



Project Name:

Risk Factor	Description	Scoring	Score
1. Number of users		<ul style="list-style-type: none"> 0 = small end user group (< 15) 3 = medium end user group (15-50) 8 = large end user group (> 50) 	
2. Difference from existing processes		<ul style="list-style-type: none"> 0 = no difference 3 = some differences 8 = very different 	
3. Importance of independent task completion		<ul style="list-style-type: none"> 0 = impact of task completion failure is minimal 2 = failure to complete tasks will result in significant frustration on the part of the end user 5 = users are likely to abandon the system if they are not successful right away 	
4. Complexity of workflow		<ul style="list-style-type: none"> 0 = very simple (workflow is linear and has few steps) 3 = some complexity (workflow has many steps, which can be completed in different ways) 8 = very complex (there are many steps, many flow configurations, and many points of entry into the flow) 	
5. Frequency of use		<ul style="list-style-type: none"> 0 = use regularly (at least once a week, often more than that) 2 = use a few times a month at most 5 = use a few times a year 	
6. Users' domain expertise		<ul style="list-style-type: none"> 0 = all users are domain experts 1 = users are generally familiar with the domain 3 = users have no domain expertise 	
User Experience Risk Index			