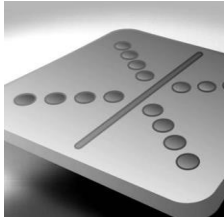




## Software Deployment Risk Matrix

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Customer

XXXXXXXXXXXXXX

## DOCUMENT CONTROL

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## Document Overview

This document has been created as a guide to help clients understand the “risk” of the deployment of a new software release.

The document will detail the main areas where enhancements have been made to the applications and the level of risk associated to deploying the new release

## What is Risk?

Risk is defined as the possibility of suffering a loss. Risk in itself is not bad. Risk is essential to progress and failure is often a key part of learning. Managing risk is a key part of success.

When deploying a new software release, the risks can be broken down into different types

1. Risk to existing data integrity - will there be any impact on data currently held in the application?
2. Risk to new data integrity - will there be any impact on any new data uploaded into the application?
3. Risk to existing functionality - will there be an impact on how the existing functionality works?
4. Risk To User - will there be any changes to current working practices for the users

## Levels of Risk

The purpose of the following table is to explain:-

1. How Kallik categorise the level of risk
2. What supplementary action would be required
3. What level of risk is associated to the release. This is shown in detail

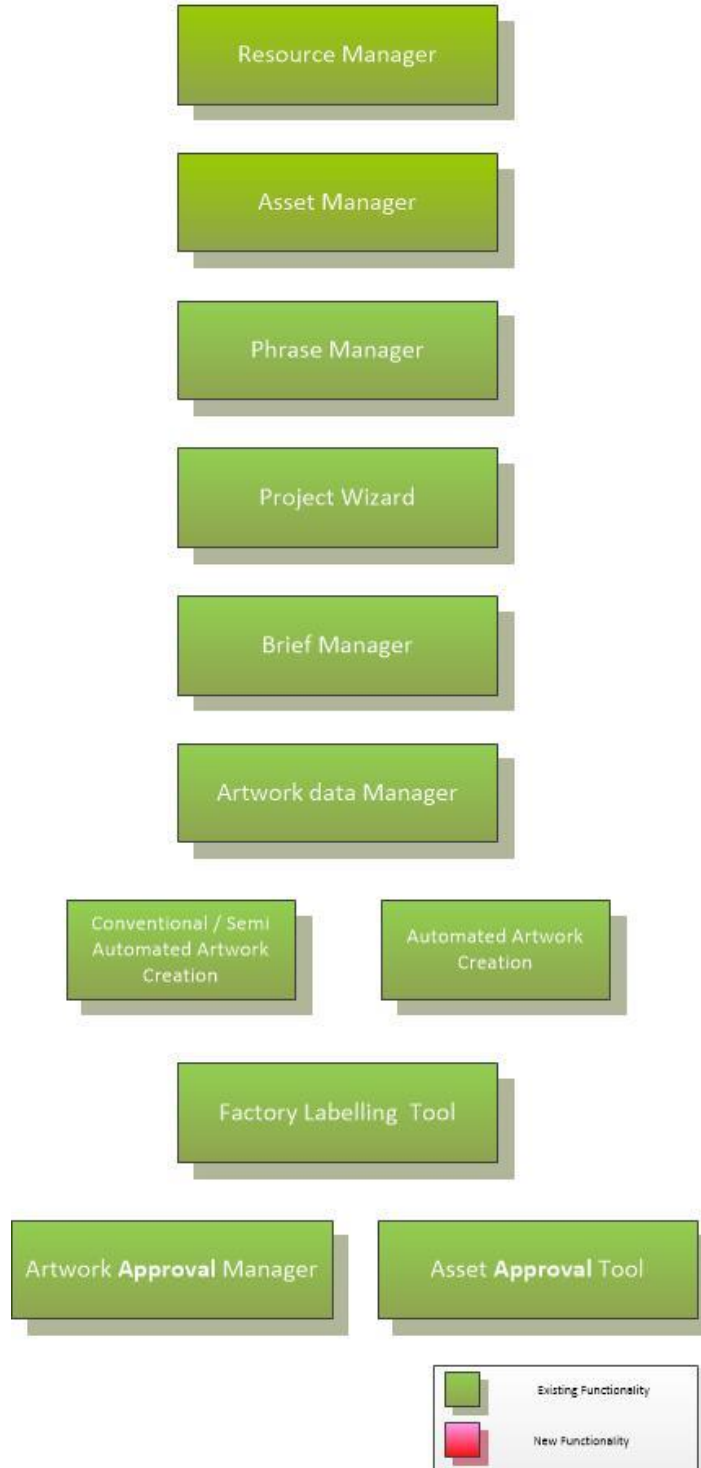
## Risk Categorisation

Indicator	Risk level	Description	Supplementary
○	None	No risk to release	No impact to user

□	Low	A low level of risk.	Risk addressed by <ul style="list-style-type: none"> <li>• Issue of updated user documentation.</li> <li>• No change to current working practices</li> </ul>
□	Medium	A medium level of risk	Risk addressed by <ul style="list-style-type: none"> <li>• Issue of updated user documentation.</li> <li>• Client Education needed on new feature.</li> <li>• No change to current working practice</li> </ul>
□	High	High level of risk to the release	Risk addressed by <ul style="list-style-type: none"> <li>• Creation of new User documentation.</li> <li>• User training required before application can be used in production.</li> <li>• Changes required to current working practice</li> </ul>

## Annex 1 – Key Changes for Release 5.2.0479

### AMS 360 Functionality



**Risk Assessment for Release 5.2.0479**

Kallik Reference #	Test Case Reference #	Description	Linked to Functionality	Risk to existing Data Integrity	Risk to new Data Integrity	Risk to existing functionality	Risk To User	Contingency
IN5213	TC2062, TC2086, TC2184, TC2191, TC1944, TC1961, TC2114, TC2088.	An issue was detected where under a specific set of circumstances there was a mismatch between users receiving emails and tasks. This issue has now been addressed.	General	○	○	○	○	Bug Fix - No contingency required