

Project Risk

Risk ID	Risk Description	Impact	Likelihood	Risk Level (Impact x Likelihood)	Risk Category	Mitigation Strategy
R1	Data Integration Issues if PWA is developed before CRM completion	High	High	Critical	Technical	Prioritize CRM completion before starting PWA development. Monitor data integration process during CRM deployment.
R2	Budget Overruns in PWA Development due to unforeseen updates and support costs	Medium	High	High	Financial	Set a clear contract with the external vendor detailing support and update costs. Perform regular budget reviews.
R3	Delayed CRM Development due to focus on PWA	High	Medium	High	Schedule	Ensure CRM remains the top priority. Defer PWA development until CRM is fully operational.
R4	Vendor Dependence for PWA Development leading to potential delays and increased costs	Medium	High	High	Operational	Establish clear SLAs with the vendor. Consider developing in-house capabilities if possible.
R5	User Device Compatibility Issues affecting PWA adoption	High	Medium	High	Technical	Conduct a thorough user device analysis before proceeding with PWA. Gather data through CRM and Customer Portal usage.

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R6	Low Adoption Rate of PWA due to user preferences and lack of data	Medium	Medium	Medium	Customer	Implement pilot testing of PWA after CRM completion to gather real-time user feedback. Adjust development plans based on findings.
R7	Integration Risks between PWA and CRM leading to system inefficiencies	High	Medium	High	Technical	Ensure CRM is fully functional and tested before integrating PWA. Plan for comprehensive integration testing.
R8	Potential for Misalignment between Strategic Goals and PWA Development	High	Low	Medium	Strategic	Ensure that any new development aligns with long-term strategic goals. Periodically review project alignment with overall business objectives.
R9	Customer Portal Usability not meeting expectations, affecting overall project success	Medium	Medium	Medium	Customer	Conduct extensive user testing and feedback sessions during portal development. Make iterative improvements based on feedback.
R10	Opportunity Costs of Delaying CRM to focus on PWA Development	High	Medium	High	Strategic	Maintain CRM as the core focus. Only consider PWA if justified by strong user demand and business need after CRM deployment.

Risk Categories:

1. Technical:

- Definition: Risks that are related to technology, systems, or technical processes within the project. These could involve software, hardware, data integration, or any technical aspect that might fail or encounter issues.
- Examples: Data integration issues, system inefficiencies, technical compatibility problems.

2. Financial:

- Definition: Risks that involve financial aspects of the project, including budget overruns, unexpected costs, or financial constraints that could affect the project's success.
- Examples: Budget overruns due to unforeseen updates, high support costs.

3. Schedule:

- Definition: Risks that pertain to the project timeline, such as delays or deviations from the planned schedule that could impact the delivery or completion of the project.
- Examples: Delayed CRM Development due to focus on PWA, potential project delays.

4. Operational:

- Definition: Risks related to the day-to-day operations and management of the project. These could include resource allocation, vendor management, or internal processes that might disrupt the project.
- Examples: Vendor dependence, operational inefficiencies due to external control.

5. Customer:

- Definition: Risks that impact the end-user or customer experience. These risks involve usability, adoption rates, customer satisfaction, or how the final product meets customer needs.
- Examples: User device compatibility issues, low adoption rate of PWA, usability of the Customer Portal.

6. Strategic:

- Definition: Risks that relate to the broader business or strategic alignment of the project. These are risks that could affect the long-term goals of the organization or the alignment of the project with those goals.
- Examples: Misalignment between strategic goals and PWA Development, opportunity costs of delaying CRM.