

# Risk

	Risk	Category	Probability	Impact	Risk Exposure	Mitigation	Monitoring	Management
	Aging staff resistant to technology change	Management - Operational, Technology	90% (highly likely)	25% of total workforce (1000) are computer illiterate. 20% of which need to man computers and encode data. This makes about 50 personnel unable to use computer without assistance.	15000 salary of encoder x 50 x 0.90 = 675000	reshuffle aging staff to non-mission critical responsibilities. Buddy system with younger computer literate staff.	Observe data recording methods and log computer usage.	retraining of aging staff in usage
	Lack of Commitment of Management	Management - Operational, Business Impact	10% (less likely)	Software development will be estimated to cost around 1000000. Without support from management, software will not be used and development will slowly progress.	1000000x1x0.10 = 100000	Always involve management in software development. Carefully create ontracts to bind management to the project.	Get feedback from key managers	Enforce agreed terms by recalling contract signed.
	Insufficient Training of End Users	Management - Training	10% (less likely)	1000000	1000000x1x0.10 = 100000	Reinforce training process with careful monitoring of participant progress.	Monitor reported application error and support calls and record issues relating to usage.	Retraining
	Failure to redesign business process/ Failed to meet specifications	Development, Customer	25%	1000000	1000000x1x.25 = 250000	Document every aspect of the client's business process and have the client confirm gathered data by affixing signature to documents	Check if client has signed off specs	Do extra iteration to accomodate and affix the missing requirements
	Poor estimation of development time	Development & Staff Experiance	10% (less likely)	1000000	1000000x1x0.10 = 100000	Proper project documentation and adjustment. Proper assessment of development team's skills.	Monitor project management through a transparent tool e.g. MS Project	Inform client of extended deadline
	System was not able to adapt to data volume	Development, Technology	10% (less likely)	1000000	1000000x1x0.10 = 100000	Design system to be scalable	Proper monitoring of storage facilities	Requisition required hardware to attain required technology
	System developement cost has gone over cost of off-the shelf ERP (SAP, Oracle E-Business Suite)	Development	50% might occur	1000000	500000	Properly monitoring of periodical development cost versus off the shelf programs	Proper cost monitoring	Drop development of non-essential modules and features.
	Client does not have required IT staff to independently operate	Staff Experiance	25%	20000	20000x2x.25 = 10000			