

KiwiCloud Migration

iMinKit Device Management Transition to KiwiCloud UEM Platform

APPENDIX 3 – RISK REGISTER



ABOUT THIS DOCUMENT

This Appendix is a companion document to the KiwiCloud Migration Playbook. It catalogues the risks identified for the iMinKit-to-KiwiCloud migration, along with their probability, impact, residual level, and the mitigation or contingency measures planned by the KiwiCloud team. It is distributed to customers together with the Migration Playbook and related materials.

ID	Risk	Probability	Impact	Level	Mitigation / Contingency
RK-01	Temporary blank management interfaces during migration	Low	Low	Low	KiwiCloud team issues advance notifications; end-user device applications remain fully functional throughout
RK-02	Extended synchronization time for large data volumes	Low	Low	Low	KiwiCloud team schedules migration during off-peak hours and monitors progress in real time; Official Migration Auto-Task typically completes within a few minutes
RK-03	Devices temporarily offline during the migration window	Medium	Low	Low	KiwiCloud team notifies customer to maintain device connectivity; KiwiCloud UEM platform shadow device mechanism retains and auto-executes commands when devices come back online
RK-04	Discrepancies in migrated data	Low	Medium	Low	KiwiCloud team uses automated intelligent validation tools and maintains real-time monitoring throughout migration; any discrepancies surfaced are addressed before phase sign-off
RK-05	Post-migration policy or group assignment not applied as expected	Low	Medium	Low	KiwiCloud team verifies Enrollment Config references the correct associated group; checks for conflicting policies; reviews deployment status in admin console on KiwiCloud platform
RK-06	Devices receive the Remote Assistance upgrade later than expected (e.g., powered off during Phase 3 or Phase 4)	Low	Low	Low	Remote Assistance upgrading policy remains active on the iMinKit platform after Phase 4 and continues to deliver the upgrade to any device that comes back online via the iMinKit polling mechanism (every 4 hours); the KiwiCloud team monitors upgrade status and follows up with the customer on any remaining devices
RK-07	Official Migration Auto-Task triggered before the upgrading policy is verified to be working, resulting in migration of devices that have not yet received KiwiCloud Remote Assistance	Low	Medium	Low	KiwiCloud team monitors upgrade progress on the iMinKit platform and waits until a meaningful portion of devices (e.g., around 60%, varying per customer) have successfully upgraded to KiwiCloud Remote Assistance before performing the Official Migration Auto-Task; this serves as a smoke test confirming the upgrading policy itself has been correctly deployed
RK-08	Unexpected business disruption observed post-migration	Low	High	High	Customer triggers rollback decision and notifies the KiwiCloud team; KiwiCloud team performs technical rollback on KiwiCloud platform and iMinKit platform; rollback criteria to be discussed and agreed with each customer on a case-by-case basis

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RK-09	Limited device connectivity due to firewall restrictions blocking KiwiCloud platform domains and ports	Low	Low	Low	Phase 2 verification includes customer whitelisting KiwiCloud platform domains and ports in their network/firewall configuration (see Migration Readiness Checklist and Migration Appendix 2); for customers with devices deployed across multiple regions or countries, consistent whitelisting across all sites within the preparation window may not be practically achievable; affected devices retain connectivity to iMinKit and continue normal operations until connectivity is resolved; customers are advised to progressively resolve firewall whitelisting site-by-site post-migration
RK-10	iMin APP Store or Remote Assistance blacklisted on iMinKit platform by customer, preventing upgrading policies from being applied	Low	Medium	Low	KiwiCloud team verifies during Phase 3 that neither iMin APP Store nor Remote Assistance is blacklisted on the iMinKit platform before configuring upgrading policies; customer removes any such blacklist entries on the iMinKit platform prior to proceeding
RK-11	Email address conflict between KiwiCloud Trial Account (if it's a KiwiCloud Standalone Account) and iMinKit Official Account during Official Migration Auto-Task	Low	Low	Low	KiwiCloud team deletes the KiwiCloud Trial Account and all sub-accounts under the KiwiCloud Trial Account from the KiwiCloud platform during Phase 2 (Preparation), before Test Migration or Official Migration begins.
RK-12	New data and configurations created on the KiwiCloud platform during Phase 5 (Acceptance) are not preserved if a rollback is triggered, as KiwiCloud-side changes are not synchronized back to the iMinKit platform	Low	Medium	Low	Customer is advised during Phase 5 to avoid creating new configurations (e.g., re-grouping devices, setting new policies) on the KiwiCloud platform until acceptance is signed off; if rollback is subsequently triggered, any lost configurations can be re-created on the KiwiCloud platform once the underlying issue is resolved