

Risk & Assumptions Matrix

The Risk and Assumptions Matrix is a highly useful tool employed in the service design process to systematically identify, categorize, and manage the potential risks and assumptions involved in a project. The matrix aims to uncover, articulate, and challenge the risks and assumptions, in order to improve decision-making, increase the predictability of outcomes, and mitigate potential problems in the project execution.

Process Guidance

Identify Risks and Assumptions: Each team member lists out what they perceive to be the known risks, assumption risks, and unknown risks pertaining to the project.

Affinitization: The team then collectively organizes these items into related groups or "affinities." This process allows us to find patterns and relationships in the data, making it easier to analyze and understand.

Secondary Research: The matrix is then used to guide secondary research. This research may validate or challenge the identified risks and assumptions and uncover new knowledge, which is then fed back into the matrix.

Revising: Based on the affinitization and further research, the risks and assumptions are reviewed, and the matrix is revised accordingly to ensure it accurately reflects the project's context and potential pitfalls.

