CRM integration risk remediation

Role: Risk and vendor governance lead. Organisation: technology business (anonymised). Period: Feb - Mar 2024.

Overview

Post-integration review of HubSpot to Office RND data flows following supplier-led changes.

Evidence highlights

- HTTP 400 errors: 80 (0.19%) in Feb; 74 (0.47%) in Mar.
- HTTP 409 errors: 26 (0.06%) in Feb; 18 (0.11%) in Mar.

Risk process

Define

Scope set to recurring API errors affecting data exchange between systems, with the objective to stabilise integration and reduce data integrity risk.

Assess

Error frequency was quantified and impact mapped to failed transactions, data inconsistencies, and automation instability.

Treat

Remediation steps defined with fix verification and acceptance criteria; error reduction prioritised before further feature change.

Monitor

Error-rate monitoring and integration health reporting embedded in vendor governance.

Outcomes and learning

- Risk narrative and remediation plan produced with measurable error-reduction targets.
- Integration risk should be managed with evidence-based thresholds and clear ownership.