



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Assignment 1 (Spring 2021)

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Section

**Master of Project
Management**

Date

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Course Code

(PMG510)

Project Risk Management

Instructions:

- يغلق الواجب يوم الإثنين ١ مارس في تمام الساعة ٩ مساءً.
- الواجب سؤال واحد مقالي من ٤ درجات ما لا يقل عن ١٥٠ كلمة باستخدام font 12.
- الإجابة على الواجب باللغة الإنجليزية واللغة العربية مع مراعاة أن تكون المصطلحات باللغة الإنجليزية
- يرجى ضرورة التحويل إلى صيغة pdf بعد الانتهاء من الواجب ورفعته على المودل.
- الحل يكون على هذا النموذج الخاص بالجامعة فقط ولن تقبل أي مستندات أخرى.

Instructor's Name: Eng. Mosaab M. Hamed

حتى الآن من المفترض أن تكون أصبحت قادراً على التعرف والتمييز بين أنواع المخاطر المختلفة وكيفية التعامل معها. كما يمكنك الآن رؤية كيف يتم هذا الأمر في الشركات الكبيرة والمرموقة.

في هذا الواجب: قم باختيار واحدة من الشركات التالية:

أرامكو السعودية

البنك الأهلي التجاري

شركة الاتصالات السعودية

قم باختيار واحدة من الشركات الثلاث المذكورة أعلاه ثم ابحث عن أي 4 مخاطر تواجهها هذه الشركة .

لكل خطر من هذه المخاطر قم بالاجابة عن الأسئلة التالية:

1. لماذا اعتبرته خطراً؟
2. ماهو نوع هذا الخطر؟
3. ماهي احتمالية هذا الخطر؟ وفي حالة وقوعه مامدى قوة وتأثير هذا الخطر؟
4. ماهي السياسة أو الاستراتيجية التي تتبعها هذه الشركة للتعامل مع هذا الخطر وادارته؟

** يمكنك الاجابة باللغة العربية أو الانجليزية على ألا تتجاوز اجابتك صفحتين من النوع A4

** يتم تسليم جميع الاجابات في ملف بصيغة pdf.

** حجم الخط 12.

** نوع الخط Arial.

** المسافة بين الأسطر (line spacing) 1.5

أمنياتي بالتوفيق.

Throughout this course you have learned about the different types of risk and how businesses manage them. Now you will be able to see how it is done in a well-known company.

Your assignment is to choose one of the following companies:

Saudi Aramco

The National Commercial Bank

Saudi Telecom Company

Do some research on any of the aforementioned companies and identify four risks they are facing.

For each risk please answer the following:

1. Why is this a risk?
2. What type of risk is it?
3. What is the likelihood of the risk? How great is the impact?
4. What strategy or policy does the company use to manage the risk?

** Your answers could either be in Arabic or English.

** You should submit your assignment in a pdf formatted file.

** Font size should be 12.

** Font type is Arial.

** Line spacing is 1.5.

All the best.



There are plenty of risks associated with the 'Saudi Telecom Company (STC)' but some of them are discussed below.

Risk (1) Security of information/ Cyber Security:

As a company of telecommunication, it has record of personnel data base which usually stored digitally. This is the risk because it can damage the goodwill and clients trust on the company if someone steals and use for unfair purposes as well as has threats at country level.

This is the hazard risk having huge impact on the company operations if data of customers neither properly secured nor back-up of the data has been retain. The cost due to trying to prevent this risk will increase.

To reduce it up to acceptable level the company taking proper measures as following:

- Developed system logs in which every login, logout and different activities of users in company can be recorded.
- Restrict access to source data and Virus protection systems.
- Control over transmission of data (Encryption, acknowledgement system, authentication codes).
- Using check sum and check digits to ensure that data received is intact.
- Contingency plan and back-up arrangements.

Risk (2) Pressure to Innovate and Advancement:

Another risk is to develop the systems and facilities for customers in conformity with industry practices and offer more to obtain competitive advantage. The history is full of examples that those companies which have not updated themselves timely are no more. This risk has positive side as well because if our developed service work well and create easiness for users then it will generate more business and reputability of business will rise.

This risk is an opportunity risk as well as control risk because if we invest to improve the operations then it might be possible that outcome is positive or our intended results cannot be obtained due to unavoidable circumstances and element of uncertainty is always there.

The impact and likelihood of this risk are considerably long term.

Strategies which STC is following to manage this risk are:

- Appropriate IT standards used when designing, developing, programming new system with proper test carried out before execution of new systems.
- Set a proper department of research and development, people involved in department updated with technology, creative minds to set new standards, provide cheaper services to customers, aware of the security concerns and future of internet and of course artificial intelligence is one of the key methods to apply for progressing.

Risk (3) Over reliance and outsourcing:

Huge dependence on the digital systems is also a risk. As Saudi Telecom Company uses the services of “Qualys” i.e. using there cloud system ‘Qualys private cloud platform’ and also taking the facility in shape of ‘qualys vulnerability management’. So, if qualys systems of detection and cloud crash then it will affect the STC and resultantly the poor services to customers will cause to lose customers and other companies will take advantages of it. The type of the risk here are hazard as well as opportunity risk because by outsourcing company taking benefits by focusing on other affairs of company and improving. Apparently the magnitude of this risk is unlikely, but it can impact on in long term period. Some strategies in this regard STC applied are as under:

- Ensure the periodic review of the systems of concerned service organization.
- Don’t put all the controls and data on their systems that if they gamble or crash then our own backup should be up to the mark to overcome that uncertain happening.
- Agree the terms, conditions, and fee for considerably long period to avoid switching.
- Strengthen the controls of company and try to lessen the reliance on others.

Risk (4) Detection of vulnerability:

Timely detection of vulnerability, information of disconnection of signals, hacker attack on our system is also very important factor. So, it will be risk for company to not detect and correct some owed things which will be harmful for clients and for company as well.

This seems the control and compliance risk and magnitude of risk highly depend on the nature of vulnerability identified which either have medium or long term impacts.

Some actions by STC to make this risk as low as possible are:

- Company has practices to arrange period audit and reviews of financial, operational, compliance requirement from the independent and unbiased persons.

- STC set up the fair feedback response system on services from users and resolve all the issues on time to avoid unfavorable outcomes.
- Moreover STC using the “qualys vulnerability management QVM” system to inhibit the unwanted outcomes and trying to improve it day by day.

Source: <https://www.qualys.com/customers/success-stories/saudi-telecom-company-modernises-vulnerability-management-increasing-visibility-digital-risks/>