



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section

Master

Date

Thursday

18 / 03 / 2021.

Course Code

(PMG510)

Project Risk Management

Instructions:

- اخر موعد للتسليم هو يوم السبت 08-05-2021 في تمام الساعة 9 مساءً.
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- يتم تسليم المشروع في صيغة ملف pdf مع الالتزام نموذج الجامعة ولن تقبل أي مستندات أخرى.
- يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion، وأخيراً المراجع References. وان كان هناك ملحقات Appendices يتم إضافتها)
- يجب الالتزام بـ Theme موحد كما يلي:
- حجم الخط 12.
- نوع الخط Arial.
- لون الخط أسود.
- المسافة بين الأسطر line spacing 1.5
- عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: Eng. Mosaab M. Hamed

Project:

Risk Identification and Analysis (Based on the project you chose in APM)

The objective of this report is to identify project risks, prepare a risk probability matrix, and carry out an analysis of selected risks. Referring to the project you select in **Advanced projects management APM course**, your task is to prepare a risk management plan that identifies potential risks in **the selected stage of the project** and identify risk management strategies.

From the course content and readings, you know that the overall purpose of risk planning is to anticipate possible risk events and be ready to take appropriate action when risk events occur—to eliminate or reduce negative impacts on the project.

You may wish to begin this exercise with a brainstorming about potential risks to get candidate risks “on the table” for consideration. And then identify and refine that wording for risks that have some realistic chance of occurring in this stage. For example, potential weather problems present a real obstacle to completing field data collection by the planned completion date. It is also an issue that the project manager will ultimately have to plan for, as opposed to other issues such as a major disaster (e.g., your office burning down), is not a high-enough probability event that requires much time in planning. As described below, you will select several of the identified risks and carry out a risk analysis.

You will use the distilled list of risks to make a risk probability/impact matrix. The matrix will have at least three categories (high/medium/low) for probability and impact.

Remember that it is important to name risks effectively—use words that describe the risk event and point to the impact on the project (e.g., “injury of field technician disrupts data installation work”).

After completion of the risk matrix, document a risk analysis for the selected risks. This detailed documentation for that selected risk will include:

- a description of the risk and potential impacts (schedule, quality of work, cost, etc.) on the project.
- indicators or triggers that would be monitored to help identify the risk as early as possible.
- specific risk response strategies to take.

Using probability and impact matrix calculate the **Expected Monetary Value (EMV)** for all risks that have the impact in terms of cost \$\$.

Best of luck...

المشروع:

التعرف على المخاطر وتحليلها (بحث مبني على مشروعك الذي اخترته في مادة ادارة المشاريع المتقدمة)

الغرض من هذا التقرير هو التعرف على المخاطر المحيطة بالمرحلة التي تختارها المرحلة من مراحل مشروعك (نفس المرحلة التي اخترت التطرق لها في مشروعك لمادة إدارة المشاريع المتقدمة Advanced project management) حيث أن مهمتك هي تحضير خطة متكاملة لإدارة المخاطر تشمل التعريف بالمخاطر المحتملة التي تحيط بتلك المرحلة وتحضير مصفوفة احتمالية المخاطر ومن ثم القيام بالتحليل لهذه المخاطر المختارة وتحديد استراتيجيات ادارة المخاطر المناسبة لكل خطر على حدة.

من محتويات المقرر والمصادر الأخرى المتاحة أصبحت تعلم الان أن الغرض العام لمرحلة التخطيط للمخاطر هي توقع أحداث المخاطر المحتملة والتجهز لاتخاذ ردة الفعل المناسبة عند وقوع الخطر – لمنع أو تقليل الاثار السلبية على المشروع.

قد تحبذ بداية هذا البحث بعصف ذهني عن ماهية المخاطر التي قد تحيط بتلك المرحلة من مراحل مشروعك, وذلك للحصول على قائمة بتلك المخاطر. ومن ثم تحديد وتصفية هذه القائمة للوصول إلى قائمة مختصرة بالمخاطر التي لها فرصة واقعية أكبر في الحدوث. على سبيل المثال: المشاكل الجوية المتوقعة والتي تمثل عقبة حقيقية أمام اكتمال جمع البيانات من المواقع في أو قبل الوقت المحدد، هذه تعتبر مشكلة على مدير المشاريع أن يضعها في الحسبان. من ناحية أخرى، فإن المخاطر غير الواقعية مثل الكوارث الطبيعية والأعاصير (تلك التي تسبب حريقاً بمكتبك وفقدان الأوراق المهمة) ليست لها احتمالية وقوع عالية وبالتالي لاتستدعي تضيق الكثير من الوقت في التخطيط لها. كما سيتبين لك، ستقوم باختيار عدة مخاطر من تلك التي قمت بالتعرف عليها لتحليلها.

ستقوم باستخدام هذه القائمة المختصرة لعمل مصفوفة المخاطر (الاحتمالية/الأثر). المصفوفة ستحتوي على الأقل على ثلاث تصنيفات (عالي/متوسط/منخفض) للإحتمالية والأثر.

لاتنس استخدام أسماء تصف طبيعة المخاطر بصورة فعالة – قم باستخدام كلمات تصف الحادثة الخطرة وتشير الى أثرها على المشروع (مثل: إصابة أحد الفنيين في الموقع مما يؤثر على أعمال التركيب).

بعد انتهاءك من مصفوفة المخاطر، قم بتوثيق تحليلك للمخاطر المختارة. هذا التسجيل المفصل للمخاطر يجب أن يتضمن:

- وصف للخطر واثاره المحتملة (الجدولة، جودة العمل، التكلفة، الخ)
- المؤشرات والمحفزات التي يجب مراقبتها للمساعدة في التعرف على هذا الخطر قبل وقوعه
- تفصيل للاستجابة المقترحة للتصدي لهذا الخطر

باستخدام مصفوفة الاحتمالات والتأثير ، احسب **القيمة النقدية المتوقعة (EMV)** لجميع المخاطر التي لها تأثير من حيث التكلفة \$\$.

مع تمنياتي بالتوفيق..

Call Center

Introduction

With increasing of numbers of companies that open in the market and the cost of establish call center for most of them. My project is to establish call center company that contract with medium and small company to receive their customer's call and serve them. Also, we are planning to rent small building for few of employee and the rest of the employee will work from home. We are going to see the risk of this project and what we can do for it.

Literature Review

As we are at initiation phase of project, here is some risk we may face.

- 1- Not get enough contracts to process our company.
- 2- Some government institute request high privacy and security to contract with us.
- 3- Find building have enough space for employee and items
- 4- Lockdown may return back
- 5- Home employee after resigning not return the company tools e.g. laptop, headset...
- 6- Spread the customer's information.
- 7- Bad internet connection with some employee at their home.
- 8- Dealing with different companies' customer in one day
- 9- Schedule forecasting does not meet service levels for the different companies.
- 10- Employees find the quality of different companies requires are difficult.

Methodology

No.	List of Risks	Probability	impact
1	Not get enough contracts to process our company.	0.7	0.8

2	Some government institute request high privacy and security to contract with us.	0.8	0.6
3	Find building have enough space for employee and items	0.2	0.7
4	Lockdown may return back	0.2	0.8
5	Home employee after resigning not return the company tools e.g. laptop, headset...	0.7	0.3
6	Spread the customer's information.	0.4	0.6
7	Bad internet connection with some employee at their home.	0.6	0.3
8	Dealing with different companies' customer in one day	0.7	0.3
9	Schedule forecasting does not meet service levels for the different companies.	0.8	0.2
10	Employees find the quality of different companies requires are difficult.	0.6	0.2

Severity

		Impact		
		0.8 - 0.7	0.6 - 0.4	0.3 - 0.2
Probability	0.8 - 0.7	High	High	Medium
	0.6 - 0.4	High	Medium	Low

	0.3 - 0.2	Medium	Low	Low
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No.	List of Risks	Probability	impact	Severity	Response plan	Mitigate Action
1	Not get enough contracts to process our company.	0.7	0.8	High	Give big promotion and discount for new company's contracts	Take a loan from bank to process the finance for starting years
2	Some government institute request high privacy and security to contract with us.	0.8	0.6	High	Assign team or department to deal with government institute	Deal with private sector in start
3	Find building have enough space for employee and items	0.2	0.7	Medium	Search in the big three city or rent two small buildings	Also we can rent one small building and let our employees work from home
4	Lockdown may return back	0.2	0.8	Medium	Give our employee all access and privilege to work from home	Use private and powerful cloud services which help us to access our data
5	Home employee after resigning not return the company tools e.g. laptop, headset...	0.7	0.3	Medium	Mention in their contract all items they will get from the building	Charge in their final finance rights

6	Spread the customer's information.	0.4	0.6	Medium	Establish quality team who response to any illegal access to customer information	HR and Administration take an illegal action against the employee who spread the information
7	Bad internet connection with some employee at their home.	0.6	0.3	Medium	We can request good internet connection for who wants to apply to our jobs	Home Employees with bad connections can come to main building to work
8	Dealing with different companies' customer in one day	0.7	0.3	Medium	Assign each team for company	Quality team should evaluate each company protocol
9	Schedule forecasting does not meet service levels for the different companies.	0.8	0.2	Medium	Work Force Team should study each queue and employee count	Every Team should have full access and training for any company queue when needed
10	Employees find the quality of different companies requires are difficult.	0.6	0.2	Medium	Give quality training from beginning	more practice

EMW

The total impact cost is 433000 SR and the Risk contingency cost is 19900 SR.

No.	List of Risks	Probability	Impact cost SR	Risk contingency
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1	Not get enough contracts to process our company.	0.7	200000	140000
2	Some government institute request high privacy and security to contract with us.	0.8	5000	4000
3	Find building have enough space for employee and items	0.2	150000	30000
4	Lockdown may return back	0.2	50000	10000
5	Home employee after resigning not return the company tools e.g. laptop, headset...	0.7	5000	3500
6	Spread the customer's information.	0.4	15000	6000
7	Bad internet connection with some employee at their home.	0.6	1000	600
8	Dealing with different companies' customer in one day	0.7	1000	700
9	Schedule forecasting does not meet service levels for the different companies.	0.8	3000	2400
10	Employees find the quality of different companies requires are difficult.	0.6	3000	1800
Total			433000	199000

Results and Discussion

We can see that most of the risk is medium but two risks are high, high risks will cost us a lot of money but in other hand we earn much more money so, we should go with mitigate action which ensure our income and reduce our losses.

The risk contingency is really high as around 200000 SR but our company's capital is 50 million SR. so, we can cover the early loss during the first year of working.

When running an in-house call center, the business must continually assess various risks to the call center operation and evaluate their potential impacts on service and profitability. Contingency plans must be developed that include reviews of facilities, staffing, call center systems, telecommunications networks, information systems, and access channels to prevent problems from occurring as well as recovery plans if a disaster does happen.(1)

Reference

- (1) Call Center Metrics: Fundamentals of Call Center Staffing and Technologies, NAQC Issue Paper, page 7 part 4