



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Assignment 1 (Spring 2021)

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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.

Risk Management in Saudi Telecom Company (STC)

In STC, it is important to have proactive risk management in achieving its strategic objectives. Risk is used to signify negative consequences. However, taking a risk can also result in a positive outcome. A third possibility is that risk is related to uncertainty of outcomes. The following are examples of different types of risks that STC may face.

❖ **Rapid speed of innovations and new technologies**

The decision of developing a new technology or service is considered as an **Opportunity / Speculative Risk** which will be towards investment and using the organization's resources and assets. Although the intention is to achieve better results by implementing the new technology, but it is possible that it may fail to deliver all of the functionality that was intended and the opportunity level will not be delivered.

Likelihood: Moderate

Impact: High if it is not implemented properly and didn't deliver desired results.

The company should embrace such opportunity risks. It is about investing in high business strategy in anticipation of a high profit or return. The board of the company should have the risk capacity to support that course of action and consider whether the business risks are within the control of the organization or not, based on that they can take the next step.

❖ **Succession challenges and ability to attract and retain top talents**

Losing talented employees considered as a **Hazard / Pure Risk** that is related to operational aspects. It may cause disruption to daily operations and may limit the ability to achieve operational targets. The company needs to start the recruitment process which will consume time and effort till they find the right person for the job.

Likelihood: Moderate

Impact: Moderate

The organization should mitigate hazard risks. Building a healthy company culture and becoming a responsible firm that demonstrates strong corporate governance, social responsibility and ethical business practices deliver far-reaching benefits that promote attracting and retaining top talent. Encouraging and rewarding the employees will increase their job satisfaction which will lead to reduce the turnover.

❖ Privacy / identity management and information security

Ensuring privacy and identity management and fulfilling certain legal obligations related to data protection requirements remains a **Compliance / Mandatory Risk** issue for the industry that may require significant resources too. Threats continue to grow from multiple bad actors, including individual hackers and global hacking groups as well as nation states. Telecommunication organizations as **STC** continue to maintain a vast amount of personal data of users and customers.

Likelihood: High

Impact: High

STC should minimize compliance risks by ensuring full compliance with all rules and regulations and run zero risk in this category. Enhance data protection for the software and database, which in return will increase the customer loyalty of not switching to any other service provider.

❖ Maintaining the continuity of the network and other services

Maintaining the continuity of the network in all operating companies is one of the most important things that enables the group to achieve continuous success. The group faces threats of disruption of the network infrastructure, disruption, loss or damage due to natural events such as storms which may damage the telecommunication towers or other events beyond control. That is considered as **Hazard / Pure Risk**. In such cases, shutdown of the systems and daily operations will occur which will result in stopping or disrupting the provided services. It may need significant resources to fix it if there is no insurance to cover the damage.

Likelihood: Moderate

Impact: High

The organization need to tolerate the hazard risk exposure. Same time they have to assign specialized teams to manage business continuity in all operating companies, as they are responsible for developing and testing business continuity plans and taking the necessary procedures to manage the crisis. In addition, Insurance policies has to be issued to cover infrastructure damage.