**RISK MANAGEMENT MATRIX**

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| **NAME** | **DHT Team** | | | | **OBJECTIVE** | **FPT Book Store** | | | | |
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| **REF / ID** | **P R E - M I T I G A T I O N** | | | | **DEPARTMENT / LOCATION** | **MITIGATIONS / WARNINGS / REMEDIES** | **POST - MITIGATION** | | | |
| **RISK** | **RISK SEVERITY** | **RISK LIKELIHOOD** | **RISK LEVEL** | **RISK SEVERITY** | **RISK LIKELIHOOD** | **RISK LEVEL** | **ACCEPTABLE TO PROCEED?** |
|  |  | – ACCEPTABLE  – TOLERABLE  – UNDESIRABLE  – INTOLERABLE | – IMPROBABLE  – POSSIBLE  – PROBABLE | – LOW  – MEDIUM  – HIGH  – EXTREME |  |  | – ACCEPTABLE  – TOLERABLE  – UNDESIRABLE  – INTOLERABLE | – IMPROBABLE  – POSSIBLE  – PROBABLE | – LOW  – MEDIUM  – HIGH  – EXTREME | YES / NO |
| REF/01 | Lost internet connection | INTOLERABLE | POSSIBLE | **EXTREME** | On electronic devices that can connect to the internet, such as PCs, laptops, or phones | Ensure adequate power supplies for devices used to connect to the internet. In addition, use devices that provide internet connections from reputable providers. | UNDESIRABLE | POSSIBLE | **HIGH** | **YES** |
| REF/02 | Lack of functionality in the system | INTOLERABLE | POSSIBLE | **EXTREME** | In the process of building functions into the system | In the process of building the system, always stick to the approved plan. | UNDESIRABLE | IMPROBABLE | **MEDIUM** | **YES** |
| REF/03 | Functions in the system are faulty or not working. | INTOLERABLE | POSSIBLE | **EXTREME** | In the process of building functions into the system | After building the function, it should always be tested through test cases to make sure that those test cases pass. | UNDESIRABLE | IMPROBABLE | **MEDIUM** | **YES** |
| REF/04 | Lack of human resources in the software development process | UNDESIRABLE | POSSIBLE | **HIGH** | Human Resource Management | Human resources must always be backed up for emergencies. | TOLERABLE | IMPROBABLE | **MEDIUM** | **YES** |
| REF/05 | Lack of cost to build software | INTOLERABLE | POSSIBLE | **EXTREME** | Finance Manager | Carefully calculate the cost of building software during project initiation to require customers to meet that cost. | TOLERABLE | POSSIBLE | **MEDIUM** | **YES** |