GER-002 ServasOnline Risk Management

1. Heading for motion (No more than 10 words)
Run a Risk Management for the ServasOnline project

2. Member Group(s) proposing motion (note that only SI Exco and Member Groups may propose motions)
Servas Germany

3. Exact wording of the motion to be voted on
We ask to consider the risks of a failure of the Servas Online project. We believe that a failure of ServasOnline can have an enormous impact on Servas and could even lead to a shut-down of Servas. Therefore we ask, that the risks are named, evaluated and rated in the form of a risk management. Only then actions to mitigate the risks can be taken in time.

4. Background information and reasons for proposing the motion
This motion is an addendum to the motion of Servas France: Servas.org maintenance: to guarantee its quality and efficiency by professionals Servas Online is not yet ready and needs a lot of ressources (financially, in man power, and in knowledge) to complete. We believe we have to prepare for a failure in order to be able to take countermeasures quickly. This is a proposal, that a risk management is executed for ServasOnline as soon as possible. Find below the risks we have identified so far. (Please, note, that this is not yet the risk management itself, but it may be a start). --------------------------------------- We (German national secretray, treasurer and IT group members) have identified the following main risks: * Financially not safe, no funding We believe, that 62.000 Euro (=73.110 CHF) per year for 3 years, as in Bernard's motion, are not enough for development, and also more money is necessary on the long term to operate the system 7*24. (As per *https://www.servas.org/sites/default/files/uploads/news/newsletters_bulletins/SI_News_Bulletin_Vol_6_No_3_2017.pdf* the annual income of Servas International from LOIs was 57.699 CHF in 2017.) Likelihood: high   Severity: high   Impact: high Mitigation: buy ready-made software, increase fees, stop the project Servas Online   * No project management found inside Servas to deal with the external developers It is crucial, that communication between development and Servas works, otherwise the results may not meet our needs.

Likelihood: medium   Severity: high   Impact: high
Mitigation: pay a Servas member, hire an external project manager

* No external developers/company found

Likelihood: medium   Severity: high   Impact: medium
Mitigation: increase the budget, stop the project Servas Online

* International data protection regulations not met/not considered
Might lead to law suits.

Likelihood: high   Severity: medium   Impact: medium to high
Mitigation: pay a data security specialist or find a Servas member who has this knowledge

* Security of system and data
Reputation loss, if being hacked, members' data at risk.

Likelihood: high   Severity: high   Impact: high
Mitigation: organized penetration test, estimate costs 30.000 € (=35300 CHF)

* Lack of membership status control like valid LOI, interview
Contact between hosts and travelers easier in ServasOnline, but LOI validity is not checked. Will leed to less secure system and less income for Servas.

Likelihood: high   Severity: low   Impact: low
Mitigation: international rules must apply, must be programmed

General roll back or fall back plan:
Have pdf-lists, do weekly excel exports per country.

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5. Who is responsible for accomplishing the results of the motion?

Exco

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6. Benefits for SI

Corrective actions can be taken early (before loss of money, man-power, reputation...)

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7. Resource needs - time, human resources and specialist expertise

3 to 5 people: somebody with project management skills, somebody with ServasOnline IT knowledge and somebody with Servas organization knowledge, ~100 hours of work

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8. Budget implications

Low, if volunteers are found.

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9. Does it affect the SI statutes?
N/A

10. What is the impact if the motion is not passed?
If we don't face the risks of the ServasOnline project we might loose a lot of money. We might find out too late that the project is failing and we cannot take measures to fix it.

For Minute Taker Use Only:

Amendments (Passed or defeated)

Final Motion (Passed or defeated)