



Everyone's Smart University

Project (Spring 2021)

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PROJECT Risk Management

Risk Associated with Virtual Team Communication

1. Introduction

In order to justify their existence, today's organizations face numerous challenges. Effective communication, growing shareholder value, advancement in technology, and new pandemic in world (covid 19) are just a few of the challenges. Organizations have often considered it necessary to quantify their performance in order to accomplish their goals. As a result of this challenges, a virtual communication team has arisen as a result of the rapid growth of technology and the ability to minimize operating costs through the use of technology as a way to communicate. According to (Zigurs, 2003), Continuous technological advancement, such as internet video call, video conference, and voice over input can even have a significant risk on virtual team interaction.

Risk is characterized as an unknown situation or a condition that will have pro or con effects for the project's goals if it happens. Risk management is a key driver of a project's success, are categorized into four categories: hazard, uncertainty and opportunity risks (Hopkin, 2010). There are many risks associated with virtual team projects this risk could be advantageous. I wrote this paper about a project that I am working on with the Ministry of Health, which is the creation of a national protocol for the prevention and management of patient falls in hospitals. Due to the geographical distance between team members and the standard precautions of the Corona pandemic, virtual team was formed in this project, as well as a focus on remote communication. Managing a risk associated with virtual communication in the project can be a challenge for project manager, which is why the study's goal is to explore and mitigate a risk associated with remote communication between team members in project planning phase.

Risk	Definition
1. Phishing and spoofing	The cyber-criminal sends the mail user a message or link that takes the user to a malicious website.
2. Privacy	Associated with data or file sharing to relevant stakeholder.

3. Network security	Users with permission to use network services
4. Internet connections	Interruption in the internet connection or slow connection
5. Targeted attacks	Program or file that is harmful to a computer user as Malicious Files
6. Application use in virtual meeting	Formal communication methods for easy online meetings
7. Technology Literacy	Ability to safely and effectively use appropriate technology

2. Methodology

In every research study, the methodology guides the progress of the study. Hence the methodology is the guiding framework that shows step by step procedures that the researcher uses to achieve the objectives of the study. This paper is aiming to explore and mitigate a risk associated with remote communication between team members in project planning phase, the paper has an exploratory purpose.

2.1 Risk Impact:

Likelihood	Very High	Several/ many occurrences or chances of occurrences is more than 75%
	High	Few occurrences or chances of occurrences is between 50% and 75%
	Moderate	Might occur at same time or chance of occurrences is between 25% and 50%
	Low	Small chance of occurring at some time or chance of occurrence is between 10% and 25%
	Very Low	Occur only exceptional circumstances or chance of occurrence is below 10%

Likelihood	Very High (5)	5	10	15	20	25
	High (4)	4	8	12	16	20
	Moderate (3)	3	6	9	12	15
	Low (2)	2	4	6	8	10
	Very Low (1)	1	2	3	4	5
		Very Low (1)	Low (2)	Moderate (3)	High (4)	Very High (5)
Impact						

Description	Risk			How to prevent and mitigate the risk
	P	S	P*S	
Phishing and spoofing	3	1	3	Require encryption for employees that are virtual communicate. Encrypt all sensitive information. Install an antivirus solution. Develop a security policy.
Privacy	3	5	15	Develop a privacy and confidentiality policy.
Network security	2	4	8	Install firewalls, antivirus. Create a virtual communication policy.
Internet connections	5	5	25	The organization provides reliable internet connection.

Targeted attacks	4	5	20	Install firewalls, antivirus. Create a virtual communication policy. Secure access to organization systems.
Application use in virtual meeting	5	3	15	Use approved applications. Create a virtual communication policy.
Technology Literacy	1	2	2	Train employees to use the application. Set a meeting facilitator.
Total		25	88	

2.2 Expected Monetary Value for Virtual Project Team Risk

Risk	Probability	Impact	Contingency
Phishing and spoofing	30%	1000	300
Privacy	30%	5000	1500
Network security	20%	4000	800
Internet connections	50%	5000	2500
Targeted attacks	40%	5000	2000
Application use in virtual meeting	50%	3000	1500
Technology Literacy	10%	2000	200
Total		25000	8800

Total contingency request for this project is 8800, which could be added to project budget as risk contingency.

2.3 Risk and Triggers:

Risk	Source	Prevention	Response	Impact
Phishing and spoofing	Malicious website	Awareness	Updated antivirus	Damage
Privacy	File sharing	Confidentiality policy	Awareness	Disclosure of confidential information
Network security	The use of the network by unknown persons	Create a virtual communication policy	Install firewalls, antivirus	Damage
Internet connections	Interruption	The organization provides reliable internet connection	Use another internet connection	Not attending the meeting
Targeted attacks	Malicious files	Create a virtual communication policy	Install firewalls, antivirus	Damage
Application use in virtual meeting	Use unapproved application	Create a virtual communication policy	Awareness	Not attending the meeting

Technology Literacy	unsafely and ineffective use	Employee's training	Facilitator	Not attending the meeting
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3. Conclusion

The overarching aim of this study was to gain an understanding project manager role regarding mitigate a risk associated with remote communication. Since virtual teams are becoming more popular in organizations, appropriate risk management plan is needed to lead both practice and science. One of the most important responsibilities of a project manager is to plan well to manage the virtual team risk to help in the success of the project.

4. References

(2003). Leadership in virtual teams: Oxymoron or opportunity? *Organizational Dynamics*, 31, 339-351.

Hopkin, P. (2010). Fundamentals of Risk Management. The Institute of Risk Managemen.