



## E-Commerce Developer training

### Module BM05: Risk Management

#### Group exercise

- Siri is working as a sales support in your e-commerce team and has a problem with her e-mail box. MS Outlook can't be synchronised with the server and she can't answer your e-commerce customers.
- Your Company has a Service Desk responsible for recording incidents and informing end users about the resolution.
- Your Company both has its own admin and has signed a contract with a 3rd party IT supplier who is responsible for incidents resolution and recovery services.

#### Answer following questions

- Who is an end user?
- How could the Incident Management Process look like in this situation?