

Risk Register for Arthrex Storefront and Wellness Center
5/2/2023

ID No.	Risk	Description	Category	Root Cause	Triggers	Potential Responses	Risk Owner	Probabilit	Impact	Status
1	Integration	Issues in integrating related systems	Negative - Technical	Lack of coordination	Failing integration between systems	Transference - Use Integrations Enterprise Analyst to coordinate	Enterprise Integrations Analyst, Project Manager	Low	High	Open
2	Guest purchases	Guests to the Arthrex campus do not currently have a way to purchase food and/or apparel	Negative - Operational	Lack of point of sale system for guests	Increase in guest visits to the Wellness Center	Escalation - Implement guest-friendly purchase options such as guest accounts or temporary access codes for POS system	Product Owner	Low	Low	Open
3	Payroll purchases	Employees do not have a way to make purchases directly against payroll	Positive - Operational	Lack of payroll deduction system for employee purchases	Employee demand for purchases through payroll deductions	Escalation - Implement a payroll deduction system for employee purchases with proper authorization and tracking	HR/Payroll Manager	Medium	Medium	Open
4	System readiness	System needs to be aligned with the go-live of the new fitness building	Negative Technical	Dependence on other systems and external vendors for system readiness	Delays or issues with other systems or external vendors	Mitigation - Collaborate closely with other teams and vendors to ensure timely system readiness	Project Manager	High	High	Open
5	Customer experience	Create an efficient simple application for a streamlined customer experience	Negative - Operational	Complex or cumbersome application design	Negative feedback from customers or low adoption rate	Mitigation - Regularly review and improve application design based on user feedback and conduct user testing	Business Analyst	Medium	Medium	Open
6	Vendor performance	Performance of external vendors for POS configuration and installation	Negative - Vendor	Vendor delays or issues with POS configuration and installation	Delays or issues with POS configuration and installation	Mitigation - Monitor vendor performance closely and have backup plans in place	Project Manager	Low	Low	Open
7	Organizational change	Managing organizational change related to new systems and processes	Negative - Operational	Employee resistance or lack of adoption of new systems and processes	Changes in organizational structure or resistance to change	Develop change management strategies, including communication plans, training programs, and ongoing support	Organizational Change Management Specialist	Medium	Medium	Open
8	Self Service Checkout	Self service for Café	Negative - Cost	Wanting to lower employee costs	Implementing self-service technology	Escalation - Hire less cashiers, save money	Operations	Low	High	In progress
9	New Technology	Using new, experimental technology	Positive - Cost	Improve experiences	Hiring employees to implement this technology	Escalation - Better service for customers	IT Department	Low	Medium	Open
10	Technical Software Issues	POS system fails	Negative - Technical	Poor network connections	Cheap equipment	Mitigation - System fails/Can't meet our requirements	IT Department	Medium	Medium	Open
11	Launch Delay	Technical issues delay Go-Live launch	Negative - Schedule Related	Issues in testing/configurations/training	POS configuration takes longer than expected	Mitigation - Go off schedule	Project Manager	High	Low	Open
12	Improper Training	Employees don't get proper or full training to cut time	Negative - Schedule Related	Poor management	Shorten training times to meet the deadline	Escalation - Employees can't perform at their best	HR Department	Medium	Low	In progress
13	Data Security Breach	Confidential customer and employee data breach	Negative - Security	Insufficient data security measures	Data breach due to cyber attack	Mitigation - Implement enhanced data security measures	IT Department	Low	High	Mitigated

Probability/Impact Matrix 5/2/2023

Probability	high	Risk 11		Risk 4
	medium	Risk 12	Risk 3 Risk 5 Risk 7 Risk 10	
	low	Risk 2 Risk 6	Risk 9	Risk 1 Risk 8 Risk 13
		low	medium	high
		Impact		