

ABSTRACT

PT XYZ is one of the companies engaged in telecommunications network services in Indonesia. PT XYZ also has a Project Management Office (PMO) located in a unit called SDA. The main task of the PMO here is to oversee all projects that are the responsibility of PT XYZ. The PMO in the SDA unit handles one of the software-defined wide area network (SD-WAN) service provision projects by PT XYZ. This project is located in 13 store branches belonging to PT ABC which is a retail trading company with its head office in Tangerang. All project sites are spread across Central Java and East Java. However, the actual state of the process of working on the SD-WAN service provision project by PT XYZ is over schedule or delayed, one of which is caused by uncertainty which often results in risks to the project. From the results of interviews with the project manager of PT XYZ, the biggest cause that often arises is the absence of the Astinet network to activate the main device so that additional networks are needed and will raise new issues, so that the project has a potential for delays.

This design also uses a qualitative risk analysis method to identify, analyze, and evaluate the proposed results for dealing with project risks, as well as using interview techniques and expert judgment methods in carrying out the design process in this design. The result of this design is a document containing a project risk register table along with a risk response as lessons learned for similar projects and a risk register template. The risk register will capture the details of the identified risks of a project. The items contained in this design also include information on the party responsible for a risk and information on risk response strategies for the project. The result of the next design is a risk register template which has the benefit of being a tool for project managers and the project team at PT XYZ to record and document risks in the project in detail. The risk register template can be used in all projects, according to the needs of each project. Both designs certainly have their respective benefits. The similarity of benefits generated by the two designs is certainly useful for answering the formulation of the problems that exist in this design. The risk register has the benefit of being a forum that provides information regarding the size or impact of a risk from an

activity on the project. The risk register template has the benefit of being a tool in facilitating the project team in carrying out the risk identification process, conducting risk assessments, and calculating how much impact the project risk will have.

From the results of the design in this final project, it can be concluded that the SD-WAN service provision project by PT XYZ in 13 locations belonging to PT ABC has 108 risks, consisting of types of negative risk (threat) and positive risk (opportunity). These risks have a severity level of “medium” and “low”, which amount to 13 and 95 risks, respectively. Furthermore, it is also known that there are risk response strategies in the project in the form of “mitigate”, “accept”, “enhance”, and “transfer”.

Keywords – Risk Management, Qualitative Risk Analysis, Risk Identification, Risk Assessment, Risk Response.