



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Assignment 1 (Spring 2021)

Student Name...Amani AlQahtani..... اسم الطالب.....

Students I.D ...2021200766..... الرقم الجامعي.....

Section

**Master of Project
Management**

Date

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Course Code

(PMG510)

Project Risk Management

Instructions:

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.

Saudi Telecom Company

Risk no. 1: Ignoring the demand for privacy and security

- **Reason:** This could put clients at risk especially if their network got threatened or if secret information got exposed which could be used by ID theft and resulted in exposing customers phone numbers to spam and annoying messages, companies may have high profile information. STC could be a source of disturbance to its customers which is not acceptable for the company.
- **Type:** Control risk (uncertainty)
- **Likelihood and Impact:** Low likelihood and high impact
- **Risk management:**
 1. Perform regular compliance risk assessment to remain ahead of the threat.
 2. STC should comply with Communications and Information Technology Commission (CITC) regulation (CITC decision no. 395/1439 dated 3/11/1439 H).
 3. STC should have advanced detection and response capabilities in a timely manner (usage of high technology).
 4. Assign professional expert team to go through recent cyber similar incidents and see how they were handled.

Risk no. 2: Exchange rate and fluctuating currency

- **Reason:** It may cause problems especially that the company has branches in other countries which will lead to instability for customers for their invoices and it could be in higher level if the company has partnership with companies in foreign countries, that could lead to shift to other companies in the long run.
- **Type:** Control risk (uncertainty)
- **Likelihood and Impact:** Low likelihood and low impact
- **Risk management:**

1. The company should offer different types of packages relying on customers' needs with fixed price.
2. Long- term agreements with large companies to implement network or fibers so the currency change would not affect the terms of their contract.

Risk no. 3: Increased risk for competition

- **Reason:** Telecommunication companies have recently evolved significantly and competition has intensified in their offers to the customer. Companies must keep up with the digital and technical development or they will fail to prove their name in this field. STC should remain competitive with other companies..
- **Type:** Opportunity risk
- **Likelihood and Impact:** high likelihood and high impact
- **Risk management:**
 1. STC must adapt to rapidly changing market demands and the accelerating pace of technological innovation and offer bundles and packages that include fixed and mobile voice, fixed and mobile broadband, internet and roaming services.
 2. Geographic expansion in order to cover remote areas.

Risk no. 4: Failing to meet client's expectation

- **Reason:** Identify customers based on key indicators is one of the most important factors for any company especially for STC, otherwise quality parameters would not be met and therefore clients would not be loyal to STC and will find another service provider.
- **Type:** Opportunity risk
- **Likelihood and Impact:** low likelihood and high impact
- **Risk management:**
 1. Implementing rating system in a regular way.
 2. Dashboards for getting customers feedback and suggestions.