

Risk	Test measure (section number/s)
Service and business processes do not align: – 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.	<a href="#">5.1.3</a> , <a href="#">5.6.1</a>
Users are not comfortable with the way the service works.	<a href="#">5.1.3</a> , <a href="#">5.6.3</a>
Quality of the service is inadequate (bugs).	<a href="#">5.6</a>
The manuals are inadequate.	<a href="#">5.4.1</a> , <a href="#">5.4.2</a> , <a href="#">5.4.3</a> , <a href="#">5.6.1</a> , <a href="#">5.6.3</a>
Service is not according to the supplier's description.	<a href="#">5.4.1</a> , <a href="#">5.6</a>
Repairing user errors is not possible.	<a href="#">5.1.3</a> , <a href="#">5.5.4</a>
Functional maintainability of the service is insufficient.	<a href="#">5.4</a> , <a href="#">5.6</a>
Devices, operating systems, and browsers are not adequately supported.	<a href="#">5.1.3</a> , <a href="#">5.6.9</a>
Configuration is not done correctly.	<a href="#">5.6.5</a>
Customization: – 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	<a href="#">5.1.3</a> <a href="#">5.6.6</a> <a href="#">5.6.7</a> <a href="#">5.4.8</a> , <a href="#">5.9.1</a>
Data is not recorded due to insufficient disk quota.	<a href="#">5.2.3</a>
Service implementation: – Has an impact on ongoing business – Causes problems with migrating data to the service	<a href="#">5.7</a>
Service does not match the technical infrastructure of the customer: – 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.	<a href="#">5.1.3</a> , <a href="#">5.6.4</a> , <a href="#">5.6.5</a> , <a href="#">5.6.6</a> , <a href="#">5.6.7</a>
Migration problems: – Into or out of the cloud – From one service to another	<a href="#">5.7</a>
Changes are made to the service: – Announced – Unannounced	<a href="#">5.4.7</a> , <a href="#">5.6.12</a> , <a href="#">5.9.1</a>

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