



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:

- 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 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 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..

Risk of E-commerce website

Introduction

Everything is going digital. The recent development in today's technology has made it possible for the entire world to be connected to the Internet. An e-commerce website is acting as the online version of a reality store because of the huge transformation towards being digital. There might be some serious risks that we need to assess before launching any e-commerce business. While setting the budget, targets, and strategies of the business, we should never ignore the risks of e-commerce. E-commerce businesses and risk have been interconnected forever, and we need to pay attention before it gets too late.

Literature review

Security and privacy are risks associated with an online transaction that may lead to uncertainty and fear to the customers also it will affect the level of customer confidence.

Security

Security threats are defined as any action that would lead to a loss in network elements or data as a result of a data breach (i.e., modification, disclosure, or destruction), denial of service attacks, and scam. Therefore, security is protecting systems against such threats. The main three goals of information security are confidentiality, integrity, and availability (CIA). These goals are commonly used to ensure information system security.

Confidentiality is defined as limiting unauthorized access to confidential data. In other words, confidentiality means using encryption algorithms to safeguard transmitted data over the network and stored data in servers. Authentication methods (i.e., passwords) could be used to prevent unauthorized access to data. Integrity goal can be stated as ensuring correct transaction. Moreover, integrity is used to guarantee data accuracy and completeness. System availability is concerned with handling, transferring, and storing data for those who need it.

Privacy

The concept of privacy has different definitions, which makes it challenging when trying to present components of such a concept. Privacy is defined as the “right to be left alone,” furthermore, being able to control the disclosure and access to personal information. Another definition of privacy is the right of an individual to control what information should be disclosed and what should not. , although there are several definitions for privacy, privacy definitions fall into three categories; first, Notice Customers’ right to control access to their personal data. Second Control, The level of control that customers have over their personal data. Third Access, Limiting access to customers’ personal data to only authorized people.

Perceived risk

In traditional shopping, customers’ can walk through markets, see, check, and try products in order to buy them. However, the different nature of online shopping has created a concept of perceived risk because customers are far away from the products that they intend to buy. Moreover, online customers should provide sensitive data such as credit card numbers, addresses, names, etc., which may raise privacy and security concerns. Perceived risk can be defined as customers’ uncertainty of outcomes while performing an action. Many researchers have discussed the importance of perceived risk for the consumer’s level of trust, and they consider the risk as a precursor of trust. R. Mayer et al. claimed that the relation between trust and perceived risk is not clear. Either risk is a precursor of trust, or risk is the outcome of trust. In uncertain situations, trust can affect the decision of whether to perform an action. So, only

whenever there is a risk, the level of trust should be considered. In this paper, we are interested in information perceived risk, which is associated with data privacy risk and security risk.

Methodology

In this project I am going to use quantitative methodology by defining the severity of each risk using risk matrix and then calculating the EVM.

Table 1

NO	Name of risk
1	Online security breach
2	claim refunds on disputed orders
3	Violation of intellectual property
4	low traffic to your website
5	Poor customer service or experience
6	Weak authentication method
7	Credit card scams

After listing the risks now, we will make a probability and impact matrix which will be recorded to risk register

Low = 0 to 0.29

Medium = 0.3 to 0.69

High = 0.7 to 1

No	Name of the risk	probability	Impact
1	Online security breach	0.7	0.7
2	claim refunds on disputed orders	0.1	0.29
3	Violation of intellectual property	0.3	0.3
4	low traffic to your website	0.3	0.7
5	Poor customer service or experience	0.29	0.3
6	Weak authentication method	0.3	0.7
7	Credit card scams	0.3	0.7

After evaluating the probability and impact matrix we will define the severity of each risk using this risk matrix (high ,medium, low)

Figure 1

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0.7-1	high	high	medium
0.3-0.69	high	medium	low
0-0.29	medium	low	low
	0.7-1	0.3-0.69	0-0.29

I m p a c t

Risk register

Table 2

No	Name of the risk	Description of the risk	Probability	Impact	severity	Response plan	Mitigate plan
1	Online security breach	There are many hackers who can breach the network of a company and access sensitive information.	0.7	0.7	High	Disabling network access	Make the website security strong

2	claim refunds on disputed orders	Sometimes the customer has been charged twice and sometimes product description does not match the real product.	0.1	0.29	Low	Give the customer an offer in his next purchase	Use Barcode scanners to minimize payment related errors
3	Violation of intellectual property	Protection of IP is very important in the e-commerce industry and includes website logos, content, taglines, products and other images and icons.	0.3	0.3	medium	Prosecute	Enforce strong copyright rules
4	low traffic to your website	low traffic to your website which ultimately results	0.3	0.7	high	Make advertisement With offers	Make an effective social media strategy

		in less number of sales					For advertising
5	Poor customer service or experience	unprofessional customer service agents	0.29	0.3	low	respond to the customer's queries and apologize for any mistakes	Use effective inventory management software to save your customers from any inconvenience.
6	Weak authentication method	If the website is authenticating a user by ID and password only then there are chances that this information can be stolen.	0.3	0.7	high	use two-factor or multifactor authentication methods	adds an extra layer of security and can ask for a verification code other than ID and passwords
7	Credit card scams	Hackers or anybody can use a stolen credit card to make an online transaction.	0.3	0.7	high	Stop the credit card from the bank	authenticate user business identity and encrypts the data which saves the

							data from being stolen
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Result

Here we have calculated the EMV to help us to determine the contingency reserve.

The total EMV=1289

Impact=3100\$

Table 3

Risk	Probability	Impact	EMV=probability*Impact
1	0.7	1000\$	700%
2	0.1	200\$	20\$
3	0.3	500\$	150\$
4	0.3	600\$	180\$
5	0.29	100\$	29\$
6	0.3	300\$	90\$
7	0.3	400\$	120\$
Total		3100\$	1289\$

Discussion

Table2 shows the risk register which contains probability, impact response plan and mitigation plan ,we should be aware of risks with high severity and don't waste time in risk with low severity.

In Table 3 as a result of the EMV the project manager will add 1289\$ to the project budget to manage those risks

References

<https://intelicle.com/7-risks-of-e-commerce-business/#:~:text=Your%20e%2Dcommerce%20business%20is,company%20and%20access%20sensitive%20information.>