

**UNIVERSITI TEKNOLOGI MARA**

**RISK MANAGEMENT IN E-BUSINESS  
APPLICATION DEVELOPMENT**

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## **ABSTRACT**

Software development projects become more challenging as the size and complexity of the systems being developed is growing. However, the capability to build software has not increased proportionately to demand and shortfalls in regard are a growing concern. Software projects are exposed to various risks where risk is understood as a possibility of loss, damage or disadvantages. The risk is related to the whole project is to deliver in time and within the budget constrains, a product that meets client needs and expectation. A project without risk management will face problem only after the risks came to the surface as a material fact. So, this will increase time and cost of project Risk normally refers to something that is "uncertain" and that uncertainty normally carries a loss or adverse effect. . From the formal interview with the IT company, the researcher have gain some risks and problems faced by the respondent in software development life cycle. From the literature review, researcher has merged the result from the interview with literature review. Risk management describes the techniques and guidelines that identify, analyze and tackle software risks. Software risks are illustrated as endanger a successful development leading to wrong or inadequate software operation, software rework, implementation difficulty, delay or uncertainty. To objective of this project is the risk in E-Business application development. After all the study done by the researcher, the final product of this research is to develop an effective tool for collaborative risk management.

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Research background**

Software development projects become more challenging as the size and complexity of the systems being developed is growing. However, the capability to build software has not increased proportionately to demand and shortfalls in regard are a growing concern.

IT project have an unenviable reputations for their high failures rate. Successful management of IT project, in terms of meeting costs, time and functionality target continues to be an elusive achievement. (Hazel Taylor, 2006).

Software projects are exposed to various risks where risk is understood as a possibility of loss, damage or disadvantages. The risk is related to the whole project is to deliver in time and within the budget constrains, a product that meets client needs and expectation. The requirements are not define exactly enough, change management poor, the project scope and objectives are drifting and the turn over of the workforce is high. The successful projects which it delivered in time, meet the budget constrain and meet the user requirement.

### **1.2 Problem statement**

The real challenge in the present software development is effective risk management that would improve the success-to-failure ratio of software project. Risk management has been recognized as the method to keep the project on its