Risk Management

Version 2.0

CS410 Red Team
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### 1. Retention

- **Cause:** A customer may attempt to cancel their subscription after a short period of service
- **Reason for position:** A client may feel that implementing REDAI as a business model does not yield profit gains and request account cancelation.
- **Mitigation:** 24 hour phone support with a specialized sales team standing by to rebut any claim from our client on precisely why REDAI does not effectively meet their business needs before closure of account.

### 2. GIGO

- **Cause:** The quality of our program’s output is highly dependent on both the accuracy & amount of input which is analyzed by REDAI
- **Reason for position:** Most privately owned restaurants will not have an existing database for us to pool information and manual input is prone to human error
- **Mitigation:** Comprehensive software training programs will be available for our clients which will A) prevent GIGO and B) generate extra revenue for our company
3. Prediction Accuracy

- Cause: Real World Results may not equal Simulated Results
- Reason for position: There exists probability that implementing the results of REDAI simulations will not reflect the same in the real world. For example, Nostradamus predicted Hissler instead of Hitler.
- Mitigation: product disclaimer

4. Manual Input

- Cause: The process of restaurant staff entering data by hand is very problematic.
- Reason for position: Most restaurants have programs in place that we can rip from.
- Mitigation: Try to get restaurants to adopt some of these backbone programs.

5. Economics

- Cause: There exits the possibility restaurants may still fail due to economic conditions beyond our control, which yield unsustainable customer flow (i.e. people cannot afford to dine out).
- Reason for position: We find that people will not fault our software for that kind of problem.
- Mitigation: hire an Economics domain expert to help us modify/develop a contingency rule set