

Potential risk	Definition	Risk mitigation
Low adoption	When users simply don't take to the new software, and it becomes an expensive mistake.	Bring users into the selection process. Start with surveys to ascertain their personal preferences. Create an internal awareness campaign pre-implementation, highlighting the individual benefits such as personalised learning pathways.
Scope creep	Occurs when you discover you need certain capabilities you haven't paid for... during implementation. This can cause delays and cost you in added fees.	There are two aspects at play here: breadth and depth. Conducting a needs analysis before contacting suppliers enables you to reverse engineer the requirements you need from a software product. Be sure to discuss with end users, administrators and IT personnel to ensure you're covering both functionalities and features.
Compliance	Meaning the security of the vendor, software, and their compliance to their own and your industry's standards	Make a note of all of the security certifications you will need for your business. Those that are important to know, particularly with cloud software and government organisations, include IRAP, WCAG and ISO.
Business disruption	Any interference to day-to-day processes that may negatively impact your organisation's output or services.	Usually, a comprehensive needs analysis will help minimise disruptions. It's crucial not to overshoot scheduling; ensure you account for enough time for critical implementation activities such as user training. Create a change management plan for departments and teams when implementing the software.
Dead end product	Occurs when a vendor purchases a competitor to absorb their customers, with no intention of further developing the product those customers are using.	Ensure when it comes down to it, you are doing your research into vendors as much as products. Release histories will flag if a product is unlikely to be developed with the times.