



Assignment W2

Group 10

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Software Process and Project Management

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May 12, 2025

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Risk

Risk assessment

Risk Factors	Impact	Likely-hood	Risk exposure	Category
Privacy concerns relating to member tracking	5	5	25	2, Business Impact
Trainers not properly handling client data	5	5	25	3, Customer characteristics
Trainers abusing room booking feature	3	5	15	3, Customer characteristics
Overuse or damage to equipment	5	3	15	2, Business impact
Difficulty tracking trainer performance	4	3	12	4, Process definition
Referral process abuse	3	4	12	3, Customer characteristics
User confusion	2	5	10	3, Customer characteristics
Failure to update maintenance status	3	3	9	4, Process definition
Client fills in erroneous data to trainers	2	4	8	3, Customer characteristics
Miscommunication on room availability	2	3	6	3, Customer characteristics
Double booking conflicts	2	3	6	4, Process definition
Last minute trainer cancels, impacting users	1	5	5	3, Customer characteristics
Email outage blocking new members from joining	1	4	4	5, Development environment
User forgets password	1	5	5	6, Technology to be built
Possible error message	1	3	3	6, Technology to be built
Data sync errors	1	3	3	6, Technology to be built

Risk Mitigation, Monitoring, and Management Plan

Risk Factor	Mitigation Strategy	Monitoring Approach	Management Strategy
Privacy concerns relating to member tracking	Use encryption and access controls; implement privacy policies	Regular audits; user feedback	Notify users, patch vulnerabilities, retrain staff
Trainers not properly handling client data	Provide data handling training and restrict access	Monitor trainer actions and logs	Discipline breaches; reinforce policies
Trainers abusing room booking feature	Limit booking privileges; automate booking rules	Usage logs and anomaly detection	Revoke access, introduce booking cooldowns
Overuse or damage to equipment	Set usage limits; schedule maintenance	Usage metrics from sensors or logs	Temporarily disable access, repair or replace equipment
Difficulty tracking trainer performance	Build clear performance metrics; collect feedback	Review KPIs, feedback collection	Review goals with trainers, adjust tracking tools
Referral process abuse	Limit referral rewards; validate referrals	Monitor referral patterns	Suspend abusive accounts, tighten validation rules
User confusion	Simplify UI; provide onboarding and help	Monitor support tickets, user behavior analytics	Revise interface or help materials
Failure to update maintenance status	Automate maintenance updates; assign responsibility	Track update frequency	Manual override, alert staff to correct
Client fills in erroneous data to trainers	Add input validation; educate users	Spot inconsistencies in trainer feedback	Allow trainer data corrections; flag patterns
Miscommunication on room availability	Use real-time sync tools; centralize schedule	Monitor calendar discrepancies	Revert conflicting entries; notify affected users
Double booking conflicts	Enforce booking validation before confirmation	Check logs for conflicts	Auto-resolve with priority rules; inform parties
Last minute trainer cancels, impacting users	Implement cancellation policies; enable backups	Track cancellation rates	Rebook users, warn trainers, offer compensation

Risk Mitigation, Monitoring, and Management Plan - continued

Risk Factor	Mitigation Strategy	Monitoring Approach	Management Strategy
Email outage blocking new members from joining	Use fallback signup methods; monitor email uptime	Ping email system periodically	Allow manual registration until restored
User forgets password	Provide password reset flow; offer guidance	Track reset attempts	Lock out brute-force; assist via support
Possible error message	Test thoroughly; write descriptive error messages	Monitor for triggered errors	Patch quickly; inform users if needed
Data sync errors	Ensure robust sync protocol; log failures	Check sync logs regularly	Retry sync; resolve conflicts manually