Risk Management Plan

for

Hotel Management System

Version 1.0 approved

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Process HMS

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Revision History

Name	Date	Reason For Changes	Version
Dinh Pham Hung Thinh	30/10/2021	initial draft	1.0 draft1

Purpose

> This document describes how we will perform the job of managing risks for Hotel Management System. It defines roles and responsibilities for participants in the risk processes, the risk management activities that will be carried out, the schedule and budget for risk management activities, and any tools and techniques that will be used.

Roles and Responsibilities

Project Manager	The Project Manager will assign a Risk Officer to the project, and identify this individual on the project's organization chart. The Project Manager and other members of the Project Management team: Hung Thinh, Hieu Trung, Duc Cuong, Thien An shall meet biweekly to review the status of all risk mitigation efforts, review the exposure assessments for any new risk items, and redefine the project's Top Ten Risk List.
Risk Officer	The Risk Officer has the following responsibilities and authority: coordinating risk identification and analysis activities, maintaining the project's risk list, notifying project management of new risk items, reporting risk resolution status to management.
Project Member Assigned a Risk	The Risk Officer will assign each newly identified risk to a project member, who will assess the exposure and probability for the risk factor and report the results of that analysis back to the Risk Officer. Assigned project members are also responsible for performing the steps of the mitigation plan and reporting progress to the Risk Officer biweekly.

Activities

Risk identification will involve the project team, appropriate stakeholders, and will include an evaluation of environmental factors, organizational culture and the project management plan including the project scope. Careful attention will be given to the project deliverables, assumptions, constraints, WBS (work breakdown structure), cost/effort estimates, resource plan, and other key project documents.

Probability
- High – Greater than 80% probability of occurrence
- Medium – Between 30% and 80% probability of occurrence
- Low – Below 30% probability of occurrence

Impact
- High – Risk that has the potential to greatly impact project cost, project schedule or performance
- Medium – Risk that has the potential to slightly impact project cost, project schedule or performance

- Low – Risk that has relatively little impact on cost, schedule or performance

ID	Risk	Risk description	Probability of occurrence	Impact of occurrence, for ranking risks
R001	Missing Stakeholders	The requirements management process fails identify or engage all stakeholders. *For example, marketing is implementing a new product but sales is not involved in the project.*	H	H
R002	Wrong Stakeholders	Stakeholders who do not have the requisite knowledge, skills or authority to deliver, validate or sign off on requirements. *For example, requirements gathering may be assigned to junior employees who have inadequate access to experts in the organization.*	H	H
R003	Ambiguous Requirements	Requirements that are defined in such a way that they are open to misinterpretation. In some cases, stakeholders may intentionally define open-ended requirements in order to avoid making a decision or to protect themselves politically. In other cases, requirements are simply poorly worded.	M	M
R004	Incomplete Requirements	Requirements that are incomplete leading to deliverables that are unstable, unusable or are generally unacceptable. *For example, requirements for a system that make no mention of a user interface. Incomplete requirements can also refer to a set of requirements that are focused on functional requirements without adequate consideration of business and non-functional requirements.*	H	H
R005	Conflicting Requirements	Requirements are often given by different individuals who each present a wish list that may conflict in various ways. The owner of the requirements may fail to resolve such conflicts.	M	M

		Access to the system is restricted to authorized personnel in the HR department.		
R006	Infeasible Requirements	Requirements that go well beyond the capabilities of the organization or system to which they apply. These risks can be mitigated with a quick feasibility or cost assessment.	L	M
R007	Unverifiable Requirements	Requirements that have ill-defined criteria for verification.	M	H
R008	Undocumented Assumptions	Requirements that only work given a set of assumptions that are undocumented. For example, the assumption that an organizational change will be in place in time for the project.	M	H
R009	Invalid Assumptions	Assumptions are often a major source of risk as they may be excessively optimistic or misinformed.	H	H
R010	Lack of Traceability	Functional requirements that cannot be mapped to business requirements, potentially invalidating the business case for the project.	M	H
R011	Lack of involvement of the technical department	- Identify the technical stakeholders - Run requirements by them early enough before they are due to be implemented	M	H
R012	Poor impact analysis	- Document requirements and get all relevant stakeholders to review them for any missing and dependent requirements.	M	M
R013	Hardware requirement doesn't meet	The minumum hardware requirement to run the application are not meet, so optimize code or upgrade hardware are the way to avoid it	L	M
R014	Miscalculation for booking bill	When the system calculation the cost of room, service for check in price, check out price maybe wrong. In order to fix that, we need to check the source code.	L	H
R015	Wrong data displaying	Some data that should not be show up but still able to select and perform action on that, for example : Unavailable room or	M	M

		service maybe still display for receptionist to select and arranged to customer. In order to fix that, we need to check the source code.		
R016	Can't connect to third party system	Sometime the system can't connect to the payment system so that customer can't pay for the billing cost.	L	H