COMP2003 – Risk Management Plan

Risk Analysis

Our group's project has quite a number of risks that we will come across as we develop our project. This document will discuss the different ethical, legal, financial and scalability risks that could effect the website being made for ecobadge.

The first and most important one is the handling of the data of our client's and the businesses' they will be working with by using our project. This is a huge potential risk because if their data isn't handled with care, it could be at risk of being stolen, lost, corrupted etc. The first way we're going to ensure these things don't happen is by ensuring the security of the data that we will be using for this application. Making accounts for users, businesses, employees of Ecobadge and specifically employees who are admins is the first step to ensuring data security by making it so each role only has a certain amount of permissions e.g., everyone can see the Ecobadge score of each business and what elements they did well and not so well in, meanwhile only the company that it effects, certain employees Ecobadge and the admins can see what the company needs to improve on as well as reporting any issues with the data of that company. The admins meanwhile will be the only users who can actually affect the database as they are the only ones who will be given permission to alter it as they are professionals who will be trusted know how to handle the data with care and discretion to ensure that the data doesn't go into the wrong hands or is accidentally deleted or wrongfully altered. We are also going to give all of these accounts passwords to make it so that not just anyone can access data that is only meant for certain accounts. Their must also be a strong password policy e.g. with a 1 upper and lower case letter, a number and a symbol to get make the password's harder for any malicious parties to guess. To further reinforce the security of the data we will encrypt the data within the database so that even if anyone does manage to get onto an account with access to the database, they will not be able to access the data without an encryption key.

To talk about the legal side of the risks involved in any mishandling of data or anything that goes against the Data Protection Act 2018 or the General Data Protection Regulation (GDPR) such as not ensuring appropriate data security, the data being kept up to date (this point could be very bad in the case of Ecobadge's business because if the data is not up to date and a company has drastically gotten more Eco-friendly it can be seen as a defamation by the company) or not using the information fairly, lawfully and transparently in anyway could result in drastic legal consequences including paying large fines for any damages done to the offended parties. To mitigate these risks we have to ensure that the data is handled properly, safely and according to the law.

Scalability is another huge risk of this website. Due to the exponential growth of IT resources in businesses and the fact Ecobadge will want to grow their website and database as they get new customers to use are services our website and database needs to be scalable or else it risks being outdated rapidly and potentially hurting Ecobadge's business later down the line. Due to Ecobadge wanting more customers if their site is not scalable having more customers can impact the performance of the web app and an expansion of the database can increase the load time of the directory page. If our site is not scalable Ecobadge will potentially have to create a new website and database or hire more programmers to make it more scalable which could prove to be quite expensive for the business. To avoid these issues we have to develop our website and databases with scalability in mind.

To finish off a big potential risk to our website is not making its accessible to disabled users. This has ethical and financial risks of disabled users not being able to use the website easily which may deter

them from using it which can cause Ecobadge to lose some potential customers. Not making the site accessible could also result in some legal risks as they could be sued for discrimination by the Equality Act 2010. To avoid this issue we have to ensure our website is accessible for disabled user's by doing things such as making the site accessible via mouse or keyboard, allowing the users to enlarge the font sizes, have an image with alternate text, making the site have high contrast between foreground and background etc.