



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section

Master

Date

Thursday

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Course Code

(PMG510)

Project Risk Management

Instructions:

- اخر موعد للتسليم هو يوم السبت 2021-05-08 في تمام الساعة ٩ 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 الآن أن الغرض العام لمرحلة التخطيط للمخاطر هي توقع أحداث المخاطر المحتملة والتجهز لاتخاذ ردة الفعل المناسبة عند وقوع الخطر – لمنع أو تقليل الآثار 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..

Risks of coffee shop project

Introduction

In the coffee shop industry, we witnessed such marvelous growth here in Saudi Arabia, where it has shown huge interest particularly in coffee, and for that Saudi hosted the world's largest gathering of coffee and chocolate enthusiasts at recently concluded second middle east coffee conference, and it was held in conjunction with the 6th international coffee and chocolate exhibition.

In my other research I did before I talked about coffee shop project, and here I will talk about the kind of risks that come along with this project in details, I will write about risks may occur and how do we response to such a risk and what is our measure procedures.

The project is in the planning phase, the new investors here in Saudi agreed to one of the organizations proposals, which was a coffee shop located in the north of Riyadh, offering only high standard coffees as lattes, espresso, macchiatos, also simple meals, and TCP merchandise and other dinks such as tea, mint, and as well as shots of flavors and a selection of milk alternatives, in achieving it's goal to provide great coffee with a cause of becoming the only place which maintain these high standards, and a part of the project is donate amount of the profit to a charity from the customer's choosing also from the TCP merchandise profits.

Methodology

And I will write down a list of known risks might occur to any coffee shop project, as we do a brainstorming to get the most likely risks to coffee shops, here we list them in first table.

Table 1

Risk category	Possible negative risk areas	Possible positive risk areas
Strategy	Business performance	Planning
	Investor relations	Target setting, vision and goals
	Communication of strategic direction set by board	New business opportunities
	Joint venture management	Strategy development
Human resources	Remuneration and entitlements	Workers compensation
	Workplace industrial relations	Diversity
	Employee safety and health	Recruitment and retention
	Employment practices	Communication
	Performance incentivisation	Skills availability, training and development
Information technology	Data security	Service delivery
	Service maintenance	System development and new systems
	Sharing of classified information	Data integrity
	Data management	Availability
Marketing	Image and reputation	New products
	Customer service	Project management
	Obsolescence	Research and development
	Competitive positioning	Trademarks
	Product liability	pricing and costing

Now we have a list of risks that I will select the more likely our project would face or might face in the future, and I will create risks matrix to determine probability and the impact of every risk. Table 2

probability	0.3 - 0.70	high	high	medium
	0.0 - 0.20	high	medium	low
	0.0 - 0.21	medium	low	low
		0.7 - 1	0.0 - 0.20	0.0 - 0.21
		impact		

And based on the matrix above I created the next table of those risks we mentioned before. Table 3

List of risks	probability	impact
Investor relations	0.8	0.8
Communication of strategic direction set by board	0.4	0.2
Employee safety and health	0.2	0.8
Employment practices	0.1	0.2
Data security	0.1	0.9
Service maintenance	0.2	0.8
data management	0.4	0.8
Image and reputation	0.1	0.2
Customer service	0.3	0.3
pricing and costing	0.8	0.4

After selecting and studying each of every risk we have in the previous table, we must prepare every action and response for all risks we might come across through the project's life and put plans to minimize and mitigate the impact and severity.

in table 4 as we noticed we will find every risk with their proper response or action, and how sever it is for those risks, and based on that information we got from this matrix we were able to determent the best way or plan to respond. Table 4

List of risks	probability	impact	severity	responses/actions
Investor relations	0.8	0.8	high	improve and manage the communication between investors
Communication of strategic direction set by board	0.4	0.2	low	the board can choose difficult or ineffective communication, we set meetings with everyone and decide later or together
Employee safety and health	0.2	0.8	medium	this is a hazard risk we minimize this risk as much as we can with putting control measures in place
Employment practices	0.1	0.2	low	set rules and best examples of employment practices and monitor it
Data security	0.1	0.9	medium	best way to maintain this risk is to have the best software and protection program from the beginning
Service maintenance	0.2	0.8	medium	monitor services in all project life cycle and develop it with change measures being in place
data management	0.4	0.8	high	record every and every way to deal with it in risk register
Image and reputation	0.1	0.2	low	put plans for every thing such as the launch of new product or service
Customer service	0.3	0.3	medium	better communication with customers, listening and solve problems
pricing and costing	0.8	0.4	high	study the market before any pricing for new service

Results

after this we will calculate EMV cost or risk budget for every risk.

Note: all numbers are not real but random.

The total potential for impact on the plan is 154000 SAR

The total potential for contingency 89000 SAR

Table 5

List of risks	probability	impact cost SAR	risk contingency
Investor relations	0.8	10000	8000
Communication of strategic direction set by board	0.4	10000	4000
Employee safety and health	0.2	20000	4000
Employment practices	0.1	15000	1500
Data security	0.1	15000	1500
Service maintenance	0.2	10000	2000
Data management	0.4	6000	2400
Image and reputation	0.1	30000	3000
Customer service	0.3	18000	5400
Pricing and costing	0.8	20000	16000
total		154000	47,800

Discussion

In table 4 we can see that marginal effects will have effect on the business to want to do something against these risks that maybe unnoticed, however not for extended periods of time.

Lastly, crucial risks call for the business to spot ways that and measures that require to be known and enforced for the success of the firm.

Certain risks are those that the business is bound they will occur whereas the rare ones are the risks whose probabilities of happening are terribly little regardless of their effects to the operations of the Petra occasional Business.

In the previous table, table 5 give us results for risks budget and how to be prepare as much as possible for any slight probability that one of them would occur, and what risk has the priority.

References

Fundamental of risk management 5th edition / by paul Hopkin.

