



# List of Potential Risks

Risk Number	Risk Category	Risk	Risk Description	Project Phase	Cost Impact	Time Impact	Scope Impact	Quality Impact	Average Impact Score	Likelihood of Occuring	Detection Difficulty	Total Risk Score
1	Technologic	Data loss or corruption in Jira	Loss or corruption of data in Jira, including task lists, issue reports, and user information, could disrupt projects and cause delays.	Any phase	2	5	1	3	2.75	2	1	5.5
2	Technologic	Service outages in UX pin	Service interruptions or outages, which could disrupt design workflows and lead to productivity losses for users.	Phase 2	4	5	1	3	3.25	3	1	9.75
3	Technologic	Misconfiguration in the azure cloud platform	Improper Azure configurations can result in security gaps, performance issues, or data loss.	Phase 2,3,4	5	3	1	3	3	1	4	12
4	Technologic	Scalability risk in software usage	For a growing project, ensuring the scalability of the technology being used is crucial to support future expansion.	Any phase	1	1	1	5	2	3	3	18
5	Project Management	Scope creep	Uncontrolled expansion of project requirements beyond the initial scope can lead to delays, budget overruns, and feature bloat.	Any phase	5	3	5	3	4	3	2	24
6	Project Management	Time crunch	Unrealistic deadlines and insufficient time allocation can lead to rushed work, quality compromises, and project delays.	Any phase	1	5	4	5	3.75	4	1	15
7	Project Management	High costs	Unforeseen expenses, inefficient resource allocation, and poor cost management can lead to budget overruns and financial strain.	Any phase	5	3	3	3	3.5	4	2	28
8	Project Management	Lack of clarity	Ambiguity in project goals, expectations, and deliverables can lead to misaligned efforts, budget overruns, and unsatisfactory outcomes	Any phase	3	3	3	3	3	2	2	12
9	External	Economic downturns	In the event of an economic downturn, potential budget cuts or project delays may arise.	Any phase	5	5	5	5	5	1	1	5
10	External	Natural disasters	Events such as earthquakes, floods, or hurricanes in project locations can lead to disruptions, delays, or resource unavailability.	Any phase	5	5	5	5	5	1	1	5
11	External	Employee illness or long leave	The risk of employee illness or extended leave poses potential disruptions to project timelines and workflow continuity.	Any phase	2	4	2	3	2.75	2	1	5.5
12	External	Regulatory Changes	Shifts in regulations or compliance requirements relevant to the project's industry can introduce unforeseen challenges.	Any phase	5	2	5	2	3.5	1	1	3.5
13	Organizational	Change in organizational priorities	A shift in organizational priorities may result in project delays or cancellations.	Any phase	3	3	5	3	3.5	1	1	3.5
14	Organizational	Leadership changes	Sudden changes in leadership, such as the departure of key executives, can disrupt strategic direction and organizational stability.	Any phase	1	1	5	1	2	1	1	2
15	Organizational	Cultural changes	Organizational culture misalignment or conflicts can hinder collaboration, communication, and employee satisfaction.	Any phase	1	1	1	1	1	1	1	1
16	Organizational	Organization restructuring	Organizational restructuring can disrupt project continuity, hinder communication, and lead to resource reallocation, potentially jeopardizing project success.	Any phase	2	2	2	2	2	3	2	12
17	Customer	Unrealistic expectations for the tool	Unrealistic expectations from WhatsApp leadership on web chat analytics may lead to frustration, disappointment, and project abandonment.	Any phase	1	1	1	3	1.5	3	2	9
18	Customer	Lack of clear communication and feedback	Inadequate communication between the project team and WhatsApp stakeholders may hinder improvement opportunities and impact project expectations.	Any phase	2	3	1	5	2.75	2	2	11
19	Customer	Lack of executive sponsorship	Lack of commitment and support from WhatsApp's leadership may jeopardize the project's success, impacting resource allocation and organizational priority.	Any phase	5	5	5	5	5	2	2	20
20	Customer	Prioritization of competing initiatives	WhatsApp prioritizing other initiatives over web chat analytics may cause resource challenges, delays, and compromise in project scope and outcomes.	Any phase	3	4	4	4	3.75	3	3	33.75



# Risk Severity Matrix

Likelihood

Technologic				
	Scalability risk in softwares usage	Service outages in UXpin		
		Data loss or corruption in Jira		
		Misconfiguration in the azure cloud platform		

Likelihood

Organizational				
	Organization resturctuirng			
Cultural changes	Leadership changes	Change in organizational priorities		

Project Management				
		High Costs	Time Crunch	
			Scope Creep	
		Lack of clarity		

Customer				
Unrealistic expectations for the tool			Prioritization of competing initiatives	
		Lack of clear communication and feedback		Lack of executive sponsorship

External				
		Employee illness or long leave		
		Regulatory Changes		Economic Downturns, Natural

	Minor risk
	Moderate risk
	Major risk



## Risk Summary

Risk Number	Risk	Total Risk Score
1	Data loss or corruption in Jira	5.5
2	Service outages in UX pin	9.75
3	Misconfiguration in the azure cloud platform	12
4	Scalability risk in software usage	18
5	Scope creep	24
6	Time crunch	15
7	High costs	28
8	Lack of clarity	12
9	Economic downturns	5
10	Natural disasters	5
11	Employee illness or long leave	5.5
12	Regulatory Changes	3.5
13	Change in organizational priorities	3.5
14	Leadership changes	2
15	Cultural changes	1
16	Organization restructuring	12
17	Unrealistic expectations for the tool	9
18	Lack of clear communication and feedback	11
19	Lack of executive sponsorship	20
20	Prioritization of competing initiatives	33.75



## Risk Mitigation Ideas

Risk Event	Response	Contingency Plan	Trigger	Who is responsible
Prioritization of competing initiatives	Mitigate : Engage with an additional set of leaders	Wait for confirmation, as this is an internal project	Improper feedbacks from the leaderships during any milestone discussion calls for more than one time.	Chief technical officer
High costs	Mitigate : Establish a contingency fund in the budget to address unexpected expenses	Conduct immediate review of project expenses	Escalating current costs suggest a risk of exceeding the estimated budget in the future	Vice president Global Communications
Scope creep	Mitigate : Clearly communicate the situation and renegotiate project scope if necessary	Freeze scope change temporarily	Modification of project requirements during the development phase	Project Manager
Lack of executive sponsorship	Mitigate : Engage with an additional set of leaders	Wait for confirmation, as this is an internal project	Leadership disengagement for over a week	Vice president Global Communications
Scalability risk in software usage	Mitigate : Select reliable azure plan	Switching to different plan which is advisable for the encountered data size	Inability to respond to escalating user demands for a prolonged period exceeding 24 hours.	Technical Director
Time crunch	Mitigate : Differentiate high and low priority works	Suspend less critical tasks and focus on high-priority work	Multiple unrealistic deadlines to meet.	Project Manager