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**Software Project Management XBSE 3014/ XBSE 3014 N**

**IT Project Management XBSE 2044/ XBSE 2044 N**

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Group Members :

Name : Wan Yong Qian (0125810)

Wadzanai Gute (0133357)

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## **1.0 Introduction**

### **1.1 Assumptions:**

1. There is a market demand for an e-commerce platform that enables retailers to sell their products in airports worldwide.
2. Airports are willing to partner with an e-commerce platform to offer a wider range of products to their customers and increase their revenue.
3. Retailers are willing to pay a fee to use the e-commerce platform to reach a larger customer base and increase their sales.
4. Customers are willing to purchase products from multiple retailers in one platform to save time and improve their shopping experience.
5. The app and e-commerce platform will be developed without any major technical setbacks or issues.

### **1.2 Management Summary:**

ShopMYairports is an e-commerce platform for retailers that enables them to sell their products in airports worldwide. The platform provides an easy-to-use mobile app for retailers to manage their product listings, orders, and inventory, while also providing customers with a one-stop-shop to purchase products from multiple retailers in one platform. The platform integrates with airports' existing point of sale systems to enable real-time tracking of inventory and sales data, while also implementing a secure payment gateway to process transactions.

The platform aims to increase the revenue of airports by attracting more retailers and offering a wider range of products to customers, while also improving the shopping experience of travellers by providing a variety of products from various retailers in one platform. The project is expected to take 6 months to complete and has a budget of \$120,000myr. However, this project is subject to the assumptions mentioned above.

### 1.3 Issues that cause project fail

There are several issues that could cause the shopMYairports e-commerce platform for retailers app to fail:

#### 1. Currency exchange fluctuation

- Currency exchange fluctuation can cause issues for airports' e-commerce projects because these projects typically involve international transactions and payments, which are often conducted in different currencies. When the exchange rate between two currencies changes, it can affect the value of the transaction and ultimately impact the profitability of the project.
- For example, if an airport's e-commerce project allows travellers to purchase goods and services using a foreign currency, the airport will need to convert that currency into its local currency in order to receive payment. If the exchange rate changes between the time of the transaction and the time of the conversion, the airport may end up receiving less money than it anticipated, which could impact its revenue and profitability.

#### 2. Poorly developed test plan

- Bugs and errors: If the e-commerce platform has not been thoroughly tested, it may contain bugs and errors that can impact the user experience, such as incorrect pricing, difficulty navigating the site, or issues with payment processing. These problems can erode customer trust and lead to a decrease in sales.
- Security vulnerabilities: E-commerce platforms are a prime target for hackers, and a poorly developed test plan may fail to identify security vulnerabilities in the system. This can result in data breaches, stolen personal information, and financial losses for both the airport and its customer

### 3. Risks of funds overrunning

- Incomplete development: If the funds overrun during the development phase of the e-commerce project, it may result in incomplete development, leaving the platform with limited features and functionality. This can impact the user experience and result in lower customer satisfaction and fewer sales.
- Implementation delays: If the e-commerce project exceeds its budget during the implementation phase, it can lead to delays in the launch of the platform. This can result in missed opportunities to capture sales and revenue and lead to frustrated customers who were expecting to use the platform.

### 4. Conflicting requirements

- The online shop for the project There will be numerous stakeholders because MyAirports will be collaborating with numerous other companies. For instance, if an internally agreed-upon need conflicts with those demanded by stakeholders like suppliers, they would withdraw, and if the e-commerce does nothing to market to their clients, they may eventually have to shut down.
- Conflicting requirements may also be internal, which means that different parties may have contributed to their development. As the e-commerce project advances, a decision will need to be made regarding which requirement should be prioritised. Failing to make this decision will likely result in a rift between the company's employees and may even sabotage the project as a whole.

## 5. Low visibility of project process

Low visibility of the project process can cause airports' e-commerce projects to fail due to the lack of transparency and communication among stakeholders. When the project process is not visible, it can lead to misunderstandings, delays, and misaligned expectations, which can ultimately impact the success of the project.

Some of the reasons why the low visibility of the project process can lead to the failure of an e-commerce project are:

- Lack of collaboration: When stakeholders are not able to see the progress of the project, they may not have the opportunity to collaborate and provide feedback on different aspects of the e-commerce platform. This can result in a platform that does not meet the needs of different stakeholders, such as customers, airport staff, and retailers.
- Resource constraints: If stakeholders are not aware of the project's progress, they may not be able to allocate resources effectively. For example, if the e-commerce platform is behind schedule, stakeholders may not have the opportunity to reallocate resources from other projects or operations to support the project, which can lead to delays or lower quality outcomes.
- Risk management: When stakeholders are not aware of the project's progress, it can be challenging to identify and manage potential risks effectively. This can result in risks not being identified or addressed until they have become significant issues that impact the success of the project.

## 6. Hidden costs

Hidden costs means that the team that was responsible for working out the budget of the project have overlooked some of the costs. Estimating costs for a project can be quite challenging, but failure to do so could potentially result in the project failing as a whole , which is why it is important for the team to be as thorough as possible. Hidden costs can potentially cause the project to fail by:

- Adding up to more than what is on the budget, which means that the e-commerce project already has a given budget that must be adhered to in order for all necessary services to be provided. Accordingly, the project will only move forward if the calculated costs can be covered within the given budget without changing the primary goals of shopMyAiports. Therefore, in the case that certain costs do appear during or towards the end of the project and add up to more than what is available, the project will be cancelled.
- If hidden costs are discovered early on in the e-commerce project's development, plans can be made to deal with them or at least get around them, saving the project. However, if they are discovered later on, they may even force shopMyairports to stop paying its suppliers, leaving them with a failed project as well as debt.

## 2.0 Project Charter

Project name : shopMyairports App																																												
Scope Overview	The project will involve the following activities: <ul style="list-style-type: none"><li>● Setting up an online platform for the retail shop, which will be accessible through the airport's website and mobile app.</li><li>● Establishing partnerships with vendors to offer a wide range of products and services to travellers, including duty-free items, travel essentials, and local specialties.</li><li>● Developing a logistics system to facilitate the delivery and pickup of orders, including inventory management, order processing, and customer support.</li><li>● Training staff to operate and manage the e-commerce retail shop, including customer service, order fulfilment, and digital marketing.</li></ul>																																											
Business Case	<table><tr><td>Project Name</td><td colspan="3">shopMyAirports</td></tr><tr><td>Project Sponsor</td><td>Salleh (Dato' Mohd Shukrie Mohd Salleh)</td><td>Project Managers</td><td>Wan Yong Qian &amp; Wadzanai</td></tr><tr><td>Date of project approval</td><td>20<sup>th</sup> February 2023</td><td>Late Revision Date</td><td>20<sup>th</sup> February 2023</td></tr><tr><td>Contribution to business strategy</td><td colspan="3">Our strategy is to have the best e- commerce system that will boost the retail industry in the airports section and this project is the first step towards that goal.</td></tr><tr><td>Options considered</td><td colspan="3">Options considered:<ul style="list-style-type: none"><li>1. Making individual sites for retailers</li><li>2. Making one platform with multiple retailers(selected)</li></ul></td></tr><tr><td>Benefits</td><td colspan="3"><ul style="list-style-type: none"><li>1. Increased sales as people can shop anytime</li><li>2. Boost in the retail industry</li><li>3. Good business relations</li></ul></td></tr><tr><td>Timescales</td><td colspan="3">From the initial analysis and plane, the project will take approximately 5-6months to complete.</td></tr><tr><td>Costs</td><td colspan="3">The system is expected to cost a maximum of RM120,000</td></tr><tr><td>Expected return on investment</td><td colspan="3">We do not expect much returns during the first half year after launching, but after that as shopMyAirports gains popularity we expect to see an increase in these figures.</td></tr><tr><td>Risks</td><td colspan="3">Risks are always positive and we have got a plan in place deal with these risks if they are to emerge. We will also pay extra attention to the risks that will come when we launch.</td></tr></table>				Project Name	shopMyAirports			Project Sponsor	Salleh (Dato' Mohd Shukrie Mohd Salleh)	Project Managers	Wan Yong Qian & Wadzanai	Date of project approval	20 <sup>th</sup> February 2023	Late Revision Date	20 <sup>th</sup> February 2023	Contribution to business strategy	Our strategy is to have the best e- commerce system that will boost the retail industry in the airports section and this project is the first step towards that goal.			Options considered	Options considered: <ul style="list-style-type: none"><li>1. Making individual sites for retailers</li><li>2. Making one platform with multiple retailers(selected)</li></ul>			Benefits	<ul style="list-style-type: none"><li>1. Increased sales as people can shop anytime</li><li>2. Boost in the retail industry</li><li>3. Good business relations</li></ul>			Timescales	From the initial analysis and plane, the project will take approximately 5-6months to complete.			Costs	The system is expected to cost a maximum of RM120,000			Expected return on investment	We do not expect much returns during the first half year after launching, but after that as shopMyAirports gains popularity we expect to see an increase in these figures.			Risks	Risks are always positive and we have got a plan in place deal with these risks if they are to emerge. We will also pay extra attention to the risks that will come when we launch.		
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Background	<ul style="list-style-type: none"> <li>● Problem or Opportunity: What problem or opportunity led to the development of the shopMYairports platform? Was there a gap in the market or an unmet need for a platform that serves airport retailers?</li> <li>● Market Analysis: What market research was conducted to assess the demand for the platform? What were the findings and insights from the research?</li> <li>● Vision and Mission: What is the vision and mission for the shopMYairports platform? What are the key objectives and goals that the project aims to achieve?</li> <li>● Stakeholders: Who are the stakeholders involved in the project, including the project team, customers, retailers, and other relevant parties? What are their roles and responsibilities?</li> <li>● Project History: What has been done so far on the project, including any preliminary research, planning, or testing? What challenges or successes have been encountered this far?</li> <li>● Timeline and Budget: What is the estimated timeline and budget for the project? How will these be managed and monitored throughout the project?</li> </ul>
Milestone Schedule	<p>The project is expected to be completed within six months, with the following milestones:</p> <ul style="list-style-type: none"> <li>● Month 1: Planning and vendor selection.</li> <li>● Month 2-3: Platform development and logistics system setup.</li> <li>● Month 4-5: Product selection and staff training.</li> <li>● Month 6: Testing, launch and ongoing operations.</li> </ul>
Success Criteria	<ul style="list-style-type: none"> <li>● A fully operational e-commerce retail shop at the airport, integrated with the airport's website and mobile app.</li> </ul>

	<ul style="list-style-type: none"> <li>● A selection of products and services that cater to the needs of travellers, including duty-free items, travel essentials, and local specialties.</li> <li>● A logistics system that ensures timely delivery and pickup of orders, with an efficient inventory management and order processing system.</li> <li>● A team of trained staff who can operate and manage the e-commerce retail shop, including customer service, order fulfilment, and digital marketing.</li> </ul>
Risk Assumption Constraint	<ul style="list-style-type: none"> <li>● Implement latest technology</li> <li>● Handle the daily excess of 5000 visitors</li> </ul>
Budget Estimate	<p>Budget :</p> <p>The project budget is estimated to be \$120000, which includes the following costs:</p> <ul style="list-style-type: none"> <li>● Salaries for project team members</li> <li>● Development and testing costs</li> <li>● App and platform deployment costs</li> <li>● Marketing and promotion costs</li> <li>● Ongoing maintenance and support costs</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>● Project team : responsible for project planning and execution</li> <li>● Wan Yong Qian : Project Manager</li> <li>● Wadza : Director, IT</li> <li>● Susan Bell : Customer Service Manager</li> <li>● Mohd Fikri : Director, Marketing</li> <li>● Dato' Mohd Shukrie Mohd Salleh : Project sponsor</li> <li>● Customers : travellers who will use the e-commerce retail shop</li> <li>● Vendors : suppliers of products and services</li> </ul>

	<ul style="list-style-type: none"> <li>● Airport staff : responsible for supporting the operations of the e-commerce retail shop.</li> </ul>
Team Operating Principles	<ul style="list-style-type: none"> <li>● Communication: The team will communicate effectively and frequently to ensure that everyone is aware of project progress, issues, and changes. Communication channels, frequency, and expectations should be clearly defined.</li> <li>● Collaboration: The team will work collaboratively to achieve project goals and objectives. Collaboration includes working together, sharing ideas and knowledge, and helping each other out.</li> <li>● Accountability: Each team member will take responsibility for their assigned tasks and deliverables. This includes meeting deadlines, providing regular progress updates, and taking action to address issues and risks.</li> <li>● Respect: The team members will respect each other's opinions, perspectives, and experiences. This includes valuing diversity and treating each other with dignity and professionalism.</li> <li>● Flexibility: The team members will be flexible and adaptable to changing circumstances and priorities. This includes being willing to adjust plans and timelines as needed to achieve project goals and objectives.</li> <li>● Continuous improvement: The team members will seek opportunities to improve processes, deliverables, and the overall project outcome. This includes identifying areas for improvement and taking action to implement changes.</li> <li>● Quality: The team members will strive to deliver high-quality work that meets or exceeds project requirements and expectations. This includes adhering to best practices, standards, and guidelines.</li> </ul>

	<ul style="list-style-type: none"> <li>● Recognition: The team members will recognize and celebrate successes, achievements, and milestones. This includes acknowledging individual and team contributions to the project.</li> </ul>		
Lessons Learned	<ul style="list-style-type: none"> <li>● Effective project management: Establishing a clear project plan, schedule, and budget, as well as assigning roles and responsibilities, can help to ensure that the project stays on track and is completed within scope, time, and budget constraints.</li> <li>● Testing and quality assurance: Conducting thorough testing and quality assurance of the platform before launch can help to identify and address any issues or bugs, ensuring that the platform is reliable and user-friendly.</li> <li>● Importance of user experience: Focusing on delivering a positive and user-friendly experience for customers and retailers can help to attract and retain users and differentiate the platform from competitors.</li> <li>● Continuous improvement: Building in mechanisms for continuous improvement, such as user feedback and data analytics, can help to identify areas for improvement and drive innovation.</li> </ul>		
Signatures and Commitment	Project Approver Signature : <i>Wadza</i> (Wadza)  Date : 27/3/2023	Project Manager Signature : <i>yongqian</i> (Wan Yong Qian)  Date : 27/3/2023	Project Sponsor Signature : <i>Salleh</i> (Dato' Mohd Shukrie Mohd Salleh)  Date : 27/3/2023

## **2.1 Should project charter be used in this project?**

Yes, a project charter should be used in the shopMYairports e-commerce platform for retailers app projects.

A project charter is a document that outlines the purpose, scope, and objectives of a project, and provides a roadmap for project planning and execution. It also helps to define roles and responsibilities, timelines, and expected outcomes.

The project charter should be used for this project because the members will need to know everyone who is involved in this project so as to make sure that the right priorities are being taken into account when it comes to requirements. The project charter will also help the members timeline in which they will be working as the project has a timeline so everyone needs to be well aware of how they will make use of the time that they have to achieve their goals.

In the case of the shopMYairports project, a project charter would be valuable in several ways. It would help to:

1. The project charter would define the specific goals and objectives of the shopMYairports project, and would help to ensure that everyone involved in the project is aligned on its purpose and scope.
2. The project charter would clearly define the roles and responsibilities of each team member, which would help to ensure that everyone is clear on their specific duties and accountabilities.
3. The project charter would establish timelines and milestones for the project, which would help to ensure that the project stays on track and is completed within the required timeframe.

4. Communicate expectations: The project charter would help to communicate expectations for the project to all stakeholders, including the project team, management, and customers.

In summary, a project charter would provide a framework for the successful planning and execution of the shopMYairports e-commerce platform for retailers app project, and would help to ensure that the project is completed on time, within budget, and to the satisfaction of all stakeholders.

### 3.0 WBStructure

A work breakdown structure :

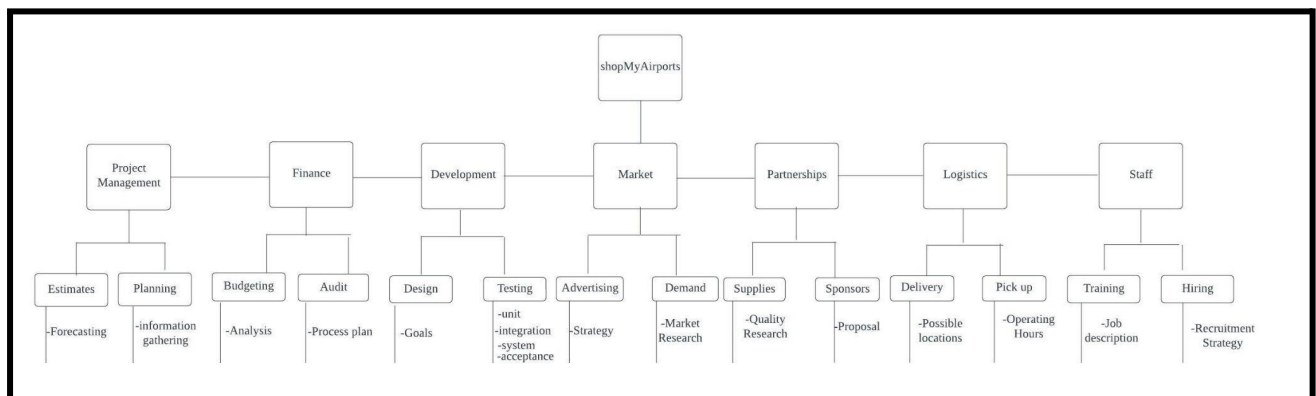


Diagram 1.1

## 4.0 Risk Management Plan

### 4.1 Methodology

In order for us to be able to successfully complete our project, it is necessary that we identify the potential risks and to do so we will be focusing on four key stages that will be continuous and these will include as mentioned earlier thoroughly looking at what could potentially happen which involves looking at what products we will be working with, the customers that we will have as well as where we will be delivering from the e-commerce project orders.

The stage that comes after this will be less important at the initial stage but will be of use after the launch of the project as we will need to continue to monitor the effectiveness of the controls that we would have put into place as well as put controls in place for the risks that will potentially emerge from operating. Below is a visual of what the process is to look like, the idea is to make it continuous to incorporate change:

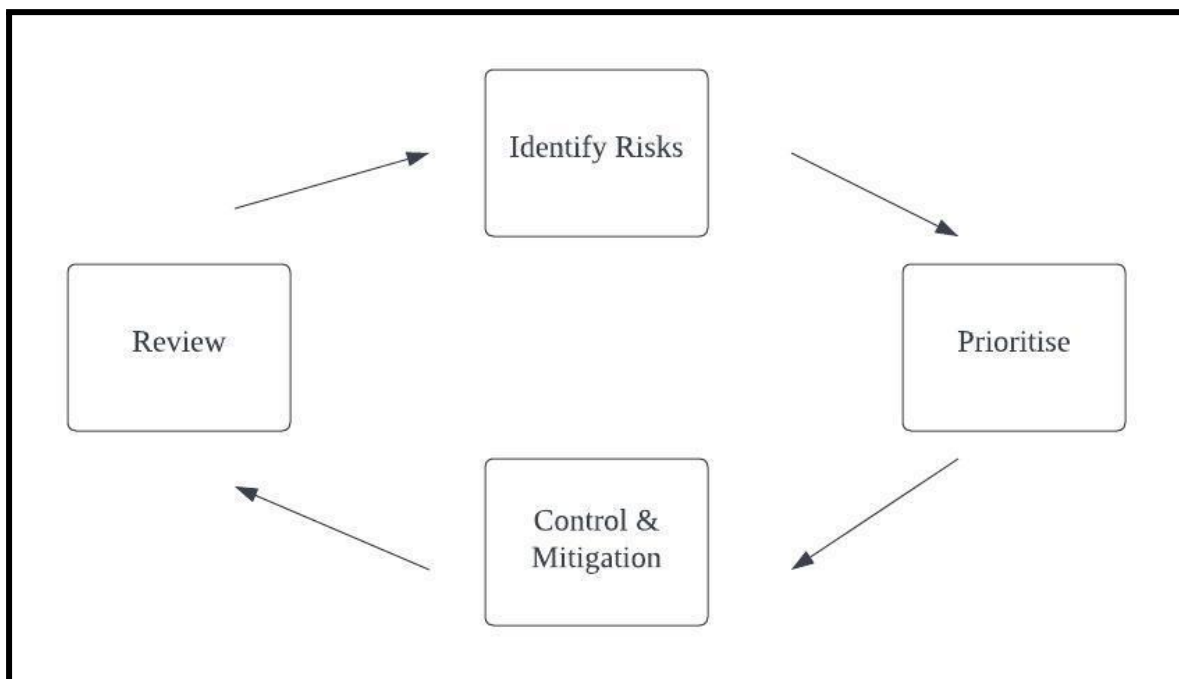


Figure 1.2

## **4.2 Roles and responsibilities**

It is of key importance that everyone is well aware of what risk they will be managing because the project will have many different risks and therefore there should not be one person responsible for everything rather sharing the risks such that if something is to go wrong there will be a person that can take ownership for the particular issue. For our e-commerce project, since there is 6 individuals working on the project, the risks shall be divided amongst these people for accountability as follows:

Individual A - this is the person who will have the highest rank in this project and they are to make sure that initially they determine the strategic approach that is going to be used for the risks associated with shopMyAirports.

Individual B - this will be the individual with the second highest rank in the project and therefore will be the project manager. They will make sure that everyone else is operating and completing their tasks with full knowledge of the possible risks.

Individual C - In as much as everyone will have a role and responsibility when it comes to taking care of risks, it is important there is an individual in the project that takes care of the risk particularly because it is a big part of whether the project will do well or not which is why there is the need for a risk manager. Individual C will have to come up with a risk management policy that will always be up to date and everyone should follow.

Individual D,E,F - all these three individuals will have the same role and they all answer to A,B and C which means they should be able to understand, accept and implement all of the policies and orders that come from above however they should also be able to speak up .



### **4.3 Budget and Schedule**

This part of the risk management is also very important because it will also determine whether the project is going to fail or succeed. Failure to stick to this budget and schedule will most likely result in a strain on our finances. To avoid all of this we have planned the following:

Professionals will produce reports that will ensure everyone is up to date with where the project is and what needs to be done.

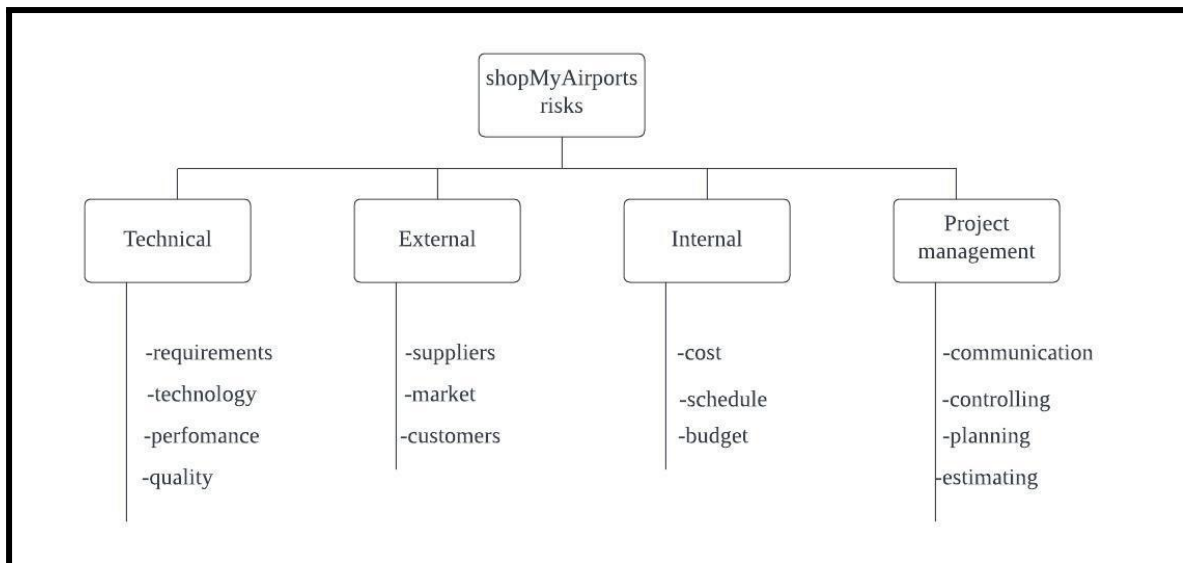
We will also be making use of scheduling tools. This is meant to fill in the gap that may be left by our professionals because human work is most likely going to have a mistake or two, this is where tools like the microsoft project will then come in handy.

Define the impact every change has on our schedule and our budget to make sure that we are not hit with surprises later on in the project that will be hard for us to deal with.

High level communication will ensure that every extra expense or time that is needed is accounted for and is approved by everyone involved in a way that will not affect the timeline or overall result.

### **4.4 Risk Categories**

For the purpose of managing our risks properly, we will break them down into four categories which will include internal and external then technical and project management risks. A visual representation will be a risk breakdown structure as shown below :



#### 4.5 Risk probability and impact

Risk probability is the chance that a risk will occur and impact is the expected harm or adverse effect that may occur as a result of exposure to the risk. For the risk and impact of our project we will use a table representation which will have Columns showing the magnitude, technical factor, cost factor as well as schedule factor as shown below:

Risk	Probability	Magnitude	Technical Factor	Cost factor	Schedule Factor
Currency exchange fluctuation	High	0.5(moderate)	There will be some reduction in technical performance	Cost estimates will increase by a certain percentage and will need to be	Whether or not the schedule will be affected depends on how the change in

				accounted for	costs is managed.
Poorly developed test plan	Medium	0.7(significant)	The technical performance of shopMyAirports will reduce meaning there will be errors that could cost customers.	Costs associated with this risk are most likely going to be incurred after the project has been launched and based on their significance could cause the e-commerce to fail.	This means that the project may end earlier because some staged were skipped or later because some unnecessary stages in the testing were undergone.
Risks of funds overrunning	Low	0.9(high)	This may have little or no effect on the technical side of the project	This risk will have a high impact on the cost because if no additional finances can be directed	The risk will also have an impact on schedule because if no additional funds can be directed towards the

				towards the project then it will have to go on hold or be terminated.	project then there is no way of meeting the set deadlines.
Conflicting requirements	Low	0.7(significant)	If these are not taken care of at an earlier stage, they will potentially degrade the technical performance of the e-commerce.	Depending on the nature of the requirement there could be either effect or no effect on costs.	This will mean that time is to be taken to look at which requirements are of which stakeholders to be able to decide which one stays and which one goes. This may lead to the need of an extension of the project.

Low visibility of project process	Medium	0.9(high)	This will have little or no effect on technical performance.	This may also lead to extra costs being incurred because of poor management but has got more effect on schedule than budget.	This will mist affect the schedule of the project specifically because there is no one paying attention to where the project is and therefore it will be easy to miss deadlines and cause project failure.
Hidden costs	Medium	0.9(High)	This may have little or no effect on the technical side of the project	These will have a high impact on the project success because they will affect the budget which is	If the hidden costs are not properly catered for, they will most likely end up

				one of the main key basis of which the success originates.	delaying the project.
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#### 4.6 Risk tolerance

Risk tolerance is how much uncertainty our stakeholders are willing to accept. This will benefit our e-commerce project because it will help us assess the risks that are associated. Knowing our stakeholder risk tolerance will also help us prioritise the levels of the risks that we would have identified. We will then be able to come up with the contingency plans and reserves if anything is to go wrong. This will also help us categorise our response plans into which ones are acceptable and which ones are not.

In the early stage of our project we identified who our stakeholders are. To come up with our risk tolerance for each stakeholder we will then get the following information on our stakeholders:

- Designation
- Project role
- Primary expectations
- Requirements
- Influence levels
- Whether internal or external
- Support levels towards the project

We will then use the gathered information against the following template which we will use cost, schedule, scope and quality to determine our stakeholder tolerance.

<b>Tolerance</b>	<b>Low</b>	<b>Medium</b>	<b>High</b>
<b>Cost</b>	<b>Insignificant increase</b>	<b>Less than 10% increase</b>	<b>10-20% increase</b>
<b>Schedule</b>	<b>Insignificant fall in schedule</b>	<b>Less than 10% schedule slippage</b>	<b>More than 10% schedule slippage</b>
<b>Scope</b>	<b>Insignificant scope decrease</b>	<b>Minor areas of scope affected</b>	<b>Major areas of scope affected</b>
<b>Quality</b>	<b>Barely noticeable degradation in shopMyAirports</b>	<b>Only demanding applications are affected</b>	<b>Reduction requires approval</b>

#### **4.7 Risk register (Tracking)**

The risk register is where we will be keeping the information about the risks that we would have identified. This will help us keep track of our risks as well as their response plans. It will also help us in future projects that we might want to engage in. It will include the risk, the probability that it will happen and the magnitude of the risk as well as criteria as follows:

Risk	Probability	Magnitude	Management
Currency exchange fluctuation	High	0.5(moderate)	It is important that proper tools are put in place to always give updates on currency fluctuations and individuals analyse their effects on the e-commerce project.
Poorly developed test plan	Medium	0.7(significant)	We will adopt ways and thorough processes to make sure that all necessary tests have been carried out completely with equal dedication.
Risks of funds overrunning	Low	0.9(high)	We will set up a system that will keep everyone despite levels of authority updated on all the necessary funds and where everyone is within their budget. All extra costs will be decided upon as any other important decision.
Conflicting requirements	Low	0.7(significant)	All the necessary stages after risk elicitation will be undertaken with supervision to make all the requirements clear and working towards the same goals for this project.
Low visibility of project process	Medium	0.9(high)	Just like how there will be a system for everyone to stay updated about the budget, there shall also be a system for everyone to stay up to date on the schedule and everyone's progress as a sub of the overall progress.
Hidden costs	Medium	0.9(High)	We shall have different teams work on the costs so as to make sure that different costing budgets that have been made are



			approximately the same and there will be no surprises during the course of the project.
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#### 4.8 Risk Documentation

The risk management strategy for the shopMYairports e-commerce platform for retailers app project includes risk documentation as a key component. This risk paperwork lists all potential risks and includes a strategy for addressing or mitigating them.

- **Technological Risks:** The performance and reputation of the platform may be harmed by technical difficulties such software defects, scalability problems, or system outages.
- **Market Risks:** The project team should regularly do market research and collect user input to reduce these risks. This will help them stay abreast of shifting preferences and trends.
- **Financial Risks:** The project team should create a precise budget and financial plan, as well as regularly monitor and report on financial performance, to help reduce these risks.
- **Human Resources Risks:** To mitigate these risks, the project team should establish clear roles and responsibilities, provide appropriate training and support, and foster a culture of collaboration and communication.

**Discussion of the risk management plan and how they will be used to overcome each of the problems.**

Project management must include risk management since it entails identifying potential risks and creating a strategy to reduce or manage them. Typically, a risk management strategy comprises an examination of prospective hazards, a

determination of their likelihood and impact, and methods for preventing or reducing those risks. Project Management Tools are programs or apps that can help an individual or team organise and manage tasks more efficiently. It can be as simple as a checklist or a board or as complex as a mind-mapping tool.

Identification of potential risks is the first stage in creating a risk management strategy. This entails assessing the project plan, taking into account the project goals, and locating any risk factors. Risks could, for instance, include unpredictable occurrences like natural disasters, changes in regulations, internal factors like staffing challenges or technology difficulties, or both.

Assessing the possibility and impact of prospective risks is the next step after the risks have been discovered. This entails assessing a risk's likelihood of happening as well as any potential effects it might have on the project. The purpose of these tactics is to reduce the likelihood and effects of identified risks.

Once mitigation methods have been created, it's crucial to determine who will be responsible for what and when. This guarantees that the tactics are applied and tracked in an efficient manner.

The proposed sequence of solutions for using project management tools to solve the problems identified in shopMyairports is Define Project Objectives and Scope. Set the project's goals and scope using a project charter or other comparable document.

The second solution is Identify and Prioritise Risks. To identify and prioritise potential risks and their potential effects on the project and the app, use a risk register. Assign risk owners to high-priority hazards, and create mitigation and backup measures.

The third is Plan and Manage Project Resources. It develops a comprehensive project plan that includes detailed schedules, budgets, and resource allocations.

Also use resource allocation software and project management tools like Gantt charts to monitor progress and make sure resources are being used efficiently.

The fourth is Ensure Communication and Collaboration. It establishes effective communication and collaboration with all stakeholders including developers, business owners, and end users. The project management tools like communication plans and status reports to keep informed.

The fifth is Implement Agile Development Practices. It improves product quality, lower risk, and accelerates time to market by implementing agile development methodologies like Scrum or Kanban. The tools like sprint planning to track progress and adjust.

The sixth is Test and Validate Product Functionality. It develops a comprehensive test plan that includes functional, performance, and security testing. To guarantee that product functionality is completely tested and validated, use project management tools like test management software and defect tracking systems.

The last one is Monitor and Measure Project Performance. It's to monitor project progress and performance against objectives and success criteria. The management tools like dashboard reporting, performance monitoring software to track progress.

The shopMyairports e-commerce platform app for retailers can be successful if project managers and stakeholders use project management tools to handle problems in the order described above.

## **5.0 Conclusion**

shopMyairports is an e-commerce platform app designed specifically for retailers. The app allows retailers to sell their products to customers in airports, making it convenient for travellers to purchase items while on the go. The app provides a range of features, including

product listings, secure payment processing, order management, and customer support.

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In terms of risk management, the app includes a risk assessment process to identify and prioritise potential risks, as well as risk mitigation measures to prevent or reduce the likelihood of risks. The app also complies with legal and regulatory requirements, particularly those related to security and privacy. Disclaimers and limitations of liability are included in the app to protect both the retailer and the customer.

Overall, shopMyairports offers a convenient and secure way for retailers to sell their products to travellers, while also managing potential risks associated with the e-commerce platform.

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