Al Manara CUCM System Development
Risk Management Plan

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Status: Draft / Final

Objective

The objective of this Risk Management Plan is to identify, assess, and mitigate potential risks that could impact the successful customization, implementation, and integration of the CUCM (Cisco Unified Communications Manager) system for Al Manara Company. This plan aims to ensure timely completion, maintain quality standards, and manage any potential disruptions throughout the project lifecycle.

Executive Summary

The CUCM project involves multiple phases, including customization, installation, integration with CRM, testing, training, and migration from the legacy system. Throughout these phases, the project is exposed to various risks that could affect timelines, cost, or system performance. Key risks include:

a. **Customization Risks:** Potential delays in user interface customization due to unclear requirements or vendor issues.

b. **Integration Risks:** Challenges in the integration between CUCM and CRM systems, including API communication errors and data mapping issues.

c. **Technical Risks:** Issues in CUCM server installation, configuration, and database setup, could affect system stability.

d. **Training Risks:** Inadequate training sessions might result in low user adoption or misconfigurations in the UAT phase.

e. **Migration Risks:** Data loss or corruption during the migration from the legacy system to CUCM.

f. **Vendor-related risks:** Misalignment between the vendor's customization efforts and business requirements and equipment installation quality issues

g. **Security Risks:** Data breaches during the transfer process from the legacy system to CUCM

h. **Project Management Risks:**

   a. Delays in achieving design approvals or aligning stakeholders' expectations.
   b. Failure to adhere to project timelines, impacting critical path milestones like training and migration.
   c. Budget overruns due to unexpected customization needs or extended testing periods.
   d. Delay in the handover process between the vendor and the IT that may delay the sign-off occurrence so the procedure must to be stated Start-To finish.

i. **Disaster and epidemic risks:** This will include any unexpected risks related to general health in the world such as: Covid-19

j. **Political Risks:** Including occurrence of wars or current political situation in Egypt that may impact the project timelines

Probability chart:

Types	Risk	Probability
Technical	Customization delays	**High**
	Integration Challenges	**High**
	Technical Issues with Server Installation	**Medium**
	Data Migration Issues	**Medium**
	Vendor-Related risks	**Medium**
	Security Risks	**Medium**
Management	Insufficient user training	**Low**
	Timeline Risks	**Medium**
	Budget overrunning due to extended testing phase	**Medium**

	Political Risks	Low
	Disaster and epidemic risks	Low
People	Getting Approvals	Low

Impact chart:

Types	Risk	Impact
Technical	Customization delays	**High**
	Integration Challenges	**Medium**
	Technical Issues with Server Installation	**Medium**
	Data Migration Issues	**High**
	Vendor-Related risks	**High**
	Security Risks	**High**
Management	Insufficient user training	**Medium**
	Timeline Risks	**Medium**
	Budget overrunning due to extended testing phase	**High**
	Political Risks	**High**
	Disaster and epidemic risks	**High**
People	Getting Approvals	Low

Probability and Impact Matrix:

Probability/	Inherent risks

Impact	Low	Medium	High
High		Integration Challenges	Customization Delays
Medium	Getting approvals	Technical issues with server installation, Timeline risks, budget overruns	Data Migration Issues, Vendor-Related issues, security risks
Low	Insufficient user training		Political risks and disaster and epidemic risks

Risk Mitigation Strategies

a. Technical Risks:
- Establish a detailed integration plan and engage in early testing of API connections between CUCM and CRM.
- Schedule buffer time for potential delays in server installation and configuration.
- Conduct a network readiness assessment before starting installation to ensure compatibility.

b. Vendor-related Risks:
- Regular check-ins with vendors during customization phases to ensure alignment with business goals.
- Implement a vendor service-level agreement (SLA) to ensure timely delivery and support.

c. Project Management Risks:
- Use a project management tool to track progress and deadlines, ensuring adherence to timelines.
- Communicate the benefits of the new system to end users to reduce resistance.
- Develop a comprehensive training plan with hands-on practice sessions in a UAT environment.
- Conduct regular stakeholder meetings for design approvals and expectation management.
- Implement a contingency budget of around 10-15% for unforeseen expenses.

d. Security Risks:
- Secure data transfer protocols during migration and enable encryption.
- Set up access controls and monitoring systems post-go-live to prevent unauthorized access.