



RiskStorming



berena@isleof.it



BEREN VAN DAELE

Owner of RiskStorming
Technical Product Manager

RiskStorming has been around

- 100+ workshops & trainings
- Coached 20+ companies in Quality in long engagements
- Spoke personally to 1000s of testers
- Part of the community for 10+ years
- Tool Vendor



risk storming

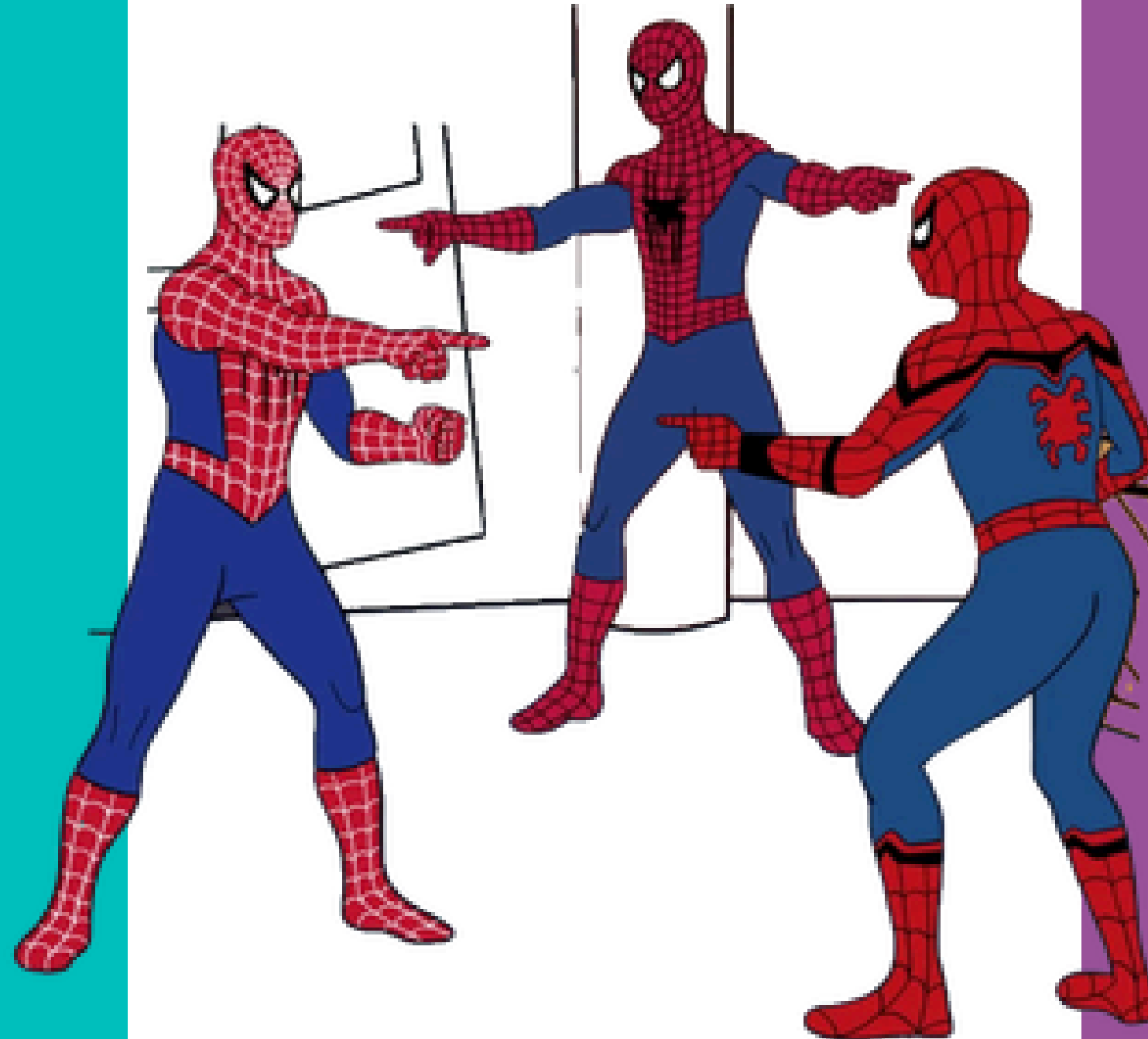
SUSTAINABILITY

risk storming

ARTIFICIAL INTELLIGENCE

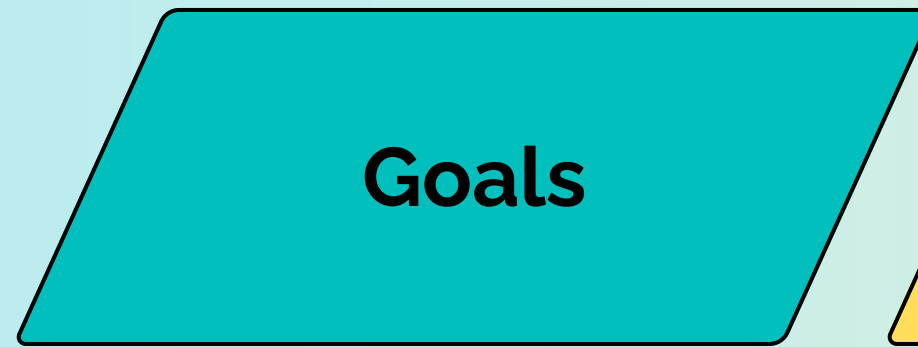
risk storming

PRODUCT



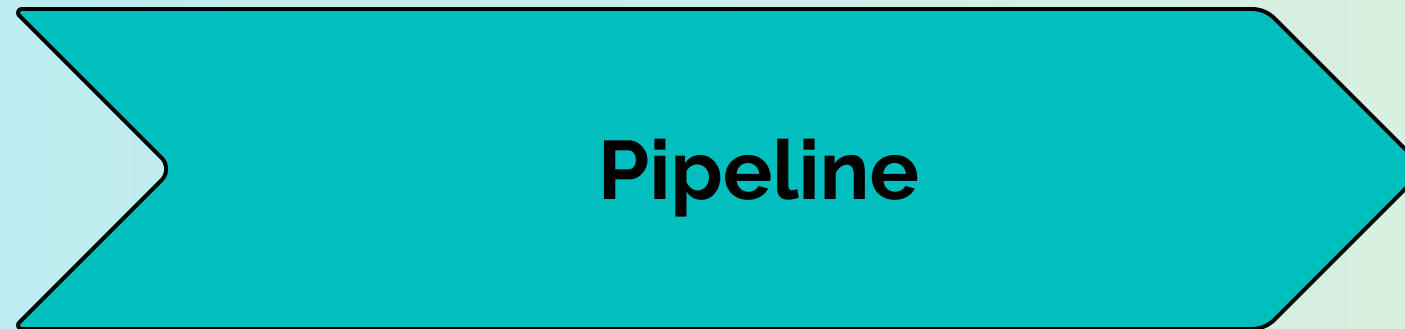
The Goals

- C-Level Hopes and Fears



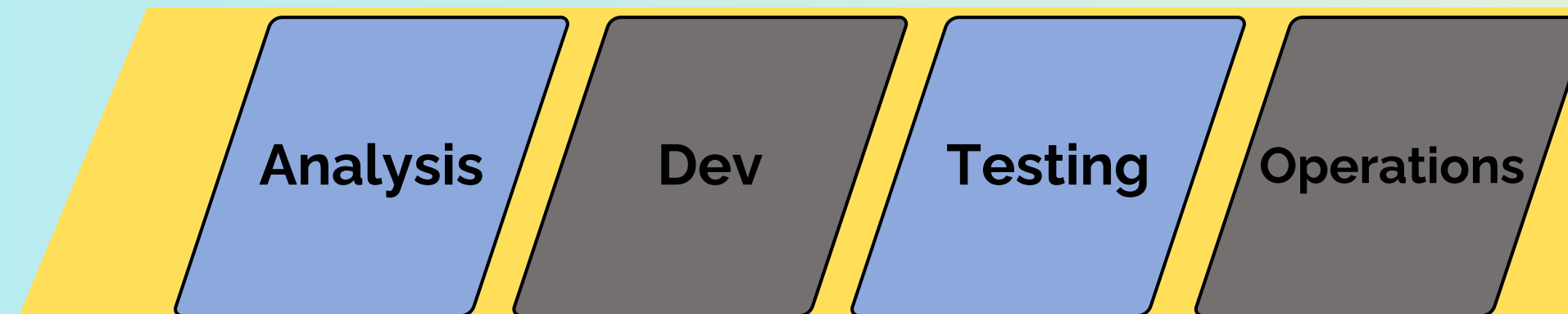
The Medium

- How IT Contributes, Safe-guards & Harms



The Work

- Knowledge Work in IT





A First Glimpse



sticky notes w

Model Error Variability tracking
Track error rates, Improve AI model accuracy always

Hallucination Detection
Spot AI errors, Monitor for accurate and reliable outputs

Pilot Program Implementation
Test AI in small steps, Validate before full rollout

Stakeholder Engagement
Involve all parties, Build trust in AI systems

Community Feedback Loop
Listen to users, Improve AI based on their feedback

risk storming

Exploratory Testing
Find hidden AI issues, Uncover unexpected problems

RoI Analysis
Measure AI value, Optimize for maximum returns

Proof of Concept: RoI
Show AI's value, Prove return on investment

RoI Validation Testing
Verify AI value, Prove its impact on business by quantifying results

How do we measure if it actually does things cheaper and better?

notes with

Energy consuming AI vs. Goals = Less carbon footprint

Resource Cost Evaluation
Track AI costs, Optimize resource usage

Ethical AI guidelines
Set clear ethical rules, Guide AI development responsibly

Recovery Plan
Prepare for AI failures, Plan for quick recovery

Alerting Systems
Get notified of issues, Respond quickly to AI problems

Effort of maintenance vs benefits

Scenario Testing
Simulate real use, Test whether AI handles various situations

Different responsibilities make things slower, AI helps, but doesn't unify

User errors and hallucinations give wrong input → Supplier Frustration

User Training
Teach users AI skills, Empower effective AI use

Unconventional Persona
Test AI with unusual users, Older users, Impaired users,...

Output pre-release checks
Review AI results, Prevent errors before release

Manual Material doesn't reflect reality and it's unhelpful for its purpose

Edge Case Testing
Push AI limits, Find rare but critical issues

Model gives too big and verbose answers

Malicious Persona
Simulate attacks, Test AI security and robustness by testing its guardrails

Many & varying Questions can confuse the AI

Human checking forms need to spend equal or more time if bad advice

Humans stop putting effort and blindly trust the answers

Humans not around when/if it goes wrong

Deliberate AI Injection
Test AI limits, Find weaknesses before they occur

User Prompt Evaluation
Check user inputs, Analyse AI understanding and responds well

Human-In-The-Loop
Keep humans involved, Have someone confirm AI accuracy and ethics

AI literacy
Educate users on AI, Increase understanding and trust

Risk Mapping
Identify AI risks, Plan for potential problems

risk storming

User Testing
Get user feedback, Improve AI usability and experience

Guardrail controls & framework
Set AI limits, Prevent harmful outcomes

development testing operations

notes with

development testing operations

24/7 Agents

Always on, always helping. Round-the-clock support for all.



Energy consuming AI vs. Goals = Less carbon footprint


Resource Cost Evaluation

Track AI costs. Optimize resource usage.



Ethical AI guidelines

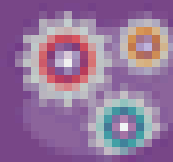
Set clear ethical rules. Guide AI development responsibly.



Humans not around when/if it goes wrong

Recovery Plan

Prepare for AI failures. Plan for quick recovery.



AI standing

Risk Mapping ?

Identify AI risks. Plan for potential problems.



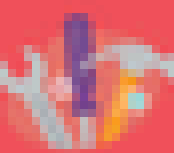
Alerting Systems

Get notified of issues. Respond quickly to AI problems.



Guardrail controls & framework

Set AI limits. Prevent harmful outcomes.



RISKSTORMING WHY?

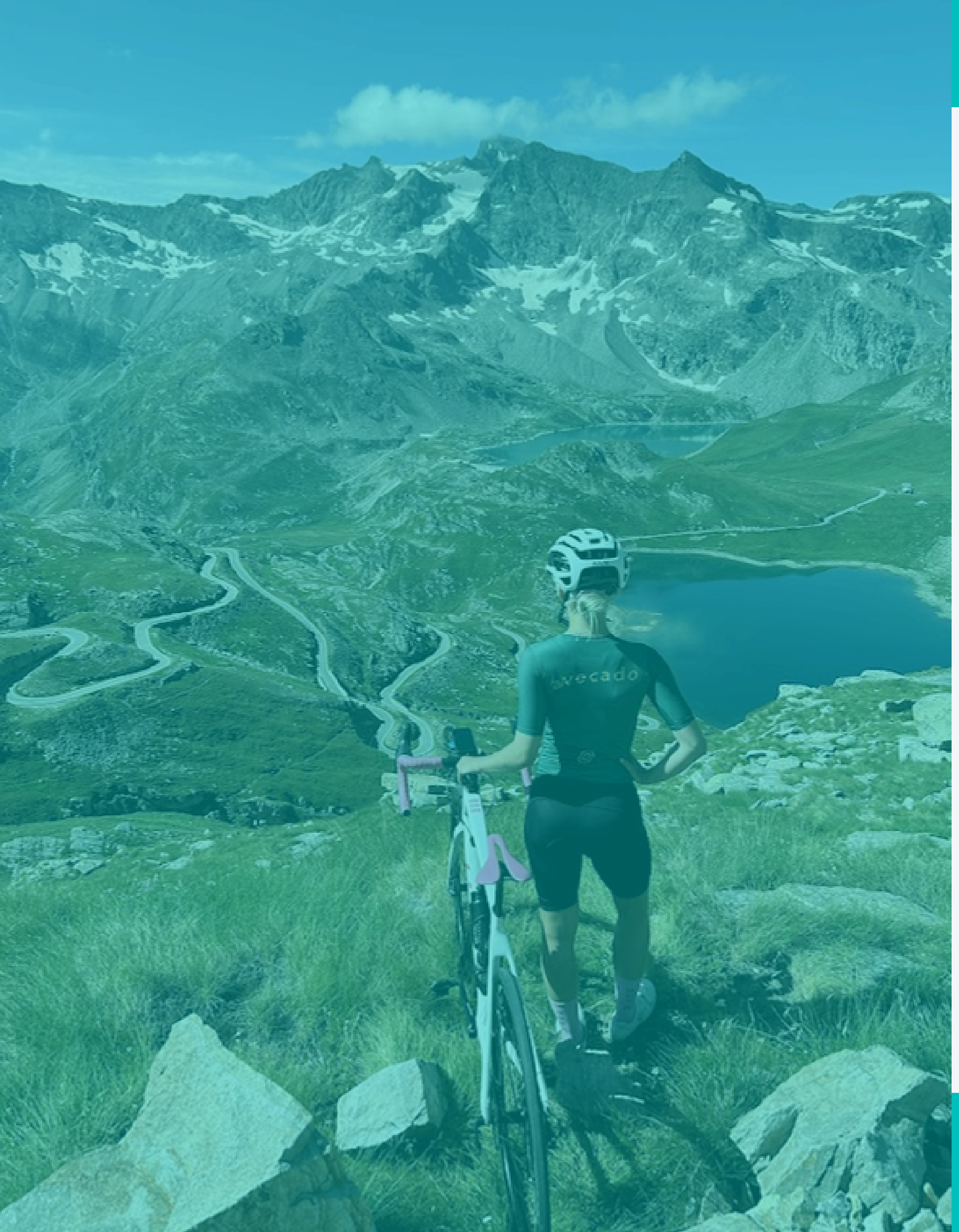
- 72% FAIL, 81% NO ADOPTION
- IDENTIFY IMPORTANT RISKS & SUCCESS
- ALIGN ON STRATEGY
- MITIGATE THE BIG ISSUES FIRST





RISKSTORMING **WHAT/WHEN?**

- A PRODUCT OR FEATURE
- GOALS NEEDS TO BE CLEAR
- ONCE PER CONCEPT



RISKSTORMING

HOW?

- **GET THE TEAM TOGETHER ONLINE OR PHYSICAL**
- **1-2 HOUR SESSION**
- **CLEAR ACTION POINTS & FOLLOW UP**

SMART MIRROR

COLOR

STYLE

FITMIRROR





Phase 1



Select the 6 most important AI opportunities

Phase 2



IDENTIFYING RISKS

FOR EACH OPPORTUNITY, ONE BY ONE:



Think about 2 to 3 ways it might be impacted negatively



Write down your ideas



think about: Event, Cause, Result

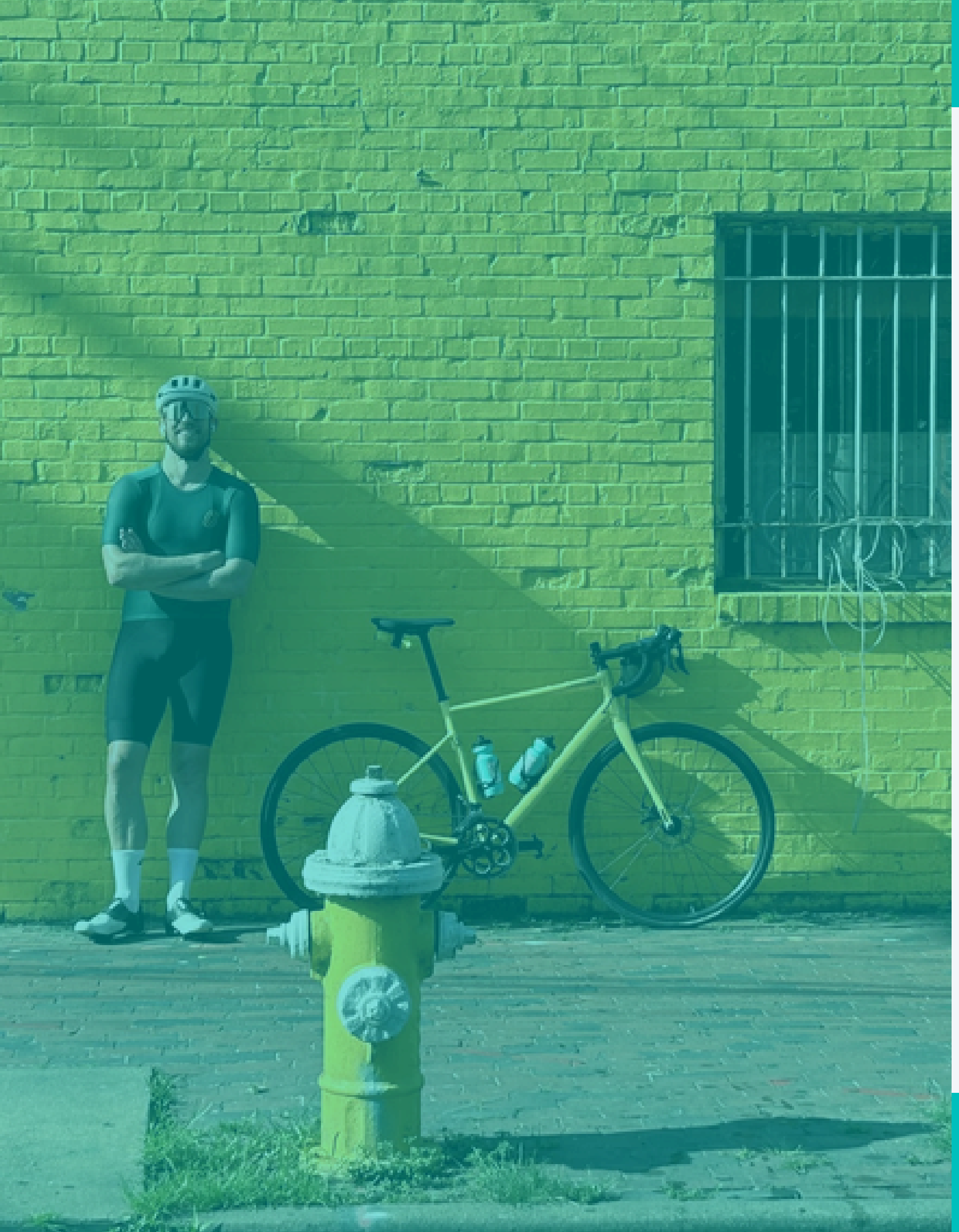
HAVE AN OPEN DISCUSSION ABOUT RISKS





RISKSTORMING DIFFERENT FLAVOURS

- SOLO
- PHYSICAL
- DIGITAL WHITEBOARD
- ONLINE APP



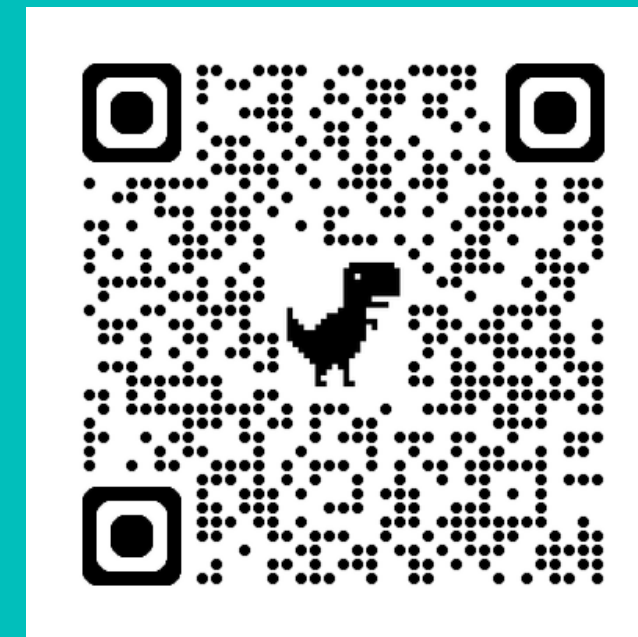
RISKSTORMING **WHAT'S NEXT?**

- ACTION POINTS
- ASSUMPTIONS-TO-HOLD-TRUE
- RISK MITIGATION ROADMAP



**BEREN
VAN DAELE**

**Your next steps:
Free 10 day Email Course
E-book**



Beren@isleof.it
RiskStormingOnline.com