shows a transition diagram with states: NEW, UNDER REVIEW, CLOSED, MITIGATION IN PROG..., and ESCALATED. A transition arrow labeled "Mitigation in Progress" points from UNDER REVIEW to MITIGATION IN PROG... . Below the diagram, it says "Transition is available to ALL steps in the workflow." and "Screen: None - It will happen instantly." A table shows post functions: Triggers 0, Conditions 0, Validators 0, Post Functions 6. The table lists four actions:

The following will be processed after the transition occurs	
1.	The Summary of the issue will be set to Risk Score ≥ threshold.
2.	Set issue status to the linked status of the destination workflow step.
3.	Add a comment to an issue if one is entered during a transition.
4.	Update change history for an issue and store the issue in the database.

Task 4: Reporting & Dashboard

Summary - Project Risk Manager | Transition: Mitigation in Progress | + https://ritiadubey27.atlassian.net/jira/software/c/projects/PRM/summary

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Projects / Project Risk Management PRM board Summary Timeline Backlog Active sprints Calendar Reports List Forms Goals All work Components More 5 +

0 completed In the last 7 days 8 updated In the last 7 days 8 created In the last 7 days 0 due soon In the next 7 days

Status overview Get a snapshot of the status of your work items. View all work items

8 Total work item... New: 8

Priority breakdown Get a holistic view of how work is being prioritized. See what your team's been focusing on

Types of work Get a breakdown of work items by their types. View all items Quickstart

Recent activity Stay up to date with what's happening across the project. Yesterday Riti Dubey updated field "Owner" on PRM-8: Key Developer Leaving Mid-Project NEW about 22 hours ago Riti Dubey updated field "Mitigation Strategy" on PRM-8: Key Developer Leaving Mid-Project NEW about 22 hours ago Riti Dubey updated field "Risk Score" on PRM-8: Key Developer Leaving Mid-Project NEW

Summary Timeline Backlog Active sprints Calendar Reports List Forms Goals All work Components More 5 +

Priority breakdown Get a holistic view of how work is being prioritized. See what your team's been focusing on

Types of work Get a breakdown of work items by their types. View all items

Priority breakdown Get a holistic view of how work is being prioritized. See what your team's been focusing on

Team workload Monitor the capacity of your team. Reassign work items to get the right balance

Assignee Work distribution Unassigned 100%

Quickstart