Project Manager IT Help Desk

[Name of the Writer]

[Name of the Institution]

Project Manager IT Help Desk

**Positive Risk**

Positive risk is a risk which leads to positive results or outcomes of any project or task. Positive risk is also known as an opportunity for which every project manager or leader work to achieve enough efficiently.

**Negative Risk**

Negative risk is the type of risk which harms the projects and even the projects outcomes. Negatives risk affects the projects and outcomes in a negative and all project manager, even all member put efforts to eliminate or avoid such risk(s).

**Risks (Positive and negative) Associated with the Project**

There is a number of risks which have been found out but the most critical and highly crucial risks associated with our projects are point out and listed below.

The first and positive risk associated with our project is the completion of the project before the expected deadline or time limit. This is a positive risk because it will have positive impacts on the project and its results (Raftery, 2003).

The second risk associated with the project is the collection of data or information regarding customers’ experiences. Collection of data regarding customers’ experiences may not be gathered as it is needed to be or lack of data may also be faced at any time and because of any possible problem (Turner, 1996). So this is a negative risk because it may affect the project or desired outcomes negatively.

Placement of project members in a way where they perform the best and contribute huge efforts to the success of the project (Turner, 1996). This risk is a positive risk and an opportunity but it can be found as a negative risk because placing all project members on perfect places or placing all members with perfect is not an easy job. So any misplacement of any members may happen which will lead to a negative impact on the project as well as on the actual results (Raftery, 2003).

**Risks Ranking based on the Level of Priority**

|  |  |  |
| --- | --- | --- |
| RISK | LEVEL OF PRIORITY | RANK |
| Completion of the project before the deadline | Highly Important (Prioritized as first and most important) | 1 |
| Data or information collection regarding customers’ experiences | Important after first one (Prioritized as second most important) | 2 |
| Placement of project members | Normally Important and Crucial | 3 |

Effects of Risks on Project Members

It is the hugely important and highly crucial role of every project member to work towards the elimination of the risks which may put a negative impact on the project or affect the desired outcomes of the project inversely. Beyond that, there are several ways in which project risks affect all or some of the project members.

In terms of our project, the above-mentioned risks affect the project member in both (positive and negative) ways. Following are the details about how the listed risks can affect project members.

**Completion of Project before Deadline**

As the completion of the project before the deadline is a positive risk which can be considered as an opportunity. It will affect project members in a very positive way. It will motivate and encourage project members to accomplish their goals before the set time limit as well as put more hard efforts for completion of the project before the actual deadline (Ray, 2017). This would happen because the completion of the project before the deadline may lead to extra or higher financial incentives for the project members. So for this purpose, they might be putting more efforts.

**Data Collection Regarding Customers’ Experiences**

Data collection about customers' experiences is not a simple job while it needs a number of techniques and strategies. As it has been found a negative risk, this would affect the project member negatively. The risk that the desired data about customers' experience may not be gathered/collected as necessary would discourage project members (Chapman. & Ward, 1996). The discouragement would be in the shape that members would not try to do their best because they would think that if they have not enough data then their efforts and hard work is useless.

**Placement of Project Members**

The risk of placement of project members may be positive (opportunity) if it has been done efficiently while it may be signed as negative if the management gets failed to place project members effectively (Ray, 2017). So looking at the risk from a positive perspective, the risk will affect team member positively because the proper placement of professional and placement of someone on the place where he suits the best, leads to better performance of the person.

**Proposed Risk Response Plan**

The risk response plan for our project would include four key activities which will be taken into action to respond to the risks efficiently.

1. First of all, we would work towards toward identification of possible risks.
2. The second step of our proposed plan is to analyze the risk and to know its importance and level of impact.
3. In the third step of the plan, we would work on defining the priority level of the risk(s) and will be ranking them accordingly.
4. The proposed plan includes risk monitoring and risk review. I this phase of the plan, project manager or concern person would work to register the risks, track, review and then monitor them (Deelomen, 2013).

**How Team members Play Role in the Proposed Plan**

In the proposed plan, every concerned person would have a defined role which he/she will be performing as assigned by the project manager or team leader. Like the person who is responsible for risks, identification would analyze every aspect and activities as well as the progress of the project to identify any possible risk(s) while others may be appointed to prioritize and rank the risks. So each and every team member can play role in the plan(s) by performing their duties and responsibilities efficiently and properly and in a professional way which would pave the way to the success of the project.

**References**

Chapman, C., & Ward, S. (1996). *Project risk management: processes, techniques, and insights*. John Wiley.

Deelomen, C. (2013). *What are the 5 Risk Management Process Steps?*. *Continuing Professional Development*. Retrieved 3 June 2019, from https://continuingprofessionaldevelopment.org/risk-management-steps-in-risk-management-process/

Raftery, J. (2003). *Risk analysis in project management*. Routledge.

#### Ray, S. (2017). *The Risk Management Process in Project Management*. *ProjectManager.com*. Retrieved 3 June 2019, from https://www.projectmanager.com/blog/risk-management-process-steps

Turner, J.R., (1996), (eds), Handbook of Project-based Management: Leading Strategic Change in Organizations, McGraw-Hill, London, 473p, ISBN: 978-0-07-154975-2.