

ABSTRACT

PT XYZ is a company engaged in telecommunications. PT XYZ's main business includes installation, network infrastructure development, network management, and network operation and maintenance activities. In the indibiz installation project carried out by PT XYZ, several risks were found that could disrupt the sustainability of the project. The risks in the indibiz installation project consist of unsupportive locations, cancellations by customers, permits, customers who are difficult to contact, and requests for compensation by external parties.

The House of Risk method is used as a framework for compiling and visualizing these risks. The risk analysis process in this method involves identifying risk sources, assessing their impact and probability, and developing mitigation strategies. Through this approach, the author can identify critical risks that have the potential for a high impact on the project.

The final results of this study indicate that each risk agent has a mitigation action that can solve their respective problems. The risk agent regarding the request for compensation is resolved by determining the percentage of the amount of compensation that can be given. The provision of compensation is at ten percent of the project value. Risk agents regarding cancellation by customers and customers who cannot be contacted are resolved by making an installation statement letter containing complete information and filling in the down payment. Risk agents regarding licensing are resolved by making the appropriate licensing files as required. Finally, risk agents regarding unsupported locations are resolved by conducting a thorough survey of the installation location.

Keyword: *Risk category, house of risk I, aggregate risk potential, house of risk II, preventive action, effectiveness to difficulty*