1. Business case feedback:

* Justify your costs. Why is it this many months? Or why this size? You can do this by breaking down the system in subsystems and making estimations for subsystems and then combine these.
* Provide a total – not only parts
* It is nice if you have i) building/development costs and ii) running/maintenance costs
* Answer whether the business case is positive (Go) or not (No Go)
* Good if you have: explicit assumptions – e.g. about which hardware is already there.

Take home message: costs are a bit easier to estimate than benefits. But you should try to quantify benefits – even if only order of magnitude to get a ‘ball-park’ estimate.

1. Nice Examples:
   1. If the technology for measuring queue lengths is inaccurate, then people will get frustrated because of wrong waiting time predictions
   2. If the app for ticket sales fails, then long queues may grow at the physical ticket sales.
   3. Security breaches may lead to disclosure of personal information.
   4. Failure of external systems that the P&R system interoperates with (e.g. payment, hotel booking) could affect the operation of the P&R system.
   5. Reputation risk: people could share photos of accidents or dangerous behaviour of visitors in the park.

It is ok to mention also ‘business risks’: e.g. maintenance will be too expensive…

What not to answer:

* + ‘we believe it is feasible’: this is not what risk-identification is about. You are not saying what are risks.
  + ‘There are no risks’
  + Do not mention ***solutions*** to ***risks***: The system needs encryption/back-up/ …
  + Try to be specific, not fluffy
  + Do not only mention ‘faults’, but also the effect that would have on the system.

1. Stakeholders:
   1. Visitors, Hotel-booking-company, payment-company, amusement-park staff, system-developers, …
   2. 
   3. GDPR
2. Forces & Drivers
   1. Forces include: reliability, availability, security, usability

What are not forces: functionality, quality (too general), hotel-bookings

* 1. Drivers:
     1. Usability/Learnability: the system should be easy to use otherwise, users will refuse or stop using it.
     2. Performance: if the information that the app communicates is not sufficiently ‘real-time’, then users will lose confidence and stop using the app.
     3. Security: if private data of visitors is disclosed, this will harm the confidence of visitors to the system and hence the reputation of the park.
     4. Costs: always a driver