**RMMM PLAN FOR RISKS ABOVE THE THRESHOLD OF 70% LIKELIHOOD AND IMPACT OF 2**

**Risk: Customer may change requirements (Process definition) - 70% likelihood – Impact of 2**

Mitigation:

* From the onset, discuss the requirements as thoroughly as possible with the customer so that it is less likely that they will be changed later on.
* In the contract, stipulate that fees will be incurred if requirements are changed after a certain date.
* Assign back-up staff for critical components so that if the client makes last-minute changes, there would be back-up personnel available to help

Monitoring:

* Monitor back-up staff and ensure they are trained properly.

Management:

* If requirements are changed when the project is already in the later stages of development, ensure that time is managed efficiently and adequate support is provided for staff who must now implement changes.
* Manage the client’s expectations and agree on a compromise regarding which requirements may still be changed without considerably delaying the completion of the project.

**Risk: Customer may not participate fully in the reviews (Customer) - 70% likelihood – Impact of 2**

Mitigation:

* Clearly stipulate in the contract that the customer must be willing to spend a specific number of hours for attending meetings regarding reviews of developed components.
* Set a schedule for review meetings at the onset.
* Communicate with client often to encourage their involvement in the project.
* Assign back-up staff for critical components so that if the client makes last-minute changes, there would be back-up personnel available to help.

Monitoring:

* Ensure that review meetings are on schedule.
* Monitor back-up staff and ensure they are trained properly.

Management:

* If the client does not participate in the preliminary reviews and demands changes at the last minute due to lack of feedback from them during the earlier stages of the project, manage their expectations and come to a compromise regarding which changes may be realistically implemented.