Risk Analysis  
Hotel Booking and Management Platform

# Group Members

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# Introduction

The purpose of this Risk List document is to identify, assess, and manage potential risks that may impact the success of the Hotel Booking and Management Platform project. This document ensures that all potential risks are known early, mitigation plans are in place, and monitoring strategies are defined. The goal is to minimize unexpected problems, support informed decision-making, and help the team navigate uncertainties.

## Risk 1 – Integration with Payment Gateway Fails

**Description:** Third-party payment systems might not integrate properly or go offline.

**Category:** Technical

**Likelihood:** Medium - because of dependence on external API services

**Impact:** High - prevents bookings from completing, blocking revenue

Mitigation plan: Integrate with widely adopted and well-documented payment providers, and begin testing early in development.

**Contingency plan:** Have backup providers integrated (e.g., Stripe, PayPal).

**Monitoring approach:** API logs monitored daily and alert system for failures.

**Review trigger:** API outage longer than 1 hour or repeated integration errors.

## Risk 2 – Server Downtime or Hosting Failure

**Description:** The hosting environment might become unstable or unavailable.

**Category:** Technical

**Likelihood:** Low - hosting provider has high reliability

**Impact:** High - system unavailability leads to booking losses

Mitigation plan: Choose a cloud hosting service with automatic failover, redundancy, and perform daily backups to minimize risk.

**Contingency plan:** Switch to alternative host provider or restore from backup.

**Monitoring approach:** Use uptime monitoring tools and system alerts.

**Review trigger:** More than 2 downtimes in one month.

## Risk 3 – Inadequate User Adoption

**Description:** Users may find the system difficult or unhelpful, leading to poor usage.

**Category:** Operational

**Likelihood:** Medium - new platforms usually face learning curve issues

**Impact:** Medium - system value depends on active user participation

Mitigation plan: Provide thorough user onboarding, create clear documentation, and offer active support during initial usage.

**Contingency plan:** Conduct surveys and roll out usability improvements.

**Monitoring approach:** Track usage metrics, login frequency, and user feedback.

**Review trigger:** Drop in weekly active users below target.

## Risk 4 – Budget Overrun

**Description:** Development costs may exceed the allocated budget.

**Category:** Financial

**Likelihood:** Medium - new features or delays could increase costs

**Impact:** High - could halt development or reduce scope

Mitigation plan: Define a clear project scope, continuously track expenses, and prioritize critical features to manage costs effectively.

**Contingency plan:** Seek additional funding or reduce non-critical features.

**Monitoring approach:** Track costs against the budget weekly.

**Review trigger:** Expenses reach 80% of total budget before final phase.

## Risk 5 – Regulatory Compliance Issues

**Description:** The platform might fail to comply with GDPR or local data laws.

**Category:** External

**Likelihood:** Low - laws are well known but easy to overlook details

**Impact:** High - legal action or user trust damage

Mitigation plan: Consult with a legal expert early on and ensure all required privacy and data handling policies are implemented.

**Contingency plan:** Pause data collection and fix compliance gaps.

**Monitoring approach:** Legal review of updates and features.

**Review trigger:** Any new law announcement or compliance complaint.

## Risk 6 – Key Developer Unavailable

**Description:** A core team member may leave the project or become unavailable.

**Category:** Operational

**Likelihood:** Medium - due to unforeseen personal or academic reasons

**Impact:** Medium - loss of knowledge and delay in deliverables

Mitigation plan: Facilitate continuous knowledge transfer through shared documentation and cross-training among team members.

**Contingency plan:** Reassign roles and bring in a backup developer if needed.

**Monitoring approach:** Track task assignments and active participation.

**Review trigger:** One week of unavailability or missed deadlines.