



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section

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Project Risk Management

Instructions:

- آخر 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 الإنجليزية.
- 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. وإن كان هناك ملحقات Appendices يتم إضافتها)
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Instructor's Name: Eng. Mosaab M. Hamed

THE RISKS OF CONVERSATION PARTNER PROJECT AT UNIVERSITY OF CALIFORNIA

1. INTRODUCTION:

As a number of universities increase around the global, each one starts to pay attention to consider the competitive advantages which are going to raise the university's value in term of universities selection process by potential students. Proudly, University of California is adopting numerous initiatives that aims to help its students have opportunities to enhance the current skills and acquire new ones. the University of California is taking the initiatives seriously as projects and working hard to accomplish the desire deliverables and outcomes professionally.

The conversation partner project is designed to help students of University of California to work better in their desire languages. Some students are required to take language subject based on their major plan while other choose their favorite language to study as elective subject with taking into consideration the requirement for English language proficiency for all international students to start the academic journey. As the project is going to be in University of California that located in United States of America, so the communication language will be in English language. The project plans to divide the students into categories by the type of languages that they want to get the improvement in such as English, Arabic, Spanish, French, and etc. These languages are selected based on the students' demands. Then, each student will match with language expert to assist him or her at their appropriate time by the project team member who responsible to coordinate and manage this language category. Both of them, student and language expert, are going to meet firstly to introduce themselves and create a suitable schedule to start the improvement sessions in order to reach the project objectives.

Communication is essential in all project life cycle, and key of success in the conversation partner project which allows the information to be transferred to understand easily by certain receivers. Moreover, all the processes of the project

are going to pass through communication channels and methods starting from project manager to project team members, project team members to language experts or students, and opposite. Despite that team members are diverse and come from different countries but all of them are settled in the same city which makes them considered as consolidated team and that leads to select and organize appropriate team structure to smooth the communication path and handle the execution outline to the team members correctly.

In the conversation partner project at University of California, I occupied the role of Project Manager. We are in the execution stage so I choose the interdisciplinary team structure because all the team members are specialized and skilled, and they are playing big part in the project's success. Furthermore, I get the advantages of using formal and informal communication channel to handle the outline of the project to team members in order to make sure that they understand their responsibilities and start to execute. On the other hand, there are potential blockers and noises that I am facing through the communication process but can easily eliminate if perfect communication plan is implemented.

Importantly, identification of risks is playing strong role in the project success. As much as we deduct the risks that might occur, the most appropriate respond we are going to take into consideration. In this research, we will put the lights on what are the potential risks, their impact, their triggers, the suitable responses, and calculate the Expected Monetary Value (EMV).

2. LITERATURE REVIEW:

2.1. PROJECT RISK MANAGEMENT:

Risks are involved in all projects, and might be threats or opportunities [1]. The well understanding of risks' nature and managing the risks effectively lead to avoid unforeseen and unexpected disasters, and also result in having the less contingency, tight margins, resourcing freedom for other activities, and opportunities seizing of investment that may rejected for consideration of "very risky" [1]. Moreover, Thomas and Donald illustrate that having suitable management of risks supports the project

manager to mitigate all types of knowing and unknowing of potential risks [2]. Being behind time schedule, exceeding the budget, unreached of target performance, and any other troubles that definitely will be as negative consequences which might occur if the risk management is failed to perform successfully [2].

2.2. IMPACT OF RISKS IDENTIFICATION:

Identify the potential risks of any projects in early stages will increase the chance of the project success. Thaheem and De Marco state that risks identification is allowing the threats to show up in the surface rather than become as problems that can have strong and massive impact [3]. In addition, several of tools and techniques that can be used to identify and recognize risks including information gathering, diagrams, assumptions analysis, and checklists [3]. Plus, it is so important to pay attention to identify the potential risks that linked with each segment of the project and predict the impact of each risk on the project if occur [4]. The purpose of risks identification is decreasing the risks' likelihood to occur as well as reducing the impact of them on the project, or might eliminating some of them completely [4].

3. METHODOLOGY:

In order to have propre risk management plan that leads to project success, there are several processes or steps that need to be done and taken into implementation.

3.1. RISKS IDENTIFICATION LIST:

At first, we need to start gathering information through brainstorming, lesson learned from previous similar projects, expert judgment, and any other beneficial analysis to come up with list of optional risks.

Table1:

Numbers	The List of Risks
1	Time struggles of matched expert and student (sessions don't hold)
2	Conflict between matched expert and student (rematch process)
3	Outbreak of Coronavirus pandemic (quarantine)

4	Number of experts in any language exceed the need (low language demand)
5	Number of students in any language more than expectation (high language demand)
6	Incapability of the expert (failure of knowledge delivery)

3.2. RISKS MATRIX:

After having the list of risks, we need to go through the risks matrix to determine the probability of each risk and its impacts.

Abbreviations	Low = 0 to 0.30	Medium = 0.31 to 0.70	High = 0.71 to 1
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Table 2:

No.	The List of Risks	Probability	Impact
1	Time struggles of matched expert and student (sessions don't hold)	0.60	0.90
2	Conflict between matched expert and student (rematch process)	0.30	0.50
3	Outbreak of Coronavirus pandemic (quarantine)	0.80	0.95
4	Number of experts in any language exceed the need (low language demand)	0.35	0.20
5	Number of students in any language more than expectation (high language demand)	0.85	0.75
6	Incapability of the expert (failure of knowledge delivery)	0.25	0.95

Figure 1:

Impact	0.71 to 1	Medium	High	High
	0.31 to 0.70	Low	Medium	High
	0 to 0.30	Low	Low	Medium
		0 to 0.30	0.31 to 0.70	0.71 to 1
		Probability		

3.3. RISKS ANALYSIS:

In this step, after using the risks matrix and having a view on the Bow-Tie analysis, we will easily evaluate and determine the severity of risks which will help us to develop proper response to each risk, preventive controls, and triggers.

Table 3:

No.	Probability	Impact	Severity	Potential impacts	Indicators or Triggers	Preventive Controls	Response Strategies
1	0.60	0.90	High	Sessions don't hold and delay of Schedule	Delay to hold the introducing meeting	Supervision by project manager	Team members considers expert and student free times before the matching process
2	0.30	0.50	Low	Rematch process and change in schedule	Sessions are not continuous	Observation by project manager	Deduct conflict reasons immediately as they appear
3	0.80	0.95	High	Quarantine and decrease quality of work	Increase of infected or critical cases	Social distance and PCR	Virtual sessions and online meetings
4	0.35	0.20	Low	Low language demand	Monthly report	Temporary stop of	Motivate them to be in

						experts' registration and create waiting list	touch when needed
5	0.85	0.75	high	High language demand, schedule pressuring, and affected quality of work	Monthly report	Temporary stop of students' registration and create waiting list	Motivate them to be in touch when vacancies occur
6	0.25	0.95	Medium	Failure of knowledge delivery and decrease quality of work	Change expert request and feedback	Quality checklist	Failed expert attends other successful expert's sessions

3.4. EXPECTED MONETARY VALUE (EMV):

Now, the EMV of the project need to be calculated with taking into consideration that costs are not exact but taken from experiences. 425000 \$ Is the total project's potential impact while 239500 \$ is the contingency cost. The calculation of EMV is showing in below table.

Table 4:

No.	The List of Risks	Probability	Impact cost \$	Risk contingency \$
1	Time struggles of matched expert and student (sessions don't hold)	0.60	90000	54000
2	Conflict between matched expert and student (rematch process)	0.30	50000	15000
3	Outbreak of Coronavirus pandemic (quarantine)	0.80	95000	76000
4	Number of experts in any language exceed the need (low language demand)	0.35	20000	7000
5	Number of students in any language more than expectation (high language demand)	0.85	75000	63750
6	Incapability of the expert (failure of knowledge delivery)	0.25	95000	23750
Total EMV			425000 \$	239500 \$

4. RESULTS AND DISCUSSION:

As outcomes that Table 3 showed above, the indicators and triggers that can play huge role to recognize the risks earlier, the preventive controls that help reduce the impact of the risks or at least mitigate them, and the appropriate or suitable responses toward the risks. Plus, we need to be conscious of all project's potential risks, however, risks that classified as low risk (Green) are supposed to not wasting the time that should be spend into other classified risks: medium risk (Yellow) and high risk (Red) which have more probability and massive impact.

Additionally, the results of EMV calculations shows the risks cost on the budgets. The risk that has the higher cost is risk number 3: outbreak of Coronavirus pandemic (quarantine), which means this particular risk need to be in position of the higher priority between others. On the other hand, other risks are also need to pay attentions to them are risk number 5 and 1: number of students in any language more than expectation (high language demand) and time struggles of matched expert and student (sessions don't hold).

5. REFERENCES:

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