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| **SN** | **Risk Description** | **Severity** | **Likelihood** | **Risk Mitigation Plan** |
| **1** | Fail to respond and resolve change request within expected timeframe. | **Critical** | **High** | 1. Set up ticketing system notification service 2. Brief team members on what to do when there’s a change request |
| **2** | Failure to make changes | **Critical** | **Medium** | 1. Ensure that Tier 3 - Dev and Infrastructure & Security knows how to make the changes before proceeding 2. Ensure that ready-to-go checklist is updated for new changes |
| **3** | Changes are made without approval | **Critical** | **Low** | 1. Brief team about Change Management Process 2. Ensure team follows Change Management Process |
| **4** | Increase of incidents due to change | **Critical** | **Medium** | 1. Ensure that the live environment are being tested based on the Quality Management’s test requirements and new changes’ requirement |