



E-Commerce Developer Training

Module BM05: Relationship and Risk Management

Group exercise

A website at an international Life Science Manufacturer became compromised and was redirecting users to websites that were hosting malware. Did the malware successfully cause any data loss? Was “sensitive information” (i.e. customer credit card data) obtained during the time frame that the website was at risk? Will this result in a major news-making and potentially brand-damaging incident leading to significant business loss and unforeseen costs? Dealing with incidents, and performing effective incident response can make the difference in mitigating damage or completely avoiding a potentially catastrophic customer and public relations event.

Think about the top risks (they may be both positive and negative) and then fill the tables below.

1. Risk description

Risk name	Risk description

2. Qualitative risk management

Think about the influence of the risk on your business. It can be monetary cost, market edge, time saver or a combination of all of these. Please be specific about your risks.

Risk name	Influence

3. Quantitative risk management

Think about the probability and influence of the risk and assess its type using the risk matrix



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Risk name	Probability (1-4)	Impact (1-4)	Score	Type

TYPE OF RISK

Minor	Moderate	Major	Severe
1-3	4-6	8-9	12-16

		Impact			
		Low 1	Medium 2	High 3	Extreme 4
Probability	Rare 1	1	2	3	4
	Unlikely 2	2	4	6	8
	Possible 3	3	6	9	12
	Probable 4	4	8	12	16

4. Risk management plan

Risk name	Ways of monitoring risk

Risk name	Tasks you plan to take before risk occurs



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Risk name	Tasks you plan to take after risk occurs