# Risk Management

When conducting Sprint 3 for the Zrello project, our team had run into a few problems. When we encountered these problems we tried our best to employ the risk monitoring and mitigation strategies that we had formed in the risk register.

*Problem 1: Dependency of one task's progress on another task*

During the sprint, there was an issue whereby there were tasks in the sprint which relied on other tasks to be completed before they could be completed. If assigned as is would cause one member to not be able to complete their task on time if the other member was late with their task. This would definitely negatively affect our team and would affect the workflow velocity of the team. However, thanks to our monitoring plan, where the tasks would be analysed and discussed to contemplate how to tackle them, we were able to identify which tasks were too tightly coupled with one another. After identifying such tasks, we were able to break those tasks down into smaller, more isolated parts so that related tasks can be assigned to the same member. Since the monitoring plan had been followed, there was no need for a mitigation plan as the risk was averted altogether.

*Problem 2: Teammate fell ill*

At the start of the sprint, one of our members fell a little ill and was unable to participate fully in the meetings. If not handled well, this would have the same adverse effect as when one of our members was out of commission due to family problems. The velocity of the workflow might have been affected and the tasks may have been completed late. However, thanks to the experience gained from the previous sprint, we were prepared to face the issue. As discussed in the risk management for sprint 2, there is no proper risk monitoring strategy for unforeseen events such as this however there is an existing mitigation plan. Due to us following the plan whereby the affected member would inform the team via WhatsApp early and this allowed the rest of the team to devise a plan to carry out the tasks needed to supplement the absence of that member.

*Problem 3: Inability to connect to the Database*

During the previous sprint, our application had evolved to include and depend on our online database to collect, store and display data. However, due to this advancement in the program, most of the program became untestable if there was an absence of access to the database. This issue became a huge problem when halfway through the sprint, the database temporarily became unavailable. However, we were not aware and continued development without the use of the database, it was not until the testing phase that everyone realised that the application was not available due to an issue with the database. Luckily we had contact with someone with a high level of expertise dealing with the database that we were using and the issue was resolved within a day. However, should this issue occur in the future, there should be a monitoring plan and mitigation plan. For our monitoring plan, we can assign one member to be responsible for all things related to any services that are critical to the project such as databases, web services, etc. Said member should have constant tabs on the status and any notification provided by the developers/ maintenance to ensure that the services are still operational and if should there be any issues with the service, the team has time to prepare for any disruption of the services. As for our mitigation plan, the team member who was assigned to

monitoring the affected service would be tasked to immediately work on restoring services while the rest of the team would come together and alleviate some of the responsibilities of the member by distributing some of their tasks to others in the team.

*Problem 4: Inability to implement database for each member's personal device*

During the sprint, our team tried to ensure that all members could access the database. The member assigned to handle the database had collected information and was ready to help everyone in the team to implement the database into each member's personal device. However, there was an error while implementing the database. There was a plan for mitigation and a plan for mitigation however, neither of these was of any effect. Our mitigation plan was followed, whereby the member responsible would do extensive research to ensure that they were equipped with the necessary knowledge to help the team with any issues occurred. Besides that, our mitigation plan was also followed, whereby the assigned member would go through more research into possible errors and solutions. However, yet again, this was of no use. Finally, my team decided to ignore the database and leave the testing to the members who could get the database to work. This is a very crude method but it worked for our team. Despite this, moving forward, this issue should not have to come to this and more research on possible fixes and solutions should be done.