Project Name: I.T Support Ticketing System

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# Introduction

This Risk Management Plan outlines potential risks associated with the IT Support Ticketing System project, assessing their impact and providing strategies for mitigation. Proactively managing risks will help ensure project success and minimize disruptions.

# Risk Identification

## Potential Risks

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Risk ID** | **Risk Description** | **Impact Level**  **(Low, Medium, High)** | **Likelihood**  **(Low, Medium, High)** | **Impact**  **(1-5)** | **Mitigation Strategy** |
| **R1** | Delay in Development | High | Medium | 4 | - Implement agile sprints with regular reviews.  - Allocate buffer time in the project schedule. |
| **R2** | Resource Availability | Medium | Medium | 3 | - Cross-train team members to ensure coverage of critical roles.  - Hire temporary contractors if necessary. |
| **R3** | Technical Challenges (e.g., integration issues) | High | Medium | 4 | - Conduct thorough technical research during the design phase.  - Schedule additional time for testing and debugging. |
| **R4** | Changes in Requirements | High | Medium | 4 | - Implement a change control process for managing scope changes.  - Regularly engage with stakeholders to confirm requirements. |
| **R5** | Security Vulnerabilities | High | Low | 5 | - Conduct regular security audits and code reviews.  - Implement best practices for data encryption and secure coding. |
| **R6** | Poor User Adoption | Medium | Medium | 3 | - Involve users in the design phase to gather feedback.  - Provide comprehensive training and support documentation. |
| **R7** | Budget Overruns | High | Medium | 4 | - Regularly review budget against progress and expenditures.  - Maintain contingency funds for unexpected costs. |
| **R8** | Data Loss or Corruption | High | Low | 5 | - Implement regular automated backups and recovery plans.  - Use version control for code and database changes. |

# Risk Assessment

## Impact Scoring

* **1 - Negligible**: No impact on project success.
* **2 - Minor**: Minor impact; manageable with minimal effort.
* **3 - Moderate**: Noticeable impact; requires management intervention.
* **4 - Major**: Significant impact; could derail project.
* **5 - Catastrophic**: Critical impact; project failure likely.

## Likelihood Scoring

* **Low:** Unlikely to occur.
* **Medium:** Possible but not expected.
* **High:** Likely to occur.

# Mitigation Strategies

### Delay in Development (R1)

* Utilize agile methodologies with iterative sprints for flexibility.
* Include buffer time in the project timeline to accommodate delays.
* Regularly assess progress and adjust plans as necessary.

### Resource Availability (R2)

* Cross-train team members to handle multiple roles.
* Create a backup resource plan for critical positions.
* Consider temporary hires or consultants if necessary.

### Technical Challenges (R3)

* Conduct thorough technical research during the design phase.
* Allocate extra time for integration testing to resolve issues early.
* Engage experts for guidance on complex technical issues

### Changes in Requirements (R4)

* Implement a formal change control process for managing changes.
* Schedule regular stakeholder meetings to confirm requirements.
* Use an agile approach to accommodate minor changes without major disruptions.

### Security Vulnerabilities (R5)

* Conduct regular security assessments and penetration testing.
* Keep all software libraries and frameworks updated to the latest versions.
* Implement strong authentication and authorization measures.

### Poor User Adoption (R6)

* Involve end-users in the design and development process for feedback.
* Provide training sessions and create user-friendly documentation.
* Conduct usability testing to identify and address concerns early.

### Budget Overruns (R7)

* Monitor budget expenditures closely against milestones.
* Maintain contingency funds for unforeseen expenses.
* Regularly review project costs and identify areas for savings.

### Data Loss or Corruption (R8)

* Implement daily automated backups of the database and application data.
* Test the restoration process regularly to ensure backups are effective.
* Use version control for all development to track changes and prevent data loss.

# Conclusion

This Risk Management Plan provides a structured approach to identifying, assessing, and mitigating potential risks associated with the IT Support Ticketing System project. By proactively addressing these risks, the project team can enhance the likelihood of successful project delivery.