
Risk Management Plan

For

DRDENTASSIST

Version 1.0 approved

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August 14, 2017

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Risk Management Plan

Project Title: DrDentAssist

Proponent Secretary: _____

Prepared by: Maria Kristina G. Punla

Project Working Title: DrDentAssist

Proponent Agency: _____

Date/Control Number: August 14, 2017

Risk Management Strategy

The Risk Management Strategy is to classify and evaluate the effects of uncertainties on the DrDentAssist Program, so that action can be taken to minimize the consequences of any undesired incident that may threaten the success of the Program. The purpose of this plan is to create an outline of working practices, which will permit all risks linked with the DrDentAssist system to be identified, monitored and controlled during the lifecycle of the Program.

1. Risk Identification Process

Risk Identification Process will be conducted on the initial project risk assessment meeting. The project manager together with the project team will brainstorm on all possible risks.

2. Risk Assessment and Impact Assessment Criteria

Risk	
Risk Level 1 (Low)	The risk will not affect the availability of the business.
Risk Level 2 (Low)	Similar to Level 1, but may cause minor disruption to services or site, but localized and agreed with all parties and can be performed in normal working hours.
Risk Level 3 (Medium)	This risk will would normally be scheduled to take place outside of core business hours as it may impact normal business running.
Risk Level 4 (Med\High)	This risk will have minor impact to the business and needs careful planning.
Risk Level 5 (High)	This will have impact to the business and needs careful planning to ensure it completes successfully.

Impact	
4. Minor/Localized	Affects only a single system. Will not require extensive testing before completion. If the system fails it will not adversely affect our ability to carry out normal business operations.
3. Moderate/Limited	Could potentially impact more than One local system, but due to nature/use of systems not business critical. Will not require moderate testing before completion. If the system fails it will not adversely affect our ability to carry out normal business operations.
2. Significant/Large	Typically affects more than one system. Could affect business operations. Will need downtime. The risk and impact need to be assessed and all affected parties consulted and agree to the action.
1. Extensive/Widespread	Will affect multiple systems and have business impact. Requires extensive planning, risk and impact analysis, consultation / agreement and discussion before being scheduled.

3. Risk Mitigation Options

The project manager has managed the project team in creating resolutions to each known risk. As more risks are found, the project team will develop avoidance and mitigation strategies. These risks will be documented to guarantee they are checked at the proper times and are replied to consequently.

The risks for this project will be managed and organized within the limitations of time, scope, and cost. All identified risks will be assessed. The project manager, together with the project team, will find the best way to resolve each risk to ensure compliance with these limitations.

4. Risk Plan Maintenance

The project manager together with the team will test, evaluate and update the risk management plan regularly. Risks can affect the business. A Regular review on the risk management plan is important for identifying new risks and monitoring the efficiency of the risk action plans.

5. Risk Management Responsibilities

Individual	Responsibility
Program Director	The program Director has overall responsibility for Risk Management on DrDentAssist.
Assurance Manager	The Assurance Manager coordinates all the Assurance functions on the DrDentAssist Program, which includes the Risk Management Process.
Risk Manager	<p>The Risk Manager is responsible to the Assurance Manager and Program Director for the effective management of the Risk Management Process, which includes the following:</p> <ul style="list-style-type: none"> ➤ Facilitate the identification of all risks that may impact the success of the DrDentAssist Program. ➤ Make certain that all risks identified are recorded into the DrDentAssist Risk Register. ➤ Ensure that a Risk Owner is assigned to each risk. ➤ Ensure that there is a control strategy for each risk, which is being implemented with clearly identified actions and resolutions. ➤ Maintain the Risk Register and ensure that it is correct and up to date. ➤ Organize and manage regular meetings of the Risk Management Committee.
Risk Owner	The Risk Owner is responsible for confirming that risk control actions are implemented.
	Assigns responsibility for the control actions and resolutions.
	Reports completion of a risk action to the Risk Manager.
	The Risk Owner can change the control actions as and when required in reply to changing conditions.

Risk Analysis Summary

<i>Risk Number</i>	<i>Risk Name</i>	<i>Probability of Occurrence</i>	<i>Impact level</i>	<i>Impact Description</i>
1	Executives fail to support project	30%	3	The project team may lack the authority to achieve project objectives. In such cases, executive management support is fundamental to project success. When this doesn't materialize the project fails.
2	Executives become disengaged with project	30%	3	Executive management disregards project communications and meetings.
3	Conflict between executive stakeholders disrupts project	20%	3	Members of executive management are combative to the project or there is a disagreement over project issues at the executive level.
4	Estimates are inaccurate	10%	2	Inaccurate estimates is a common project risk.
5	Cost forecasts are inaccurate	10%	2	Inaccurate cost estimates and forecasts.
6	Change management overload	20%	3	Change requests may be the source of stakeholder conflict.
7	Stakeholder conflict over proposed changes	10%	3	Identify any lack of critical tools as a risk.
8	Lack of a change management system	5%	3	Identify any lack of critical tools as a risk.
9	Lack of a change management process	5%	3	Change management at the organizational or departmental level is critical to project success. Otherwise, the project will have limited visibility into changes that impact the project.

10	Lack of a change control board	5%	3	When non-essential changes are prioritized impacting critical schedules.
11	Change request conflicts with requirements	5%	3	Change requests that make no sense in the context of the requirements.
12	Stakeholders become disengaged	10%	2	When stakeholders ignore project communications.
13	Stakeholders have inaccurate expectations	20%	3	Stakeholders develop inaccurate expectations (believe that the project will achieve something not in the requirements, plan, etc).
14	Stakeholder turnover	20%	3	Stakeholder turnover can lead to project disruptions.
15	Stakeholders fail to support project	20%	3	When stakeholders have a negative attitude towards the project and wish to see it fail.
16	Stakeholder conflict	20%	3	Disagreement between stakeholders over project issues.
17	Project team misunderstand requirements	30%	3	When requirements are misinterpreted by the project team a gap develops between expectations, requirements and work packages.
18	Impacted individuals aren't kept informed	30%	3	A stakeholder is missing in your communication plan. Anyone who isn't informed but is impacted has an excellent reason to throw up project roadblocks. For example, if you build a system but fail to consult the operations group that will be responsible for support.
19	Resource shortfalls	30%	3	Inability to secure sufficient resources for the project.

20	Learning curves lead to delays and cost overrun	30%	3	When your project team need to acquire new skills for the project there's a risk that productivity will be low.
21	Training isn't available	30%	3	Quality training for certain skills can be difficult to secure.
22	Training is inadequate	30%	3	Training is often a poor substitute for professional experience. Projects shouldn't assume that resources will be fully productive in a new skill.
23	Resources are inexperienced	20%	3	Resources who are just out of school or who are new to your industry or profession tend to make more mistakes and be less productive.
24	Resource performance issues	20%	3	Resources who perform below expectations.
25	Team members with negative attitudes towards the project	10%	3	Resources who are negative towards the project may actively or passively sabotage project efforts.
26	Resource turnover	20%	3	Your team lacks motivation. This is a particularly common risk for long running projects.
27	Design is infeasible	20%	3	The design isn't possible, is excessively costly or doesn't support the requirements.
28	Design lacks flexibility	20%	3	A poor design makes change requests difficult and costly.
29	Design is not fit for purpose	20%	3	The design is low quality.
30	Design fails peer review	20%	3	It's a good idea to have peers or architectural experts review your designs.

31	Information security incidents	30%	3	The risk of a security incident during the project (e.g. information is leaked).
32	System outages	30%	3	Critical systems such as your test environments go down.
33	Decision delays impact project	20%	3	Establish guidelines for decision turnaround time. Identify the risk that guidelines will be exceeded.
34	Project team lack authority to complete work	20%	3	If you lack specific authorities required to deliver the project list this as a risk.
35	Authority is unclear	20%	3	It's unclear who has the authority to accomplish a project objective.
36	Delays to financial approvals impact the project	20%	3	The risk of delays to financial approvals and processes to release funds.
37	Delays to stakeholder approvals impact the project	20%	3	The risk that approval deadlines will be exceeded.
38	A merger or acquisition disrupts the project	20%	3	Mergers & acquisitions may represent significant organizational changes.
39	An organizational restructuring throws the project into chaos	20%	3	If your project has a large footprint it may be extremely sensitive to organizational changes.
40	Users reject the prototype	20%	3	One of the key methods of improving user acceptance is to get regular prototypes in front of users. There's always a risk that these prototypes will be rejected (require significant rework).
41	User interface doesn't allow users to complete tasks	20%	3	The risk that the user interface doesn't allow users to complete end-to-end tasks.

42	User interface is low quality	20%	3	The user interface is buggy, slow or difficult to use.
43	User interface isn't accessible	20%	3	In many jurisdictions, user interfaces must be accessible (e.g. employment or consumer law). Many organizational cultures require accessible user interfaces.
44	Project reduces business productivity	20%	3	Users identify your product(s) as reducing their productivity.
45	Users reject the product	20%	3	The general risk that users will reject your product.

Risk Response Summary

<i>Risk Priority</i>	<i>Risk Number</i>	<i>Risk Name</i>	<i>Responsible Person</i>	<i>Mitigation Action(s)</i>
1	1	Executives fail to support project	Risk Manager	A regular chair meeting will be held during the duration of the project.
1	2	Executives become disengaged with project	Risk Manager	A regular chair meeting will be held during the duration of the project.

2	3	Conflict between executive stakeholders disrupts project	Risk Manager	A regular chair meeting will be held during the duration of the project.
2	4	Estimates are inaccurate	Risk Manager	A regular chair meeting will be held during the duration of the project.
2	5	Cost forecasts are inaccurate	Risk Manager	A regular chair meeting will be held during the duration of the project.
1	6	Change management overload	Risk Manager	A change management plan will be created.
2	7	Stakeholder conflict over proposed changes	Risk Manager	A regular chair meeting will be held during the duration

				of the project.
2	8	Lack of a change management system	Risk Manager	A change management plan will be created.
2	9	Lack of a change management process	Risk Manager	A change management plan will be created.
2	10	Lack of a change control board	Risk Manager	A change management plan will be created.
2	11	Change request conflicts with requirements	Risk Manager	A change management plan will be created.
1	12	Stakeholders become disengaged	Risk Manager	A regular chair meeting will be held during the duration of the project.
1	13	Stakeholders have inaccurate expectations	Risk Manager	A regular chair meeting will be held during the

				duration of the project.
1	14	Stakeholder turnover	Risk Manager	A regular chair meeting will be held during the duration of the project.
1	15	Stakeholders fail to support project	Risk Manager	A regular chair meeting will be held during the duration of the project.
1	16	Stakeholder conflict	Risk Manager	A regular chair meeting will be held during the duration of the project.
3	17	Project team misunderstand requirements	Risk Manager	A regular chair meeting will be held during the duration of the project.

2	18	Impacted individuals aren't kept informed	Risk Manager	A regular chair meeting will be held during the duration of the project.
3	19	Resource shortfalls	Risk Manager	A forecast of resource needed will be done.
3	20	Learning curves lead to delays and cost overrun	Risk Manager	A timeline will be created for learning.
3	21	Training isn't available	Risk Officer	A scheduled training will be done.
3	22	Training is inadequate	Risk Officer	A scheduled training will be done.
3	23	Resources are inexperienced	Risk Officer	A scheduled training will be done.
3	24	Resource performance issues	Risk Officer	An evaluation of the performance of

				resource will be conducted.
3	25	Team members with negative attitudes towards the project	Risk Officer	An evaluation of the performance of resource will be conducted.
3	26	Resource turnover	Risk Manager	A scheduled training will be done.
4	27	Design is infeasible	Risk Officer	A regular chair meeting will be held during the duration of the project.
4	28	Design lacks flexibility	Risk Officer	A regular chair meeting will be held during the duration of the project.
4	29	Design is not fit for purpose	Risk Officer	A regular chair meeting will be held

				during the duration of the project.
4	30	Design fails peer review	Risk Officer	A regular chair meeting will be held during the duration of the project.
4	31	Information security incidents	Risk Officer	The system will be design will all the security needed to protect the system.
4	32	System outages	Risk Manager	A plan will be created to handle system outages
3	33	Decision delays impact project	Risk Manager	A regular chair meeting will be held during the duration of the project.

3	34	Project team lack authority to complete work	Risk Manager	A regular chair meeting will be held during the duration of the project.
3	35	Authority is unclear	Risk Manager	A regular chair meeting will be held during the duration of the project.
2	36	Delays to financial approvals impact the project	Risk Manager	A regular chair meeting will be held during the duration of the project.
2	37	Delays to stakeholder approvals impact the project	Risk Manager	A regular chair meeting will be held during the duration of the project.
2	38	A merger or acquisition disrupts the project	Risk Manager	A regular chair meeting will be

				held during the duration of the project.
2	39	An organizational restructuring throws the project into chaos	Risk Manager	A regular chair meeting will be held during the duration of the project.
2	40	Users reject the prototype	Risk Manager	A scheduled training will be done.
2	41	User interface doesn't allow users to complete tasks	Risk Manager	A scheduled training will be done.
2	42	User interface is low quality	Risk Manager	A scheduled training will be done.
2	43	User interface isn't accessible	Risk Manager	A scheduled training will be done.
2	44	Project reduces business productivity	Risk Manager	A regular chair meeting will be held during the

				duration of the project.
2	45	Users reject the product	Risk Manager	A regular chair meeting will be held during the duration of the project.

Risk Mitigation Cost

<i>Risk Number</i>	<i>Risk Name</i>	<i>Internal Staff Labor</i>	<i>Services</i>	<i>Development Tools</i>	<i>Software</i>	<i>Hardware</i>	<i>Materials and Supplies</i>	<i>Facilities</i>	<i>Telecommunications</i>	<i>Training</i>	<i>Total Cost</i>
1	Executives fail to support project	0	0	0	0	0	0	0	0	0	0
2	Executives become disengaged with project	0	0	0	0	0	0	0	0	0	0
3	Conflict between executive stakeholders disrupts project	0	0	0	0	0	0	0	0	0	0
4	Estimates are inaccurate	0	0	0	0	0	0	0	0	0	0
5	Cost forecasts are inaccurate	0	0	0	0	0	0	0	0	0	0
6	Change management overload	0	0	0	0	0	0	0	0	0	0

7	Stakeholder conflict over proposed changes	0	0	0	0	0	0	0	0	0	0
8	Lack of a change management system	0	0	0	0	0	0	0	0	0	0
9	Lack of a change management process	0	0	0	0	0	0	0	0	0	0
10	Lack of a change control board	0	0	0	0	0	0	0	0	0	0
11	Change request conflicts with requirements	0	0	0	0	0	0	0	0	0	0
12	Stakeholders become disengaged	0	0	0	0	0	0	0	0	0	0
13	Stakeholders have inaccurate expectations	0	0	0	0	0	0	0	0	0	0
14	Stakeholder turnover	0	0	0	0	0	0	0	0	0	0
15	Stakeholders fail to support project	0	0	0	0	0	0	0	0	0	0
16	Stakeholder conflict	0	0	0	0	0	0	0	0	0	0
17	Project team misunderstand requirements	0	0	0	0	0	0	0	0	0	0
18	Impacted individuals aren't kept informed	0	0	0	0	0	0	0	0	0	0
19	Resource shortfalls	0	0	0	0	0	0	0	0	0	0
20	Learning curves lead to delays and cost overrun	0	0	0	0	0	0	0	0	0	0
21	Training isn't available	0	0	0	0	0	0	0	0	0	0
22	Training is inadequate	0	0	0	0	0	0	0	0	0	0
23	Resources are inexperienced	0	0	0	0	0	0	0	0	0	0

24	Resource performance issues	0	0	0	0	0	0	0	0	0	0
25	Team members with negative attitudes towards the project	0	0	0	0	0	0	0	0	0	0
26	Resource turnover	0	0	0	0	0	0	0	0	0	0
27	Design is infeasible	0	0	0	0	0	0	0	0	0	0
28	Design lacks flexibility	0	0	0	0	0	0	0	0	0	0
29	Design is not fit for purpose	0	0	0	0	0	0	0	0	0	0
30	Design fails peer review	0	0	0	0	0	0	0	0	0	0
31	Information security incidents	0	0	0	0	0	0	0	0	0	0
32	System outages	0	0	0	0	0	0	0	0	0	0
33	Decision delays impact project	0	0	0	0	0	0	0	0	0	0
34	Project team lack authority to complete work	0	0	0	0	0	0	0	0	0	0
35	Authority is unclear	0	0	0	0	0	0	0	0	0	0
36	Delays to financial approvals impact the project	0	0	0	0	0	0	0	0	0	0
37	Delays to stakeholder approvals impact the project	0	0	0	0	0	0	0	0	0	0
38	A merger or acquisition disrupts the project	0	0	0	0	0	0	0	0	0	0
39	An organizational restructuring throws the project into chaos	0	0	0	0	0	0	0	0	0	0
40	Users reject the prototype	0	0	0	0	0	0	0	0	0	0
41	User interface doesn't allow users to complete tasks	0	0	0	0	0	0	0	0	0	0

42	User interface is low quality	0	0	0	0	0	0	0	0	0	0
43	User interface isn't accessible	0	0	0	0	0	0	0	0	0	0
44	Project reduces business productivity	0	0	0	0	0	0	0	0	0	0
45	Users reject the product	0	0	0	0	0	0	0	0	0	0

Risk Contingency Report

<i>Risk Number</i>	<i>Risk Name</i>	<i>Probability of Occurrence</i>	<i>Mitigation Cost</i>	<i>Planned Contingency Cost</i>
1	Executives fail to support project	30%	0	0
2	Executives become disengaged with project	30%	0	0
3	Conflict between executive stakeholders disrupts project	20%	0	0
4	Estimates are inaccurate	10%	0	0
5	Cost forecasts are inaccurate	10%	0	0
6	Change management overload	20%	0	0
7	Stakeholder conflict over proposed changes	10%	0	0
8	Lack of a change management system	5%	0	0
9	Lack of a change management process	5%	0	0
10	Lack of a change control board	5%	0	0
11	Change request conflicts with requirements	5%	0	0
12	Stakeholders become disengaged	10%	0	0
13	Stakeholders have inaccurate expectations	20%	0	0
14	Stakeholder turnover	20%	0	0
15	Stakeholders fail to support project	20%	0	0
16	Stakeholder conflict	20%	0	0
17	Project team misunderstand requirements	30%	0	0
18	Impacted individuals aren't kept informed	30%	0	0
19	Resource shortfalls	30%	0	0

20	Learning curves lead to delays and cost overrun	30%	0	0
21	Training isn't available	30%	0	0
22	Training is inadequate	30%	0	0
23	Resources are inexperienced	20%	0	0
24	Resource performance issues	20%	0	0
25	Team members with negative attitudes towards the project	10%	0	0
26	Resource turnover	20%	0	0
27	Design is infeasible	20%	0	0
28	Design lacks flexibility	20%	0	0
29	Design is not fit for purpose	20%	0	0
30	Design fails peer review	20%	0	0
31	Information security incidents	30%	0	0
32	System outages	30%	0	0
33	Decision delays impact project	20%	0	0
34	Project team lack authority to complete work	20%	0	0
35	Authority is unclear	20%	0	0
36	Delays to financial approvals impact the project	20%	0	0
37	Delays to stakeholder approvals impact the project	20%	0	0
38	A merger or acquisition disrupts the project	20%	0	0
39	An organizational restructuring throws the project into chaos	20%	0	0
40	Users reject the prototype	20%	0	0
41	User interface doesn't allow users to complete tasks	20%	0	0
42	User interface is low quality	20%	0	0
43	User interface isn't accessible	20%	0	0
44	Project reduces business productivity	20%	0	0
45	Users reject the product	20%	0	0