Risk Management

Risk Analysis and Management is a key project management practice to ensure that the least number of surprises occur while the application is live. While the future can never be predicted with certainty, simple and streamlined risk management process can be applied to predict the uncertainties in the projects and minimize the occurrence or impact of these uncertainties. This improves the chance of successful project completion and reduces the consequences of those risks.

This document presents the structured Risk Management process adopted for JoyRide® that helps avoid crisis situations and incorporate learning from past mistakes. It highlights that effective and early risk identification and management secures the achievement of project objectives, leading to reduced rework costs.

Project team members at various levels identify and handle risks. However, this will be ineffective without a structured risk management framework, as this leads to:

- Incomplete impact evaluation, leading to loss of knowledge of the overall impact on the project objectives, like scope, time, cost, and quality.

- Lack of transparency and a communication between several internal teams.

Thus, it is very important for any project organization to set up an effective risk management framework. Instituting such a practice as a project team culture ensures:

- Conscious and focused risk identification and management

- Project progress as desired, with the least amount of deviations or surprise, and in line with project and organizational objectives

- Early and effective communication of issues to organization and project stakeholders

Risks Identified:

Risk type	Risk Description	Mitigation Plan	Probability (h/m/l*)	Potential Impact (h/m/l*)
Financial	The application is not designed with a revenue generation motive. Providing certain features like identity certification can prove to be expensive and cause an overrun in the budget.	Finding sponsors who are willing to market on the application or corporate offices who use this application to promote perks for employees.	M-H	M
User Acceptance	Insufficient number of users who are not drawn to the	Communication, campaigns, provide links to carpooling	M-L	H

Technical	Data breach of user information such as identity or credit card information.	website from various sites.		
		Updating the application and payment gateway with updated security and anti-malware measures from time-to-time	M-L	H

Risk Analysis

Risk analysis involves examining how project outcomes and objectives might change due to the impact of the risk event. Once the risks are identified, they are analyzed to identify the qualitative and quantitative impact of the risk on the project so that appropriate steps can be taken to mitigate them.

The following guidelines are used to analyze risks.

➢ Probability of Risk Occurrence:

   a. High probability – (80 % < x < 100%)

   b. Medium-high probability – (60 % < x < 80%)

   c. Medium-Low probability – (30 % < x < 60%)

   d. Low probability (0 % < x < 30%)

➢ Risk Impact

   a. High – Catastrophic (Rating A – 100)

   b. Medium – Critical (Rating B – 50)

   c. Low – Marginal (Rating C – 10)

Conclusion:

Risk management is becoming the most challenging aspect of managing software projects. While we can never predict the future with certainty, we can apply a simple and streamlined risk management process to predict the uncertainties in the projects and minimize the occurrence or impact of these uncertainties.

Risk management not only helps in avoiding crisis situations but also aids in remembering and learning from past mistakes. This improves the chance of successful project completion and reduces the consequences of those risks.