Risk Management Plan

Project Title:
ezamu.com - A High School Career & College Guidance Platform

Team Members:

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Product Owner:

- Moses Katakanya

Introduction

Overview of the Project: For the duration of this project we are going to be conducting and using market research in order to make changes and improvements to the Ezamu website.

Importance of Risk Management: Risk management is crucial for the success of our project as it helps identify, analyze, and mitigate potential risks that could impede progress. By proactively addressing these risks, we can ensure smoother execution, maintain project timelines, and achieve our desired outcomes.

Risk Identification and Assessment

Technical Risks:

1. **Risk:** Security vulnerabilities
    - **Likelihood:** Medium
    - **Impact:** Medium
    - **Assessment:** Malicious users can try to inject code into the website through input boxes or other means, such as cross-site scripting or sequel injection. If this happens then user information can be stolen by an attacker. Since attacks like this are not frequent and the site is lesser-known, there is a medium risk of security vulnerabilities becoming an issue during development.

2. **Risk:** Compatibility issues between mobile and desktop versions of the website
    - **Likelihood:** Medium
    - **Impact:** Low
    - **Assessment:** The website will primarily be designed for desktop, though it needs to be usable on mobile devices. Since our team will be focused on desktop development there is a medium risk that mobile testing will receive less attention and will leave the mobile user experience far less satisfying than the desktop one.

External Risks:

1. **Risk:** Users switching to mobile
    - **Likelihood:** Low
    - **Impact:** High
    - **Assessment:** Our project seems to be primarily focused on the desktop version of the website, so if users started using the mobile interface more often, our efforts might be focused on the mobile application, leaving many features on the desktop development incomplete or not fully implemented. The risk of users switching to mobile is very low due to college applications being predominantly done on desktop computers.

2. **Risk:** Negative trends in market research
    - **Likelihood:** Low
    - **Impact:** Medium
    - **Assessment:** If market research indicates declining satisfaction, our team will need to work twice as hard, both to reverse the negative changes made and to identify a new approach that improves satisfaction. However, since our sponsor has already conducted research and proposed changes, the likelihood of implementing an unsatisfactory update is low.

Organizational Risks:

1. **Risk:** Confusing user interface
    - **Likelihood:** Medium
    - **Impact:** High
    - **Assessment:** A confusing user interface could frustrate users and reduce website traffic significantly. Due to our team being new to the project and being unfamiliar with the existing codebase, there is a medium risk that a confusing UI change could be accidentally pushed to the final website.

2. **Risk:** Unclear overall vision between team members and product owner
    - **Likelihood:** Low
    - **Impact:** Medium
    - **Assessment:** Many requested changes are open to interpretation by our team, which may lead to differing visions between team members and product owners. Disagreements in vision could result in work that is unsatisfactory to the product owner or changes that the sponsor does not approve of. Since our team will have

weekly meetings with our sponsor, the risk of disorganization in the website's structure due to vision disagreements is low.

Project Management Risks:

1. **Risk:**
    - **Assessment:** If our team is to fall behind on a deadline for any reason, it may cause greater delays in the implementation of necessary changes. These delays can snowball onto each other and make it difficult for us to catch up. Even though we communicate frequently on what needs to be completed for each step in the project, there is still a medium chance that we will fall behind on a deadline.

2. **Risk:** Vague deliverable descriptions
    - **Likelihood:** Low
    - **Impact:** High
    - **Assessment:** Having a poor description of the deliverables for a change can lead to confusion on what aspects of the website need to be changed. This lack of clarity can cause our team to implement changes that the product owner does not approve of, at which point we will be asked to revert and revise our changes to the website on the same unclear descriptions. Since we meet with our sponsor weekly, there is a low risk of vague deliverables inhibiting our team adding unapproved changes to the website.

Team Risks:

1. **Risk:** Communication issues
    - **Likelihood:** Low
    - **Impact:** High
    - **Assessment:** Communication issues can negatively affect the quality and timeliness of work. Examples of this include misunderstandings about which team members are designated to different parts of the project, incorrect understanding of project requirements, and conflicting implementation of changes. These issues in communication will lead to a lower quality product and rushed work. However since our team communicates regularly, there is a low risk of miscommunication.

2. **Risk:** Lack of UX experience between team members
    - **Likelihood:** Low
    - **Impact:** Medium
    - **Assessment:** Due to this project being our team's first exposure to UI/UX design in a professional environment, it will be a learning experience for all of us. As a result, there is a low risk that some changes will be more difficult for us to implement than expected, which may result in delays or lower quality updates to the website.

Risk Management Strategies

Technical Risks:

1. **Risk:** Security vulnerabilities
    - **Strategy:** Mitigate
    - **Justification:** During our time on the project we will be working with an already established codebase that likely has security measures in place to prevent attacks. Ensuring that we research and understand how these security features work we mitigate the risk of unintentionally updating the site with a change that is not properly secured.

2. **Risk:** Compatibility issues between mobile and desktop versions of the website
    - **Strategy:** Redesign
    - **Justification:** If, in our testing, we discover issues in the mobile interface of the website that are not present in our implementation of the desktop version, we should consider making changes to our current implementation to create an equal user experience across both platforms.

External Risks:

1. **Risk:** Users switching to mobile
    - **Strategy:** Redesign / Contingency
    - **Justification:** If the primary user prefers the mobile interface, our team will have to switch our efforts to redesigning the interface to be more accommodating to mobile users and will likely be required to create a separate mobile interface that is integrated vertically rather than horizontally. This way we can redesign the mobile experience to better suit the needs of a user on a smaller screen.

2. **Risk:** Negative trends in market research
    - **Strategy:** Redesign / Contingency
    - **Justification:** If a change we make has a negative impact on the user experience we should likely revert the change or consider redesigning the addition with the feedback we received in mind.

Organizational Risks:

1. **Risk:** Confusing user interface
    - **Strategy:** Redesign
    - **Justification:** During this project we are to conduct market research and if we notice a part of the user interface that is difficult to navigate, we should consider potential redesigns that would improve the clarity and ease of use for the website.

2. **Risk:** Unclear overall vision between team members and product owner
    - **Strategy:** Delay / Contingency

- **Justification:** If there is a problem with team members' and owner's understanding of project vision, it would likely be helpful to delay working on that aspect of the project to give the team members a chance to talk about their vision of the project with the sponsors and resume working when the conflict is resolved.

Project Management Risks:

1. **Risk:** Deadline management issues
   - **Strategy:** Largest Impact First / Mitigate
   - **Justification:** If we are falling behind on a deadline, we should quickly fix the problem before it gets out of control by adding more hours to the work schedule in order to get caught up as early as possible.

2. **Risk:** Vague deliverable descriptions
   - **Strategy:** Mitigate / Delay
   - **Justification:** If there is difficulty understanding the project description in a particular sprint, it would be important to delay that task to get in touch with the project sponsor to clear up any confusion we have regarding how the feature should be added.

Team Risks:

1. **Risk:** Communication issues
   - **Strategy:** Largest Impact First / Mitigate
   - **Justification:** If we are experiencing communication issues we need to address them immediately by holding a group meeting to discuss what is causing the lack of communication and how we can mitigate these issues.

2. **Risk:** Lack of UX experience between team members
   - **Strategy:** Contingency
   - **Justification:** If a member of our team is struggling to implement a feature, they can ask a groupmate for help or do research to help them understand how to correctly implement a feature they are unfamiliar with.

Conclusion

Assessing the Effectiveness of the Plan: To assess the effectiveness of this risk management plan, we will:

1. **Document Encountered Risks During Development:** Any risk that hinders development should be recorded in a Risk Log to track frequent issues and ensure we applied the correct mitigation strategy.

2. **Review Mitigation Plan:** When handling a risk, we should check if the Risk Management plan was followed. If a different solution is found, we should update the plan to keep track of the most effective mitigation strategies.

3. **Identify and Document New Risks:** If we encounter a risk that we had not anticipated, the risk should be added to the Risk Management Plan to ensure that all team members are aware of the risk.

4. **Conduct Risk Analysis of New Risks:** Once the new risk is documented, we should assess how the risk will affect development and what strategy to use to mitigate the effects of the risk in order to continue working at the highest efficiency.

5. **Discuss Risks During Sprint Retrospectives:** During retrospectives, we should discuss all risks we encountered, how we dealt with them, and what mistakes to watch out for in the future.