

Risk Mitigation Plan

Auto Claims FNOL Workflow Optimization

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RISK-001: Automated System Downtime

P: Medium | I: High | Status: Active

The automated routing system may experience unplanned downtime during peak hours

Mitigation Steps:

- ' Implement redundant routing servers
- ' Set up real-time monitoring alerts
- ' Create automated failover procedures
- ' Schedule maintenance during off-peak hours

Contingency Plan:

Immediately activate manual routing queue. Notify all call center staff via mass email and Slack. Assign additional supervisors to handle overflow. Track all manually processed claims for later system verification.

Owner: IT Operations

RISK-002: Staff Training Gap

P: High | I: Medium | Status: Active

Call center staff may not fully understand the new software interface and routing logic

Mitigation Steps:

- ' Conduct mandatory training sessions for all staff
- ' Create quick reference guides and video tutorials
- ' Establish a dedicated support hotline for the first month
- ' Implement a buddy system pairing new users with power users

Contingency Plan:

Deploy floor support team to provide real-time assistance. Schedule emergency training sessions. Temporarily increase call handling time allowance by 30%. Create expedited feedback channel for common issues.

Owner: Training Department

RISK-003: Data Migration Errors

P: Low | I: High | Status: Mitigated

Historical claims data may not map correctly to the new system schema

Mitigation Steps:

- Perform comprehensive data validation before migration
- Run parallel systems for 2 weeks post-launch
- Create data reconciliation reports
- Maintain backup of legacy system

Contingency Plan:

Halt migration immediately if error rate exceeds 1%. Restore from last known good backup. Engage data engineering team for emergency remediation. Extend parallel run period as needed.

Owner: Data Engineering

RISK-001: Automated System Downtime

P: Medium | I: High | Status: Active

The automated routing system may experience unplanned downtime during peak hours

Mitigation Steps:

- Implement redundant routing servers
- Set up real-time monitoring alerts
- Create automated failover procedures
- Schedule maintenance during off-peak hours

Contingency Plan:

Immediately activate manual routing queue. Notify all call center staff via mass email and Slack. Assign additional supervisors to handle overflow. Track all manually processed claims for later system verification.

Owner: IT Operations

RISK-002: Staff Training Gap

P: High | I: Medium | Status: Active

Call center staff may not fully understand the new software interface and routing logic

Mitigation Steps:

- Conduct mandatory training sessions for all staff
- Create quick reference guides and video tutorials
- Establish a dedicated support hotline for the first month
- Implement a buddy system pairing new users with power users

Contingency Plan:

Deploy floor support team to provide real-time assistance. Schedule emergency training sessions. Temporarily increase call handling time allowance by 30%. Create expedited feedback channel for common issues.

Owner: Training Department

RISK-003: Data Migration Errors

P: Low | I: High | Status: Mitigated

Historical claims data may not map correctly to the new system schema

Mitigation Steps:

- Perform comprehensive data validation before migration
- Run parallel systems for 2 weeks post-launch
- Create data reconciliation reports
- Maintain backup of legacy system

Contingency Plan:

Halt migration immediately if error rate exceeds 1%. Restore from last known good backup. Engage data engineering team for emergency remediation. Extend parallel run period as needed.

Owner: Data Engineering

RISK-001: Automated System Downtime

P: Medium | I: High | Status: Active

The automated routing system may experience unplanned downtime during peak hours

Mitigation Steps:

- ' Implement redundant routing servers
- ' Set up real-time monitoring alerts
- ' Create automated failover procedures
- ' Schedule maintenance during off-peak hours

Contingency Plan:

Immediately activate manual routing queue. Notify all call center staff via mass email and Slack. Assign additional supervisors to handle overflow. Track all manually processed claims for later system verification.

Owner: IT Operations

RISK-002: Staff Training Gap

P: High | I: Medium | Status: Active

Call center staff may not fully understand the new software interface and routing logic

Mitigation Steps:

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- ' Create quick reference guides and video tutorials
- ' Establish a dedicated support hotline for the first month
- ' Implement a buddy system pairing new users with power users

Contingency Plan:

Deploy floor support team to provide real-time assistance. Schedule emergency training sessions. Temporarily increase call handling time allowance by 30%. Create expedited feedback channel for common issues.

Owner: Training Department

RISK-003: Data Migration Errors

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- ' Create data reconciliation reports
- ' Maintain backup of legacy system

Contingency Plan:

Halt migration immediately if error rate exceeds 1%. Restore from last known good backup. Engage data engineering team for emergency remediation. Extend parallel run period as needed.

Owner: Data Engineering