**Enhanced Service Order (ESO) project: Risks & Issues**

**Resource Dependencies**

**No Dedicated, fulltime CSS resources to the project** - Accept

Mitigation plan: Escalating to CSS leadership to provide dedicated resource

**CSS technical and functional support during User Story Grooming is critical** - Accept

Mitigation plan: Escalating to CSS leadership to provide dedicated resource for User Story Grooming

**Timely availability of CSS Resource to make critical changes to CSS database** - Accept

Mitigation plan: Escalating to CSS leadership to provide dedicated resource to make table changes/corrections

**Cross team Dependencies:**

**Dependency to MobileFirst Deployment** – Accept

Mitigation plan: Escalated to Digital Core Experience Initiative leadership and the ESO Agile mobilization has been delayed to 2/25/19

**Timely availability of Web-development resources due to delay in MobileFirst** Deployment - Accept

Mitigation plan: Escalated to Digital Core Experience Initiative leadership and the ESO Agile mobilization has been delayed to 2/25/19

**Timely availability of Business Analyst resources** - Accept

Mitigation plan: Escalated to Digital Core Experience Initiative leadership and the ESO Agile mobilization has been delayed to 2/25/19

**Government mandates:**

**Unknown Regulatory Requirements** – Accept

Mitigation plan: Planned to be flexible to comply with the Regulatory requirements by developing personas adapt the requirement needs.

**Issues:** TBD