A red and white logo

Description automatically generated with low confidence

A picture containing drawing

Description automatically generated

**RISK ASSESMENT**

**Advanced Customer Onboarding**

**31 January 2023**

# Risk assessment

Project progress and success are based on several factors. This risk assessment’s purpose is to identify the most critical risks in advance and plan actions to prevent these risks from affecting the success of the project.

Risks have 5 categories

Risk factor is a result of “Severity” \* “Probability” in scale of 1 to 5, maximum being 25.

* Very small risk (1 – 4)
* Small risk (5 – 9)
* Average risk (10 – 14)
* High risk (15 – 19)
* Critical risk (20 – 25)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Risk | Additional information | Severity | Probability | Risk factor | Precaution actions |
| **Schedule** | Progress accordance to agreed schedule | 4 | 3 | 12 | * Realistic scheduling * Talented project management * Resourcing * Active follow up and fast reaction to any deviation |
| **Usability** | System fulfills given sales promises | 4 | 1 | 4 | * Clear Agreement and content description with limitations. * Common understanding of the goals. |
| **Data quality** | Quality of the customer data and its combability to the built solutions in Sympa | 4 | 3 | 12 | * Enough time scheduled to gather and modify the data * Clear and easily fillable template * Clear instructions |
| **Resistance to change** | Users are willing to adopt the system in daily use | 4 | 3 | 12 | * Sufficient communication to the organization * Bringing up the benefits * Trainings and user guides * Solutions and processes are built by keeping the end user experience in mind |
| **Sickness / Loss of resource** | Project group members might be leaving the project by suprise | 5 | 2 | 10 | * Named back up persons * Clear responsibilities * Fast reaction to the risk realization |
| **Knowledge of the customers internal process** | In complex organizations is the HR aware of all the variations of the processes in the organization | 5 | 3 | 15 | * Right participants in the project group * Internal project group for the customer to share information and agree on new processes and ways of doing |
| **Complexity of the organization** | Different ways of performing the same HR process in different parts of the organization | 4 | 4 | 16 | * Sufficient preparation to the project and workshops * Internal project group for the customer to share information and agree on new processes and ways of doing |
| **Integrations** | Integration’s project manages to keep up with the overall project schedule. Coordinating the third parties | 4 | 5 | 20 | * Contacting the third parties in the beginning of the project * Committing the third parties to the project * Sufficient communication * Realistic schedule * All integrations are documented * Specification documents are approved by all parties before technical implementation |
| **Communication** | Misunderstandings and risks of the information security | 1 | 4 | 4 | * Using the project tool * All personal data is transferred using Sympa HR |
| **Project orientation** | Experienced persons are involved in the project. | 3 | 1 | 3 | * Persons with experience on project work is chosen to the project group * Goals and benefits are clear for every participant |
| **GDPR** | Personal data processing, practices and processes | 3 | 1 | 3 | * Sensitive material will be transferred over secure connections. * GDPR is taken into account and consulted when defining user privileges |