

RISK MANAGEMENT PLAN

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PROJECT OVERVIEW

PROJECT NAME: The Willow Tree OMS

PROJECT REFERENCE: CS4233 CAPSTONE PROJECT 2024

DATE: 29 JAN 2024 – 29 APR 2024

OBJECTIVE: Redesign The Willow Tree's Order Management System (OMS) to create a secure, stable, high-performance application capable of keeping pace with restaurant business demands while providing the customer with the best possible dining experience.

PROBLEM STATEMENT: The current OMS software performance is impacted by circumstances extending beyond The Willow Tree's scope of business; the hosted source code is also vulnerable to random and targeted security threats and requires a redesign to protect the integrity of The Willow Tree's day-to-day operations.

SUMMARY

Risk management will be conducted throughout the Software Development Life Cycle (SDLC) via identification, assessment, and registration.

The risk management process reduces time spent resolving foreseen and unforeseen risks, boosting productivity and allowing more time for quality work.

PURPOSE

The Risk Management Plan (RMP) will serve as the controlling document to manage and mitigate risks during the SDLC of The Willow Tree OMS project.

The RMP seeks early identification of risks using assessment techniques to create a Risk Register (RR) with mitigation planning. Following the creation of the initial RR, any subsequent risks identified or issue tracking will be added to the RMP through addendums.

IDENTIFICATION

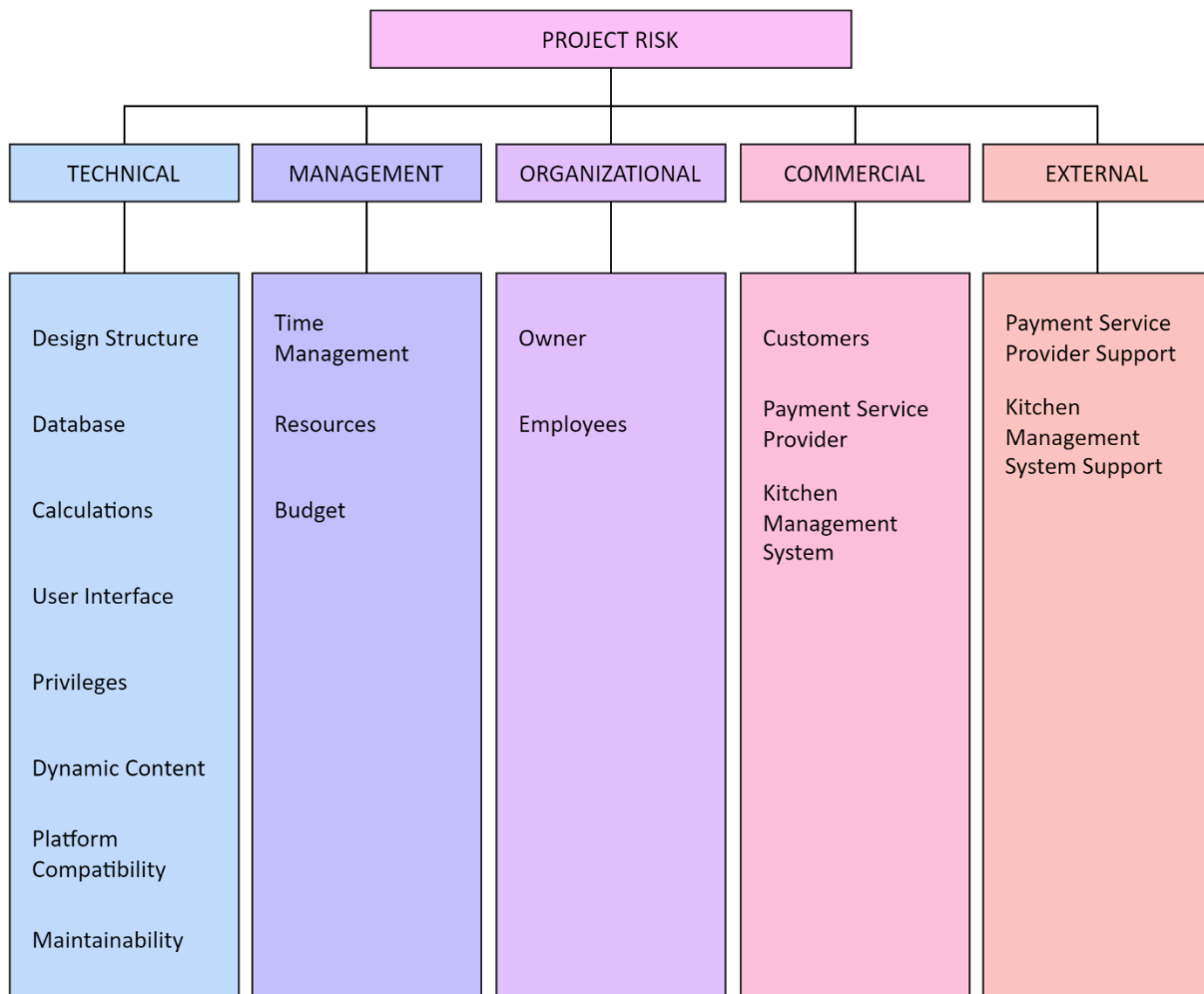


Figure 1 Project Risk Breakdown Structure Diagram

The project scope has been divided into five subcategories to help identify possible risks. Each subcategory focuses on different areas of concern, as shown in Figure 1. The RR will be prepared based on the identified risks and will include a mitigation plan for each risk identified.

RISK REGISTER

RISK	ODDS	POSSIBLE OUTCOME	IMPACT TIME	MITIGATION PLAN
Design Structure Failure	LOW	Content not delivered as promised.	MODERATE	Debug, localize, and retest design structure.
Database Failure	LOW	Database not communicating.	LOW	Debug, localize, and retest database.
Calculations Failure	LOW	Expected values not returned.	MODERATE	Debug, localize, and retest calculations.
User Interface Failure	LOW	Interface interaction inconsistencies.	MODERATE	Debug, localize, and retest user interface.
Privileges Failure	LOW	Unexpected or lack of restrictions.	LOW	Debug, localize, and retest privileges.
Dynamic Content Failure	LOW	Expected content not delivered as promised.	MODERATE	Debug, localize, and retest dynamic content.
Platform Compatibility Failure	LOW	Unexpected load and execution behavior.	MODERATE	Debug, localize, and retest platform compatibility.
Maintainability Failure	LOW	Code is rigid and inflexible.	HIGH	Modularize, decouple, Debug, localize, and retest maintainability.
Time Management Complications	LOW	Project milestones are off schedule.	MODERATE	Determine the issue, reevaluate, and create a plan of action.
Resource Complications	LOW	Software utilities are unavailable.	HIGH	Evaluate requirements and implement changes.
Budget Complications	LOW	Incurred costs are exceeding the budget.	MODERATE	Evaluate, reduce, and adjust requirements costs.

Figure 2 Risk Register Diagram

RISK	ODDS	POSSIBLE OUTCOME	IMPACT TIME	MITIGATION PLAN
Owner Concerns	MODERATE	Frequent project status updates.	MODERATE	Schedule regular status updates.
Employee Concerns	MODERATE	Training materials insufficient.	MODERATE	Add an addendum to training manual.
Customer Issues	HIGH	User interface and functionality criticism.	MODERATE	Review the most frequent complaints and discuss updates.
Payment Service Provider Issues	MODERATE	Insufficient protocol documentation.	MODERATE	Contact support services for clarification.
Kitchen Management System Issues	MODERATE	Insufficient protocol documentation.	MODERATE	Contact support services for clarification.
Payment Service Provider Support Difficulties	LOW	Support services unavailable.	HIGH	Continue to keep reaching out to support services.
Kitchen Management System Support Difficulties	LOW	Support services unavailable.	HIGH	Continue to keep reaching out to support services.

Figure 3 Risk Register Diagram (cont.)

The RR details the potential risks associated with The Willow Tree OMS project (Figures 2 & 3). This list is not exhaustive and will be updated and revised as needed throughout the SDLC.

For further details and information, please contact:

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ADDENDUMS