



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section

Master

Date

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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

The Communications Risk in Hajj and Umrah

Introduction:

Risk management is referred to the process of identifying, evaluating and prioritizing different risks under uncertain situations. This process also deals with minimizing the extent of risks so that business objectives can be profitably achieved.

Communications is very important specially in Risk Management, if there is misunderstanding in any communications between departments at work or business or even a family it may lead to hug issue.

Our job is in Hajj and Umrah field we have a lot of communications external and internal and these communication is very important because one mistake may lead to wrong information and big issue.

We deal and communicate with Hajj Missions from different countries all over the world in Africa, Asia, etc.

It's a communication through huge Portal all Hajj Missions and company in Hajj and Umrah field must use it so the will be able to issues hajj visa for their own people.

The main risk in our job is we send or receive wrong information's or send important papers to wrong person, so before communicate with any department we must be sure which department we communicate with and with whom. Fast communication is very important in our work because we are dealing with many different countries in different time zone.

In short terms the risk management is plan should be part in every important communication activity so you can minimize the impact of potential problems and are not caught completely by surprise in something goes badly wrong.

Risks are may presents in all communication activities, especially in major undertaking.

The role of risk management is to identify potential risks, reduce the chances of those risks becoming reality, and to reduce the size of incidents if risks do turn into reality.

The main goal is to reach to the best communication without risk even if there is risk, we will do our best to make the risks very simple and easy to manage it and control by managing and contribute and solve it in best ways.

Literature Review and conceptual framework:

The Objectives of Risk Management is as:

1. Ascertain that risk management is in line with and facilitates the achievement of strategic and organizational goals.
2. Provide customers with high-quality service.
3. Take steps to avoid or mitigate risk's negative consequences.
4. Minimize the human costs of threats as much as possible.
5. Comply with all constitutional and legal requirements.
6. Reduce the financial and other negative effects of losses and lawsuits to the absolute minimum.
7. Reduce the risks associated with new technologies and operations to the absolute minimum.
8. Be able to make informed decisions and choices based on potential consequences.

The Advantages of Risk Management is:

1. It allows the company to consider its risks. Risk assessment, in particular, allows it to examine risks that may otherwise be ignored.
2. It helps the firm to be more informed by clarifying the risks. In other words, it assists the company in better managing itself.
3. It allows the company to prioritize its investments and avoids internal disagreements about how money should be invested.
4. It decreases the number of programs that are duplicated. One example is the integration of environmental, health, and safety programs.

The Disadvantages of Risk Management is:

1. Qualitative risk assessment is unreliable and subjective.

2. While unlikely accidents do happen, it might be best to keep the risk and live with the consequences if the failure does occur.

3. Devoting too much attention to identifying and handling improbable threats diverts money that could be put to better use.

The risk management mechanism serves as a blueprint for the steps that must be taken. The risk management process consists of five simple steps that must be followed in order to mitigate risk. It starts with defining risks, then analyzes them, then prioritizes them, implements a solution, and finally monitors the risk.

Five steps of the risk management process by christine Thomas/ may 4,2020

Risk Analysis (Qualitative)

The method of prioritizing risks for further study or intervention is known as qualitative risk analysis. This is accomplished by calculating the likelihood or probability of each risk arising, as well as its effect on the project.

Successful mitigation is the most effective way to handle this risk category: tracking organizational processes and directing people's actions and decisions against desired norms. We refer interested readers to the sidebar "Identifying and Managing Preventable Risks" instead of a complete review of best practices here since there is already a lot of literature on the rules-based enforcement approach.

Response to risks usually takes one of the following forms:

Avoidance: A company tries to minimize a risk by eliminating the source of the risk.

Mitigation is the process of decreasing the risk's expected financial value by reducing the likelihood of the risk occurring.

Acceptance: A company may be required to accept a risk under certain circumstances. This alternative is feasible if a company creates contingencies to minimize the risk's effect if it occurs.

Methodology:

This study takes a descriptive approach. We collect data from previous research and literature to address study risk management. In the discussion we will go over Risk Management in the context of a project. I chose to write in this project on Hajj and Umrah and the potential problems when performing Hajj or Umrah and we will explain the most important potential dangers that may occur during the Hajj season.

Identifying Risks:

The Abbreviation is: (L: low; M: medium; H: high)

Description	Risk			How to prevent and mitigate the risk
	P	I	P*S	
1. interruption of communication	3	3	9	Creating rolls at the ground to stop the interruption while receiving calls or communication and must be sending before starting the communication.
2. crushes and crowd management failures	2	4	8	Make schedule for pilgrims by times within 24/7 spicily in Holy place(Mina – Arafat – Muzdalifah)
3. Week Internet	4	5	20	Always use high- quality in.
4. Viruses	3	5	15	To prevent viruses' disease, we have to make sure that all employee had the vaccine for Influenza and other vaccines if needed.
5. employee sickness	2	3	6	Always check the employees and must be daily and if someone is sick it's better to take sick leave to prevent the disease among the employee.

Risk Matrix:

Risk probability	Risk severity				
	Catastrophic 5	Hazardous 4	Major 3	Minor 2	Negligible 1
Frequent-5					
Occasional-4	20				
Remote-3	15		9		
Improbable-2		8	6		
Extremely improbable-1					

EMV:

No. risk	P	I	EMV
1	30%	3000	900
2	20%	4000	800
3	40%	5000	2000
4	30%	5000	1500
5	20%	3000	600

Total EMV= 5800

Risk and triggers:

risk	source	prevention	response	impact
Week internet	Weak Communication	Observation internet and us high technology	Good quality of internet	Week internet and miss information

Crush and crowd	Less supervisor	By following the rules	Provides guidance for pilgrims	Injuries and suffocation
Viruses	Careless from some employee	terms and condition and making rolls	Using the vaccine	disease among the employee

Results and Discussion:

As Result shows at the risk identification and risk and triggers for communication.

As the example show how much it may effect on the hajj season or at the employee who are working in the project or if the internet was weak all these risks it may give very bad effect on the project or on the portal or the communication with insider or outsider's users for the portal. Interruption during communication or while receiving calls or sending messages to the client and it must be some rolls to control the ground before doing the communication. As we identified and described the Risks we can notice that this might happen at any time but we must be preparing for it if its happen by doing plan and follow it.

References:

Risk Management: Objectives, Advantages and Disadvantages BY RUFINA SCOTT

Risk Analysis 101: How to Analyze Project Risk By [Jennifer Bridges](#) | Dec 9, 2019

Managing Risks: A New Framework by Ropet S Kaplan and [Anette Mikes](#)

Fundamentals of risk Management by / Understanding, evaluating and implementing effective risk management by Dr. paul hopkin