

Risk Response Plan

Customer Support System Transformation

Organization: Walmart

Framework: Traditional / Waterfall

Project Sponsor: VP, Customer Experience

Project Manager: Asvin Pradeep

1. Purpose of the Risk Response Plan

The purpose of this document is to define the **overall approach** for responding to identified project risks and to establish clear ownership, escalation, and monitoring mechanisms.

Detailed risk descriptions and mitigation actions are maintained in the **Risk Register**. This document focuses on **strategy and execution**, not duplication.

2. Risk Response Objectives

- Minimize the impact of high-priority risks on scope, schedule, cost, and quality
- Ensure proactive identification and response to emerging risks
- Define clear accountability for risk ownership
- Provide a consistent escalation and review process

3. Risk Response Strategies

The following standard response strategies are used in this project:

Strategy	Description	Usage
Avoid	Change plan to eliminate the risk	Compliance, scope risks
Mitigate	Reduce probability or impact	Technical, migration risks

Transfer	Shift risk to third party	Vendor-related risks
Accept	Acknowledge risk with contingency	Low-impact financial risks

4. Risk Categorization

Risks are categorized to enable focused responses:

- **Technical Risks** – Platform, integration, data migration
 - **Operational Risks** – Go-live stability, support readiness
 - **Change Risks** – User adoption, training effectiveness
 - **Vendor Risks** – Delivery delays, resource constraints
 - **Compliance Risks** – Data security and regulatory requirements
 - **Financial Risks** – Budget overruns, cost escalation
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5. High-Priority Risk Response Summary

Risk Category	Response Approach
Data Migration	Phased migration, backups, validation
System Integration	Early testing, dependency tracking
User Adoption	Structured training, change communications
Vendor Delays	Contract SLAs, milestone-based payments
Compliance	Security reviews, audit checkpoints

(Detailed actions are documented in the Risk Register.)

6. Risk Monitoring & Review Process

- Risks are reviewed **weekly** during project status meetings
 - High and critical risks are escalated to the Executive Sponsor
 - Risk status updates are logged in the **Risk Register**
 - New risks are assessed and prioritized using the Risk Assessment Matrix
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7. Escalation & Governance

- **High / Critical Risks:** Escalated immediately to Sponsor
- **Medium Risks:** Managed by Risk Owner with PM oversight
- **Low Risks:** Monitored and reviewed periodically

The Project Manager is responsible for ensuring risk responses are executed and tracked.

8. Integration with Other Project Controls

This Risk Response Plan integrates with:

- Project Schedule (for impact analysis)
 - Budget & Contingency Planning
 - Change Management Process
 - Quality Management Plan
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9. Approval (Portfolio Simulation)

Role	Name	Signature	Date
Executive Sponsor	VP, Customer Experience		
Project Manager	Asvin Pradeep		



Risk Response Plan: Approved (Simulated)