**RISK MANAGEMENT PLAN**

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**Project 4 - E-commerce System for Marginalized Communities**

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The purpose of this document is to describe all factors that are considered to address potential risks to the project, indicate the risk mitigation process that will be executed to deal with any eminent risk and also serve as a risk register.

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Revision History

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## Scope

Risk identification, assessment, control and review are phases of risk management plan as depicted figure1 below that are followed and applied in this project. The purpose of undertaking the exercise to draft potential risks that the project will be faced with is to ensure project performance and successful completion.



Figure 1 Risk Management Cycle to be applied

## Risk Identification

Risk definition involves the identification, clarification and definition of possible future events. The identification of risks must be such that it can be studied in an efficient and timely manner to ensure a meaningful analysis of a risk. The risk must be clearly and precisely defined, analysed and reported on during the study.

The risk matrix will assists the scrum master and the project team to quickly identifying risks and direct focus to contingency planning to minimize cost and schedule overruns.

## Risk Assessment

Once risk is identified it is recorded on the risk matrix for assessment, See Figure 3 for the risk matrix.

The criteria employed in the risk assessment process may vary considerably depending on the stated problem and the level of complexity. The parameters selected as the assessment criteria should relate directly to the problem statement or future event. The assessment of the effects of the identified risks will encompass the operations that affect the project as a whole.

## Risk Plan

The risk matrix will then be used by the scrum master to develop a risk monitoring, control and contingency or risk mitigation plan. We will use the risk matrix to categorise the risk against its appropriate risk mitigation strategy. We will also provide a risk probability and impact assessment to rank the risk that the project will be exposed to.

## Risk Implementation

Implementation of risk mitigation strategy will be such the risk owner will take lead on the identified problem and action the responses to that risk as stipulated in the risk matrix. Should the proposed action not yield any results then alternative solutions will have to be considered including breaking down the identified problem into different sections so as to ensure that it is effectively addressed.

## Risk Measure Control and Monitoring

Figure 2 below will be used for risk classification to enable the process of controlling and monitoring risk. The map shows high level classes with their respective subclasses. This classification structure will be used to ensure that the risk is controlled and monitored at all times.

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Figure 2 Risk Classification Table

## Risk Matrix

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Potential Risk | Category | Root Cause | Triggers | Potential Responses | Risk Owner |
| 1 | Misunderstanding of the requirements | Requirements Risk | Poor Interpretation of the End User and Customer requirements.  Poorly defined customer requirements. | End-user and Customer commentary during project meetings, JAD sessions or during testing | Have a JAD Session with the end-user and the customer. | Analyst |
| 2 | Conflict between the end-user and the customer | Key Stakeholder | Nonaligned project objectives. | User not satisfied with the end product | Enable a Jad Session to align objectives | Project Manager |
| 3 | Communication breakdown | Communication | Not providing feedback or communicating things on time. | Lack of communication devices or medium | Ensure that there is a wide range of communication devices that are being used throughout the project | Project Manager |
| 4 | Conflict between the team members | Organisational Risk | Personalities not getting along. | Poor work ethic.  Stress. | Hold and internal meeting and discuss issues with the purpose of ensuring compliance to the team agreement | Project Manager |
| 5 | Technology Complexities | Technical Risk | Lack of knowledge | In ability for make features of the program to work | Get assistance from ICT expertise available from the department and the customer’s side. | Programmer |
| 6 | A non-user centred design | Technical Risk | Not involving the user during the development of the system | Commentary during testing | Ensure that end-users are involved extensively in the project. | Designer |

Figure 3 Risk Matrix

## Risk Probability and Impact Assessment

|  |  |  |  |
| --- | --- | --- | --- |
| Risk Item | Probability | Impact | Status |
| 1 | Low | High | Under Control |
| 2 | Low | Low | Under Control |
| 3 | High | High | Under Control |
| 4 | Low | Medium | Under Control |
| 5 | High | High | Under Control |
| 6 | Low | High | Under Control |

Figure 4 Risk Probability and Impact Assessment