



THE UNIVERSITY OF
MELBOURNE

SWEN90016
Software Processes & Project Management

Risk Management Case Study

Marion Zalk

Department of Computing and Information Systems

The University of Melbourne

mzalk@unimelb.edu.au

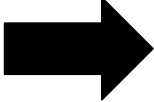
2020 – Semester 2

Lecture 6

RECAP – Risk Management

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Risk Planning  **Risk Management Plan**

Risk Identification:

Kinds of Risks:

Project
Product
Business

Identification Techniques:

Pondering	Interviewing
Brainstorming	Checklists
Delphi	SWOT Analysis



Risk identification techniques

- Pondering
- Interviewing
- Brainstorming (WBS) learn about in project scheduling
- Checklists:
- Delphi Technique:
- **SWOT Analysis**

Understand the business and IT risk management

1. Small projects
2. Big organisations

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- **Pondering**
 - This simply involves an individual taking the “pencil and paper” approach of risk identification, which involves sitting and thinking about the possible risks that could occur in the project
 - This is one of the initial risk assessment tasks used in many projects
- **Interviews/questionnaires**
 - Interviewing project stake holders, or asking them to fill out questionnaires, to harness their knowledge of a domain
 - It is unlikely that a risk manager in a software project will have sufficient knowledge of the methods and tools to be employed to provide a comprehensive view of the risks, so input from stakeholder and domain experts is essential

- Brainstorming –
 - The team can use a *risk framework* or the *Work Breakdown Structure (WBS)* to identify threats and opportunities
 - The key is to encourage contributions from everybody
 - The group then discuss and evaluate
- Checklists
 - This involves the use of standard checklists of possible risk drivers that are collated from experience
 - These checklists are used as triggers for experts to think about the possible types of risks in that area

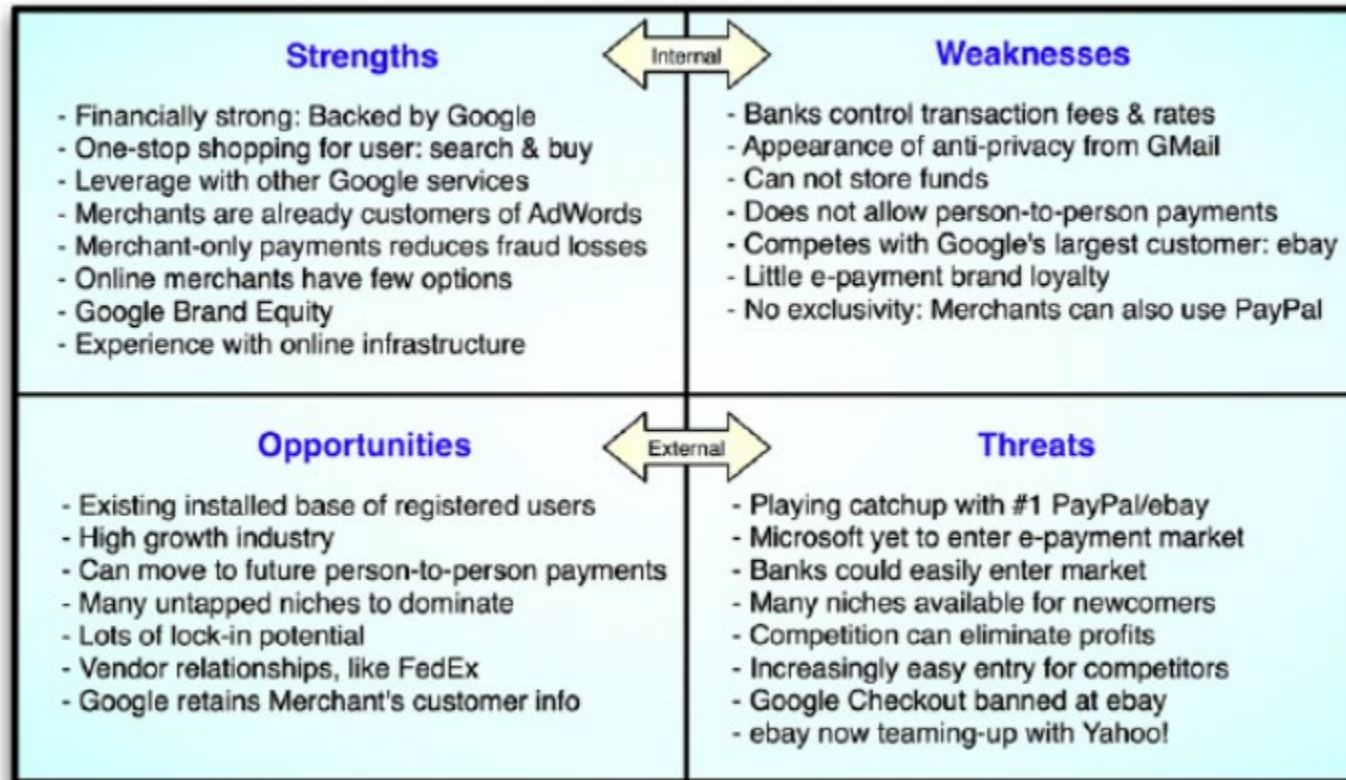


- Delphi Technique
 - A group of experts are asked to identify risks and their impact
 - The responses are then made available to each other anonymously
 - The experts are then asked to update their response based on the responses of others – repeated until consensus is reached
- SWOT Analysis (BUSINESS)
 - Strengths, Weaknesses, Opportunities and Threats
 - This technique allows finding strengths and weaknesses

Risk strategy and responses

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SWOT analysis of Google Checkout.

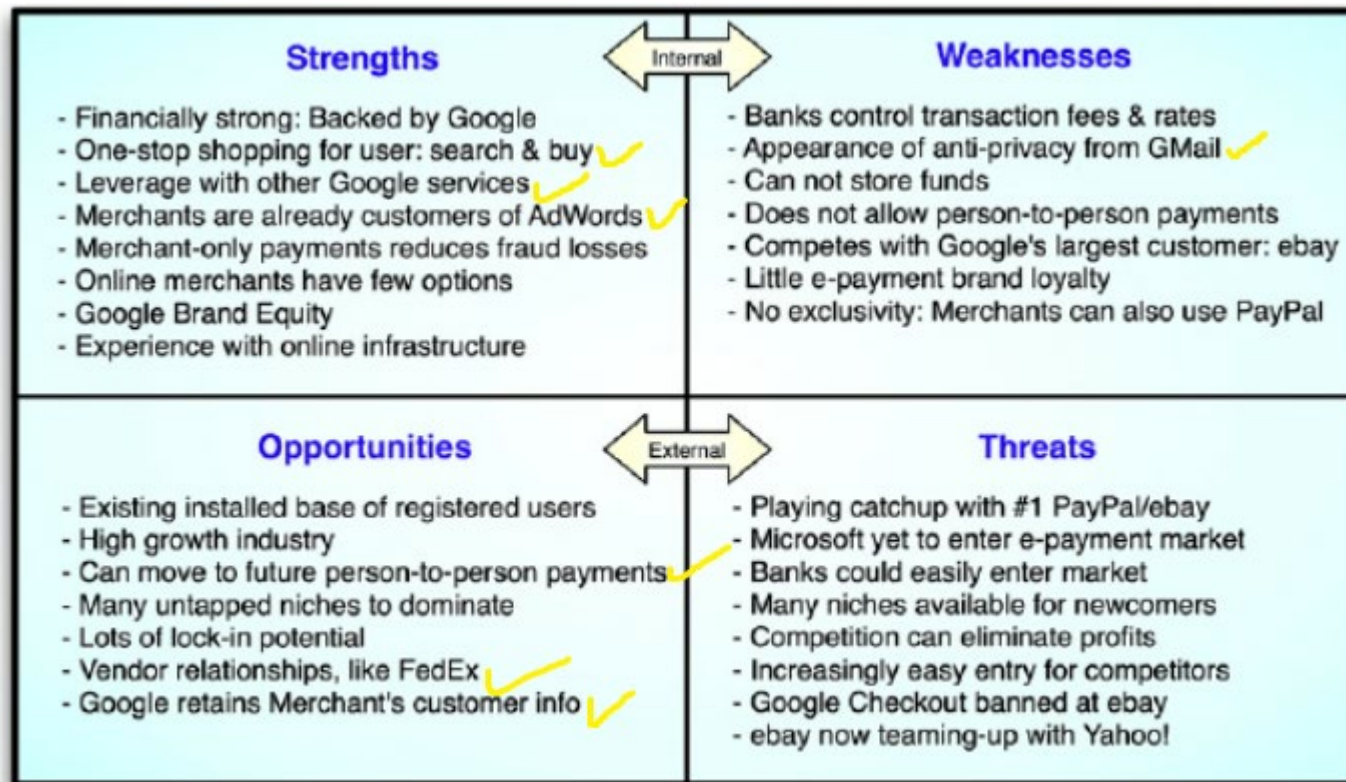


Fenwick, David & Daim, Tugrul & Gerdtsri, Nathasit. (2009). Value Driven Technology Road Mapping (VTRM) process integrating decision making and marketing tools: Case of Internet security technologies. Technological Forecasting and Social Change - TECHNOL FORECAST SOC CHANGE. 76. 1055-1077. 10.1016/j.techfore.2009.04.005.

Risk strategy and responses

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Four common strategies to handle *threats*:

1. Accept or Ignore
2. Avoid
3. Mitigate
4. Transfer

- Four common strategies to handle *opportunities*:
 1. Exploit:
Add work or change the project to make sure the opportunity occurs
 2. Enhance:
Increase the probability and positive impact of risk events
 3. Share:
Allocate ownership of opportunity to a third-party
 4. Accept
This means that we believe that the cost to exploit or enhance is not justifiable so do nothing about it.



We have looked at PayPal and Google Checkout

Another would be -
Alibaba



Two practice timed quiz

Set up a practice timed quiz within a time limit

Any Qs