

## ***FAQ for Risk Management for Oracle Projects***

### **What Apps release is this product for?**

This product is available on 11i10 and we expect to release this product with additional enhancements on R12/12.1 in Winter 2009.

### **What products does this product depend upon?**

eServicehub Risk Management for Oracle Projects is dependent upon Project Foundation

### **What Family Pack of Oracle Projects Foundation does this product depend upon?**

eServicehub Risk Management for Oracle Projects can work on any release of Oracle Project Foundation pre and post Family Pack M

### **What is the cost of a license for eServicehub Risk Management for Oracle Projects?**

As of now, we are looking for early adopter customers and are offering this product free for 10 users for the first year, if you are interested we can schedule a demo.

### **How many customers are live using this?**

As of now we have a few early adopters helping us test a late Beta product, we are looking for additional ones that are willing to be reference sites. We pride ourselves on domain expertise, Oracle Applications coding standards and integration to Oracle Applications.

### **How long have you been around?**

eServicehub has been around for the last 10 years or so, collectively we have over 30 years of experience within the Oracle Projects area.

### **What differentiates you from others?**

Domain expertise within Oracle Projects and Risk area – 30 years of collective experience, nimble and therefore can mobilize quickly, expertise with integrating and extending Oracle HTML applications. Visionary - This is why our Risk Management solution integrates easily with for example Oracle Sales.

### **Is this a product or a customization?**

This is an installable product built along Oracle Applications coding standards, but you can configure it through client extensions and setup based upon your business needs.

### **Can I import or Export Risks from 3<sup>rd</sup> party systems?**

Yes, we provide out of the box integration with MS Excel but also provide many Public API's you can leverage to easily create your own integration points.

### **Do you perform Monte Carlo analysis?**

We support third party tools that allow you to seamlessly pull data from eServicehub Risk Management for Oracle Projects and perform Monte Carlo Analysis, such as Crystalball.

### **How can I arrange a Demo?**

I can take your business card and add you to our distribution list in addition to following up with you after OOW to arrange a personal demo.

## What is your relationship with Cronin Business Solutions?

Tim has a vested interest in this product and is a co-founder, he brings solid expertise and experience to this area.

### Definitions:

Term	Description
Risk Probability	The likelihood of the Risk occurring
Risk Impact	The effect of the risk on other areas of the project should it occur
Mitigation	Mitigation is what the Project Manager or Team Leader undertakes to reduce the probability of the Risk occurring or reducing its impact
Risk Factor	Calculated value based upon the Overall Severity for Impact and Probability values. Customers can call a Client Extension to calculate this further based upon their business Rules  This highlights the overall exposure of the risk and is generic across Risk Mgmt methodologies.
Risk Readiness Score	This value determines how complete the Risk is in terms of whether a Risk Response Plan or Mitigation plan is in place.
Risk Type Factor	This determines the Risk weightage to use based upon the type of Risk
Risk Severity Score	This is an overall score calculated based upon the following formula:
Risk Response Plan	The Risk Response Plan is a component of the Risk definition and is a list of action items, dates for completion and owners assigned to drive an overall Response Plan to reduce the effects or absorb the Risk when it materializes.  The Risk Response Plan is created as soon as the Risk is assigned an Owner and is periodically reviewed. The triggering point to execute the actions for the Risk Response Plan is based upon an event.. When the date event occurs Actions are assigned to owners with Due date on items they need to execute to complete the Risk Response Plan.
Monte Carlo Analysis'	Mathematical formula used to determine the best and worse case scenarios including the likelihood of the risk materializing using probabilities. This requires a user to key in numerous data points for worse and best cases for a Risk.



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A Product delivered by eServiceHub and Cronin Business Solutions  
"Adding *value* to the Oracle Projects suite"