



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

Student Name	Marwa Abdalnasser Bazara	اسم الطالب
Students I.D	2021200105	الرقم الجامعي

Section

Master

Date

Thursday

18 / 03 / 2021.

Course Code

(PMG510)

Project Risk Management

Instructions:

- -05-2021 في تمام الساعة ٩ مساءً. 08 آخر موعد للتسليم هو يوم السبت
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الإنجليزية.
- مع الالتزام نموذج الجامعة ولن تقبل أي مستندات أخرى.pdf يتم تسليم المشروع في صيغة ملف .
- ، طريقة البحث Literature Review ، دراسات علمية سابقة Introduction يجب مراعاة أقسام البحث الرئيسية (مقدمة ، وإن كان هناك ملحقات References ، وأخيراً المراجع Results and Discussion ، النتائج والمناقشة Methodology Appendices يتم إضافتها)
- موحد كما يلي: Theme يجب الالتزام بـ
- حجم الخط 12.
- نوع الخط Arial.
- لون الخط أسود.
- line spacing 1.5 المسافة بين الأسطر
- 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 مبنى 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 Advanced project management المرحلة التي اخترت التطرق لها في مشروعك لمادة إدارة المشاريع المتقدمة) 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 الآن 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 تضييع 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

(لجميع المخاطر التي لها تأثير من حيث EMV باستخدام مصفوفة الاحتمالات والتأثير ، احسب القيمة النقدية المتوقعة)
التكلفة \$\$.

..مع تمنياتي بالتوفيق

ABC Care Zone in Commercial Towers and Malls

Risk Management Plan

1. Introduction:

For any project small or large, risk management plan is very important document that we have to give a consideration from the very first step and before planning phase or maybe during feasibility study and business case study. Risks is known as future uncertain event or condition that, if it occurs, has a positive or negative effect on one or more project objectives [PMBOK6]. Also risk can be classified in 4 different type: Hazardad, Control (Uncertainty), Compliance and Opportunity [Fundamentals of Risk Management 5th].

In our project (ABC Care Zone) risk management plan requires an extensive attention from the early begining. Helping with risk assessment is an important part of projects that work with children. We use risk assessment to help manage both the health, safety, and well-being of children. The project manager, risk manager and other colleagues (stakeholder) have a significant role and critical responsibility in risk assessment. However, they will rely on staff to help them gather information and identify hazards and risks for employees, children, and visitors.

2. Literature Reviews:

By all the odds; parents give all the precious for the benefit of their children, including providing appropriate care for their children while they are working full-time job; until they can fully rely on themselves. 97% of the world's caregivers or daycare providers, according to ChildTrends.org, are confined to the home, unauthorized babysitters, or reliance on grandparents or relatives ...etc. This is the reason why parents are aware of the risks and require the caregiver for risk management plans. so they will be able to know service provider's contingency protocols, standard operating procedures, as well as health and safety prevention procedures. The staff or the child care provider themselves should adequately discuss the contents of the plan with the parents. The plan should be

part of the instructions to give parents the only reminder of what to do if risks and dangers are present.

3. Methodology:

The risk management plan for all kind of projects consists in listing all risks that the project may be exposed to. These risks should be measured in all aspects such as child injury, property damage, lawsuits... etc. We also must think about ways to control and respond to risks, monitor and control risk triggers and mitigate the consequences.

Risk Identification table is the base line of risk project plan. It will illustrate risks according to severity and impact on the project. This will help the project to succeed and expand properly in the long term. As showing below table impact matrix which is standard 5x5 matrix with severity numbers and coloring.

3.1 Impact Matrix:

		Impact				
		Negligible	Minor	Moderate	Severe	Catastrophic
		1	2	3	4	5
Likelihood	Rare 1	1	2	3	4	5
	Unlikely 2	2	4	6	8	10
	Possible 3	3	6	9	12	15
	Likely 4	4	8	12	16	20
	Very likely 5	5	10	15	20	25

Below table is the risk register merged with probability, impact, impact cost, EMV and severity level. Risk type and type of control are added for clarification. The given number below are not accurate, they may change during the project phases.

3.2 Risk Register:

Risk Identification	Likelihood	Impact	Probability	Impact Cost	EMV	Severity	Type of Risk	Type of Control
Licenses and permits Issue	3	5	0.5	20000	10000	15	Compliance	CR
Location Fail	3	5	0.3	10000	3000	15	Hazard	CR
Staffing issues	4	5	0.4	15000	6000	20	Control	DR
Enrollment and Admissions Risks	3	4	0.3	10000	3000	12	Control	DR
Crisis management	4	4	0.4	12000	4800	16	Control	DR
Building Safety	1	5	0.2	7000	1400	5	Hazard	DT
Health and sickness	3	5	0.5	30000	15000	15	Hazard	PR
Violence	2	2	0.1	15000	1500	4	Control	PR
Hygiene and sterilization	4	4	0.2	10000	2000	16	Hazard	PR
Special care unawareness	4	3	0.1	25000	2500	12	Control	CR
Toys and Equipment danger	3	2	0.1	11500	1150	6	Hazard	DT
Fires and Explosions	1	5	0.1	50000	5000	5	Hazard	PR
Storms/Weather/Tornadoes	1	5	0.2	30000	6000	5	Hazard	PR
Power failure	1	3	0.1	1000	100	3	Hazard	DT
Total				246500	61450			

Abbreviation:

Type of Control (DR: Directive, Dt: Detective, PR: Preventive, CR: Corrective)

Sever (Low, Moderate, Sever, Critical)

3.3: Risk contingency plan:

In this part all listed risk above will be take in consideration and will show each risk with the trigger and how it should be handled effectively.

Risk Identification	Trigger	Risk Response Plan
1. Licenses and permits Issue	Country Regulations Change	Follow Rules and Regulation as per country policy, Hire good lawyer to finish paper properly.
2. Location Fail	Lack of Evaluation	Evaluate the demand based on location using surveys or any supportive tool
3. Staffing issues	Fail Interviews	Follow strict strategy in employment based on experience and passion.
4. Enrollment and Admissions Risks	Indefinite Contract	Create clear contract with all details, write clear term and condition of the contract. Supported with brief communication and supportive media awareness ads.
5. Crisis management	Team building issue	Hire smart leaders who can manage team and support them
6. Building Safety	Warranty Fail	Evaluate the buildings before leasing and make sure that it follows standard
7. Health and sickness	Insurance Fail	Establish strong connection with families and follow up with health condition and access to medical insurance.
8. Violence	Lack of observation	Strongly supervision of all activities and evaluating ethics and moral day to day. And report to the concerned entity.
9. Hygiene and sterilization	Team unawareness	Hire suitable and trusted hygiene team from reputative company.
10. Special care unawareness	Team unawareness	Hire experience special care team for such condition.
11. Toys and Equipment danger	Procurement Fail	Choose alternative supplier as per standard.
12. Fires and Explosions	Safety and Security unawareness	Ensure that all safety tools are available and effective and that the team is familiar with their handling.
13. Storms/Weather/Tornadoes	There is no human intervention	Follow the instructions of the authorities concerned with protection
14. Power failure	Heavy load or cabling issue	Install backup and use power generator.

4. Result and Discussion:

Risk management plan is not fixed document. It changed during the project phases. Project manager should monitor risk frequently and if necessary, he should hie risk manager with supportive team. Risk can make your project successful and in the other hand it can drive project to failure.

Anything related to human specially children must take in consideration and give all effort to make it successful. Quality of work are the main concern about day-care and it is the core of parent trust. Standardized day-care are newly project in middle east and this project will make it real. With supportive services to women in Arab country will lead to strong future and a rapid renaissance.

Reference:

1. Child Care Center Risk Reduction Plan Minnesota Department of Human Services Division of Licensing Office of Inspector General November 2012, https://www.stcloudstate.edu/childcare/_files/documents/manuals/risk-reduction-plan.pdf
2. CDC Risk Management Plan, FIRST UNITED METHODIST CHURCH CHILD DEVELOPMENT CENTER 320 W. Main Magnolia, Arkansas 71753, 04/04/2016, <http://storage.cloversites.com/firstunitedmethodistchurchmagnolia/documents/Risk%20Management%20Plan%204-2016.pdf>
3. Meredyth Glass, Child Day Care Business Risk & Challenges, Small Businesses,
4. <https://smallbusiness.chron.com/child-day-care-business-risk-challenges-39955.html>
5. Risk Management – Child Care Centers, BGG Advisors, <https://www.bcgadvisors.com/risk-management-child-care-centers/>
6. Meredyth Glass, How to Start a Special-Needs Adult Day Care, July 25, 2017, Small Businesses, <https://smallbusiness.chron.com/start-specialneeds-adult-day-care-16587.html>
7. Commercial Risk Summary – Educational Institutions, PRESCHOOLS, Rough Notes, Inc, <https://www.bcgadvisors.com/wp-content/uploads/2015/01/Risk-Summary-and-Coverage-Checklist-Preschools.pdf>
8. Risk management tips for child daycare center owners, Brought to you by Insureon Small Business Blog: Risk management insights and more for your business, <https://www.insureon.com/blog/risk-management-tips-for-child-daycare-center-owners>
9. Challenges of a Day Care Center, <https://www.coverwallet.com/business-tips/challenges-of-a-day-care-center>
10. What are the risks associated with a child care business? BY TOPDAYCARE • APRIL 14, 2017 • CHILD CARE ARTICLES & RESOURCES, <https://www.topdaycarecenters.com/blog/risks-associated-with-a-child-care-business/>

Referred Book:



