



Data Specialist training

Module BM03: Problem Management

Group exercise

As a data specialist you must ensure that the customer database is always up to date (e.g. contact / decision person, e-mail address, telephone). The database's validity has an indirect but, nevertheless, a key influence on the development of electronic sales. In addition, according to the General Data Protection Regulation, you must organise the process of obtaining and updating data in accordance with the regulation - companies that manage large collections of data are required, for example, to obtain new consents for communication.

You haven't successfully addressed/mitigated risk, the negative incident(s) has/have occurred and now the problems have arisen. In other words, the negative risks you have mentioned have become a reality. List the problems, assess their influence (what is their meaning for the project) and then think how you can solve them.

Problem name	Problem description	Problem influence

Problem name	Possible solution(s)