

Risk	Test measure (section number/s)
Service and business processes do not align: <ul style="list-style-type: none"> - Service does not meet all requirements of the business processes. - Using the service results in the need for business process changes. - Service does not work well in E2E business processes. - Service provides insufficient means for configuration. 	5.1.3 , 5.6.1
Users are not comfortable with the way the service works.	5.1.3 , 5.6.3
Quality of the service is inadequate (bugs).	5.6
The manuals are inadequate.	5.4.1 , 5.4.2 , 5.4.3 , 5.6.1 , 5.6.3
Service is not according to the supplier's description.	5.4.1 , 5.6
Repairing user errors is not possible.	5.1.3 , 5.5.4
Functional maintainability of the service is insufficient.	5.4 , 5.6
Devices, operating systems, and browsers are not adequately supported.	5.1.3 , 5.6.9
Configuration is not done correctly.	5.6.5
Customization: <ul style="list-style-type: none"> - Is needed but not possible - Does not function properly on supplier side - Does not function properly on customer side - Is not robust when changes are implemented 	5.1.3 5.6.6 5.6.7 5.4.8 , 5.9.1
Data is not recorded due to insufficient disk quota.	5.2.3
Service implementation: <ul style="list-style-type: none"> - Has an impact on ongoing business - Causes problems with migrating data to the service 	5.7
Service does not match the technical infrastructure of the customer: <ul style="list-style-type: none"> - The service cannot be properly integrated with other services. - The service cannot be properly integrated with the customer's in-house applications. - Customization is needed for integration. 	5.1.3 , 5.6.4 , 5.6.5 , 5.6.6 , 5.6.7
Migration problems: <ul style="list-style-type: none"> - Into or out of the cloud - From one service to another 	5.7
Changes are made to the service: <ul style="list-style-type: none"> - Announced - Unannounced 	5.4.7 , 5.6.12 , 5.9.1

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