

SKILLFORGE

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Supervisor: T.Kholah Almaziad

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Description:

SkillForge is project involves the development of an innovative e-learning platform designed to offer a diverse range of online training courses. This platform will serve as a comprehensive learning hub for students and professionals alike, providing them with accessible and high-quality educational resources. The e-learning platform will leverage cutting-edge technology to deliver an engaging and interactive learning experience.

Project Charter:

Project Title		SkillForge	Project Manager	Njoud Alanazi Reyous Alanazi				
Project Start Date	13/11/2023	Project End Date	-	Project Sponsor T.Kholah Almaziad				
Project Objective								
Develop an easy-to-use e-learning platform and offer a variety of high-quality online training courses, in addition to enhancing user engagement through interactive features ensuring a smooth and successful platform.								
Project Description								
The project includes the creation of an innovative e-learning platform, aimed at providing a variety of online training courses, the charter defines the purpose of the platform, and the target audience are students and professionals.								
Project Scope	Deliverables							
Inclusions: Platform development, course creation, marketing strategy. Exclusions: Physical infrastructure changes, unrelated software development.	E-learning platform 1 - Design and develop an e-learning platform, including user interface and user experience. 2- Training courses : Create educational content for a variety of courses in different fields. 3- Interaction techniques: Integrate interactive technologies such as forums, live chat, and group discussions to enhance interaction between students and offer interactive activities and online assessments. 4- Technology integration: Platform integration with social media and performance management systems to increase engageability. 5- Marketing: A marketing campaign to announce the launch of the platform and attract users.							
Risk And Issues								
1- Technical issues: Facing challenges related to technology and software, such as software errors or incompatibility with specific devices. 2- Technology updates: must keep abreast of continuous technological developments to improve and expand the platform. 3- Content quality: The quality and consistency of educational content must be ensured and regularly updated to keep pace with changes in different fields. 4- Marketing strategy: Due to the great competition in the field of e-learning, an effective marketing strategy is required to attract students.								
Budget:	Milestone							
An estimated total annual budget has been set: \$100,000 - \$300,000	1. Analysis and planning 2. Platform Design 3. Platform Development 4. Platform Deployment 5. Marketing & Audience Engagement 6. Performance Appraisal 7. Expansion							

Roles and Responsibilities:

Name	Roles	contact information
Njoud Al-Anazi	Project Manager: Developing an e-learning platform, setting goals and requirements, planning implementation and managing resources effectively, monitoring progress and ensuring content quality	Njoudt10@gmail.com
Reyoub Al-Anazi	Content Manager: Plan and organize content, select high-quality educational resources, manage courses and improve student performance, and ensure the integration of technologies	Reyoub@gmail.com

Project Management life Cycle:

- **Defining:**

Providing a multiple and innovative e-learning platform that is important to enhance the learning experience for volunteers and professionals. This goal is centered around providing high-quality learning opportunities and contributors to skills development

- **Planning:**

A clear and comprehensible action plan must be developed, enabling all relevant parties, including stakeholders, work teams, sponsors, and others, to follow the progress of work on the project stage by stage.

An estimated total annual budget has been set: \$1,550,000 - \$3,550,000. Potential risks that may arise:

1. Delay in software development
2. Changes in project requirements
3. Cutting resources

- **Executing:**

The necessary teams are formed for the project, and the requirements analysis is updated based on the recent reviews. The implementation of platform development begins, with periodic progress monitoring. Additionally, the process of creating educational content starts, ensuring its coherence. The technologies used in the platform are integrated, and marketing campaigns are executed to attract participants. Customer support teams are operational, providing necessary training. Quality is assessed, and tests are conducted to ensure platform performance, with regular monitoring and evaluation of project progress. Quality adjustments are made to enhance platform performance and user experience. Possible changes are managed by the teams, and all of this is documented in periodic reports.

- **Monitoring and controlling:**

The progress of the work, risk management, quality control, and the updating of the schedule and budget are monitored. Additionally, resource utilization is tracked, and individual performance is assessed. Issues are identified and resolved, and changes are documented. Regular reports are prepared for management and the executive team with the aim of ensuring continuous progress and effective resource utilization.

- **Closure:**

the project performance is evaluated and results are documented. The product or service is delivered, and invoices and financial matters are settled. Performance is analyzed, lessons learned are extracted, contracts are closed, and documents are handed over. Additionally, there is a redirection of resources, updates to records and documentation, concluding with the preparation of a comprehensive report on the Closure Phase.

Project Priorities:

	Time	Cost	Performance
Constrain			
Enhance			
Accept			

WBS

1. Project Initiation

- 1.1 Define project scope
- 1.2 objectives

2. System Requirements Analysis

- 2.1 Conduct stakeholder interviews
- 2.2 document requirements

3. User Interface Design

- 3.1 Wireframing,
- 3.2 prototype creation

4. Software Development (D)

- 4.1 Coding, code review
- 4.2 unit testing

5. Testing and Quality Assurance

- 5.1 Test planning,
- 5.2 execution
- 5.3 bug fixing

6. Content Strategy Development

- 6.1 Identify target audience
- 6.2 define content goals

7. Course Content Creation

- 7.1 Develop lesson plans
- 7.2 create multimedia content

8. AI and Machine Learning Integration

- 8.1 Research
- 8.2 implement AI components

9. Learning Management System (LMS) Integration (I)

- 9.1 Develop LMS features
- 9.2 test integration

10. Digital Marketing Campaigns Preparation

- 10.1 Market analysis
- 10.2 campaign planning

11. Social Media Marketing

- 11.1 Content creation
- 11.2 audience engagement

12. Customer Support Team Setup

- 12.1 Hire support staff
- 12.2 establish support procedures

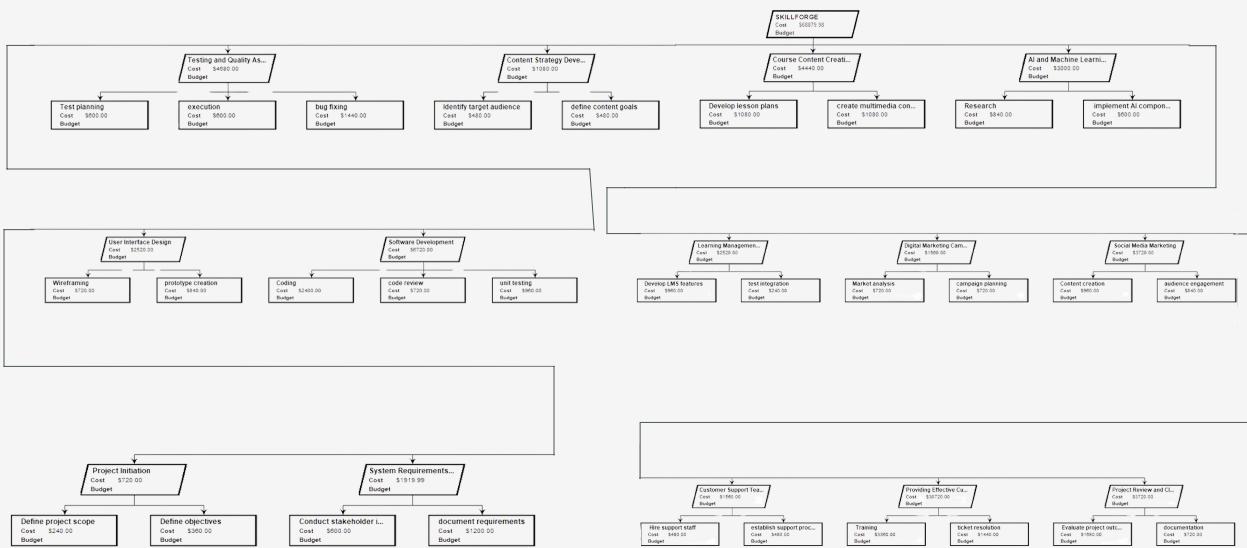
13. Providing Effective Customer Support

- 13.1 Training
- 13.2 ticket resolution

14. Project Review and Closure

- 14.1 Evaluate project outcomes
- 14.2 documentation

WBS Diagram:



WBS integrate with Organization:

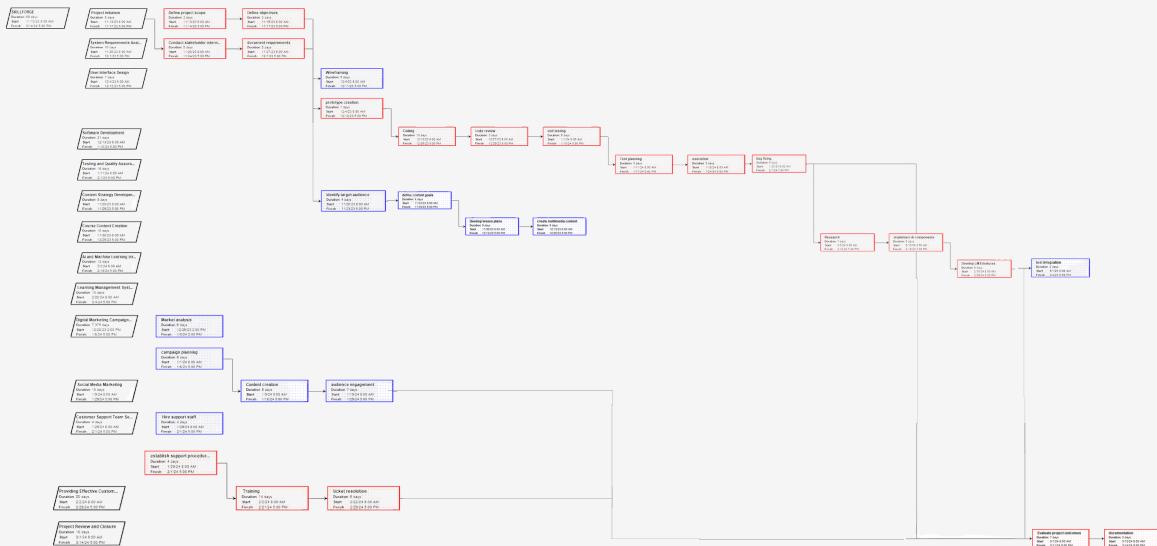
Who Does

Resource ID	Resource	Task ID	Task	Work	Assignment Units	Assignment	Start	Finish
1	Njoud Alnazi	2	Project Initiation	4.364 hours	100%	0 days	11/13/23 8:00 AM	11/13/23 1:21 PM
		3	Define project scope	16 hours	100%	0 days	11/13/23 8:00 AM	11/14/23 5:00 PM
		4	Define objectives	24 hours	50%	0 days	11/15/23 8:00 AM	11/17/23 5:00 PM
		5	System Requirements Analysis	1.239 hours	100%	0 days	11/20/23 8:00 AM	11/20/23 9:14 AM
		6	Conduct stakeholder interviews	40 hours	100%	0 days	11/20/23 8:00 AM	11/24/23 5:00 PM
		7	document requirements	40 hours	100%	0 days	11/27/23 8:00 AM	12/1/23 5:00 PM
		8	User Interface Design	8 hours	100%	0 days	12/4/23 8:00 AM	12/4/23 5:00 PM
		10	prototype creation	56 hours	100%	0 days	12/4/23 8:00 AM	12/12/23 5:00 PM
		11	Software Development	8 hours	100%	0 days	12/13/23 8:00 AM	12/13/23 5:00 PM
		12	Coding	80 hours	100%	0 days	12/13/23 8:00 AM	12/29/23 5:00 PM
		13	code review	24 hours	100%	0 days	12/27/23 8:00 AM	12/29/23 5:00 PM
		15	Testing and Quality Assurance	8 hours	100%	0 days	1/1/24 8:00 AM	1/1/24 5:00 PM
		16	Test planning	40 hours	100%	0 days	1/1/24 8:00 AM	1/17/24 5:00 PM
		18	bug fixing	48 hours	100%	0 days	1/25/24 8:00 AM	2/1/24 5:00 PM
		19	Content Strategy Development	0.889 hours	100%	0 days	11/20/23 8:00 AM	11/20/23 8:53 AM
		20	Identify target audience	32 hours	100%	0 days	11/20/23 8:00 AM	11/23/23 5:00 PM
		22	Course Content Creation	8 hours	100%	0 days	11/20/23 8:00 AM	11/20/23 5:00 PM
		23	Develop lesson plans	72 hours	100%	0 days	1/10/24 8:00 AM	1/12/24 5:00 PM
		25	AI and Machine Learning	8 hours	100%	0 days	2/2/24 8:00 AM	2/2/24 5:00 PM
		27	implement AI components	40 hours	100%	0 days	2/13/24 8:00 AM	2/19/24 5:00 PM
		28	Learning Management System	8 hours	100%	0 days	2/20/24 8:00 AM	2/20/24 5:00 PM
		30	test integration	16 hours	100%	0 days	3/1/24 8:00 AM	3/4/24 5:00 PM
		31	Digital Marketing Campaigns	0.955 hours	100%	0 days	12/28/23 2:00 PM	12/29/23 2:57 PM
		33	campaign planning	48 hours	100%	0 days	1/1/24 8:00 AM	1/8/24 5:00 PM
		34	Social Media Marketing	8 hours	100%	0 days	1/9/24 8:00 AM	1/9/24 5:00 PM
		36	audience engagement	56 hours	100%	0 days	1/19/24 8:00 AM	1/29/24 5:00 PM
		37	Customer Support Team Setup	8 hours	100%	0 days	1/29/24 8:00 AM	1/29/24 5:00 PM
		38	Hire support staff	32 hours	100%	0 days	1/29/24 8:00 AM	2/1/24 5:00 PM
		40	Providing Effective Customer	1.581,559 hours	100%	0 days	2/2/24 8:00 AM	11/5/24 2:33 PM
		41	Training	112 hours	100%	0 days	2/2/24 8:00 AM	2/21/24 5:00 PM
		42	ticket resolution	48 hours	100%	0 days	2/22/24 8:00 AM	2/29/24 5:00 PM
		43	Project Review and Closure	8 hours	100%	0 days	3/1/24 8:00 AM	3/1/24 5:00 PM
		44	Evaluate project outcomes	56 hours	100%	0 days	3/1/24 8:00 AM	3/11/24 5:00 PM
		45	documentation	24 hours	100%	0 days	3/12/24 8:00 AM	3/14/24 5:00 PM
		2,565.006 hours						
2	Reyuof Alnazi	Task ID	Task	Work	Assignment Units	Assignment	Start	Finish
		2	Project Initiation	3.636 hours	100%	0 days	11/13/23 8:00 AM	11/13/23 11:38 AM
		3	Define project scope	0 hours	100%	2 days	11/15/23 8:00 AM	11/15/23 8:00 AM
		4	Define objectives	0 hours	50%	3 days	11/20/23 8:00 AM	11/20/23 8:00 AM
		5	System Requirements Analysis	6.76 hours	100%	0 days	11/20/23 8:00 AM	11/20/23 3:45 PM
		6	Conduct stakeholder interviews	0 hours	100%	5 days	11/27/23 8:00 AM	11/27/23 8:00 AM
		7	document requirements	40 hours	100%	0 days	11/27/23 8:00 AM	12/1/23 5:00 PM
		8	User Interface Design	56 hours	100%	0 days	12/4/23 8:00 AM	12/12/23 5:00 PM
		9	Wireframing	48 hours	100%	0 days	12/4/23 8:00 AM	12/11/23 5:00 PM
		11	Software Development	168 hours	100%	0 days	12/13/23 8:00 AM	1/10/24 5:00 PM
		13	code review	24 hours	100%	0 days	12/27/23 8:00 AM	12/29/23 5:00 PM
		14	unit testing	64 hours	100%	0 days	1/1/24 8:00 AM	1/10/24 5:00 PM
		12	Coding	80 hours	100%	0 days	1/21/23 8:00 AM	1/26/23 5:00 PM
		15	Testing and Quality Assurance	128 hours	100%	0 days	1/11/24 8:00 AM	2/1/24 5:00 PM
		17	execution	40 hours	100%	0 days	1/18/24 8:00 AM	1/24/24 5:00 PM
		18	bug fixing	48 hours	100%	0 days	1/25/24 8:00 AM	2/1/24 5:00 PM
		19	Content Strategy Development	7,111 hours	100%	0 days	1/20/23 8:00 AM	1/20/23 4:06 PM
		21	define content goals	32 hours	100%	0 days	1/1/24 8:00 AM	1/12/23 5:00 PM
		22	Course Content Creation	144 hours	100%	0 days	1/1/24 8:00 AM	1/25/23 5:00 PM
		24	create multimedia content	72 hours	100%	0 days	1/13/23 8:00 AM	1/25/23 5:00 PM
		25	AI and Machine Learning	96 hours	100%	0 days	2/2/24 8:00 AM	2/19/24 5:00 PM
		26	Research	56 hours	100%	0 days	2/2/24 8:00 AM	2/12/24 5:00 PM
		28	Learning Management System	80 hours	100%	0 days	2/20/24 8:00 AM	3/4/24 5:00 PM
		29	Develop LMS features	64 hours	100%	0 days	2/20/24 8:00 AM	2/29/24 5:00 PM
		31	Digital Marketing Campaigns	7,045 hours	100%	0 days	1/28/23 2:00 PM	1/29/23 1:02 PM
		32	Market analysis	48 hours	100%	0 days	1/28/23 2:00 PM	1/5/24 2:00 PM
		34	Social Media Marketing	120 hours	100%	0 days	1/9/24 8:00 AM	1/29/24 5:00 PM
		35	Content creation	64 hours	100%	0 days	1/9/24 8:00 AM	1/18/24 5:00 PM
		37	Customer Support Team Setup	32 hours	100%	0 days	1/29/24 8:00 AM	2/1/24 5:00 PM
		39	establish support procedures	32 hours	100%	0 days	1/29/24 8:00 AM	2/1/24 5:00 PM
		40	Providing Effective Customer	146,441 hours	100%	0 days	2/2/24 8:00 AM	2/28/24 10:26 AM
		41	Training	112 hours	100%	0 days	2/2/24 8:00 AM	2/21/24 5:00 PM
		42	ticket resolution	48 hours	100%	0 days	2/22/24 8:00 AM	2/29/24 5:00 PM
		43	Project Review and Closure	80 hours	100%	0 days	3/1/24 8:00 AM	3/14/24 5:00 PM
		44	Evaluate project outcomes	56 hours	100%	0 days	3/1/24 8:00 AM	3/11/24 5:00 PM
		45	documentation	24 hours	100%	0 days	3/12/24 8:00 AM	3/14/24 5:00 PM
		2,026,983 hours						
3	Computer	Task ID	Task	Work	Assignment Units	Assignment	Start	Finish
		2	Project Initiation	0	100%	0 days	11/13/23 8:00 AM	11/13/23 3:39 PM
		8	User Interface Design	1	100%	0 days	12/4/23 8:00 AM	12/12/23 5:00 PM
		9	Wireframing	1	100%	0 days	12/4/23 8:00 AM	12/11/23 5:00 PM
		10	prototype creation	1	100%	0 days	12/4/23 8:00 AM	12/12/23 5:00 PM
		11	Software Development	1	100%	0 days	12/13/23 8:00 AM	1/10/24 5:00 PM
		12	Coding	1	100%	0 days	12/27/23 8:00 AM	12/29/23 5:00 PM
		13	code review	1	100%	0 days	1/1/24 8:00 AM	1/1/24 5:00 PM
		14	unit testing	1	100%	0 days	1/1/24 8:00 AM	1/10/24 5:00 PM
		15	Testing and Quality Assurance	1	100%	0 days	1/1/24 8:00 AM	2/1/24 5:00 PM
		16	Test planning	1	100%	0 days	1/1/24 8:00 AM	1/17/24 5:00 PM
		17	execution	1	100%	0 days	1/18/24 8:00 AM	1/24/24 5:00 PM
		18	bug fixing	1	100%	0 days	1/25/24 8:00 AM	2/1/24 5:00 PM
		22	Course Content Creation	1	100%	0 days	1/30/23 8:00 AM	1/25/23 3:00 PM
		24	create multimedia content	1	100%	0 days	1/21/23 8:00 AM	1/25/23 3:00 PM
		25	AI and Machine Learning	1	100%	0 days	2/2/24 8:00 AM	2/19/24 5:00 PM
		26	Research	1	100%	0 days	2/2/24 8:00 AM	2/12/24 5:00 PM
		27	implement AI components	1	100%	0 days	2/13/24 8:00 AM	2/19/24 5:00 PM
		28	Learning Management System	1	100%	0 days	2/20/24 8:00 AM	3/4/24 5:00 PM
		29	Develop LMS features	1	100%	0 days	2/20/24 8:00 AM	2/29/24 5:00 PM
		30	test integration	1	100%	0 days	3/1/24 8:00 AM	3/4/24 5:00 PM
		31	Digital Marketing Campaigns	1	100%	0 days	12/28/23 2:00 PM	1/8/24 5:00 PM
		40	Providing Effective Customer	1	100%	0 days	2/2/24 8:00 AM	2/29/24 5:00 PM
		41	Training	1	100%	0 days	2/2/24 8:00 AM	2/21/24 5:00 PM
		43	Project Review and Closure	1	100%	0 days	3/1/24 8:00 AM	3/14/24 5:00 PM
		44	Evaluate project outcomes	1	100%	0 days	3/1/24 8:00 AM	3/11/24 5:00 PM
		0 hours						

Activity Network Table:

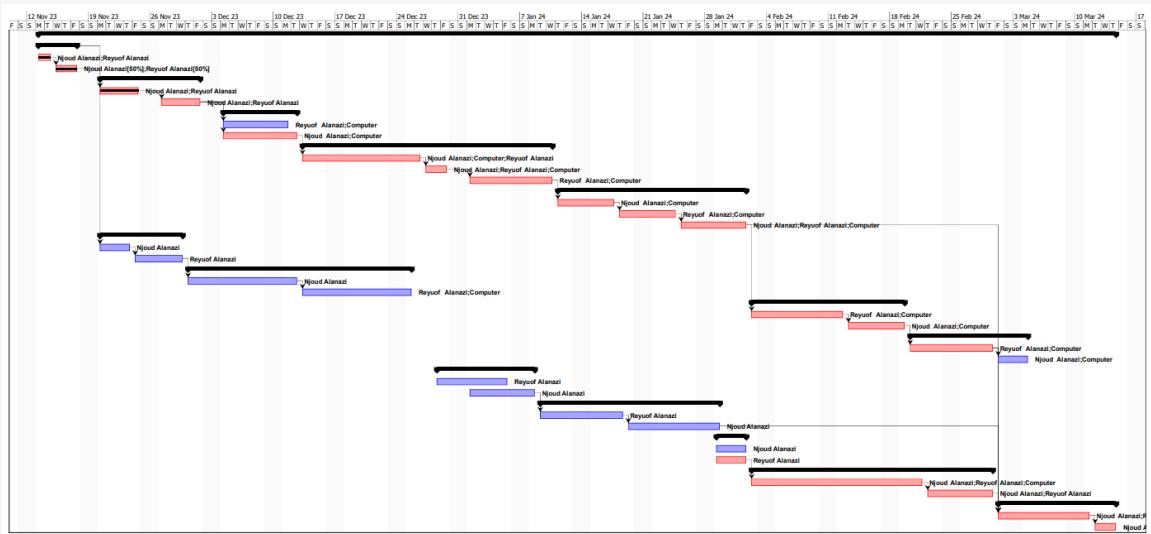
Activity	Description	Preceding Activity(s)	Duration
1	Define project scope	-	2 days
2	Define objectives	1	3 days
3	Conduct stakeholder interviews	1,2	5 days
4	document requirements	3	5 days
5	Wireframing	4	6 days
6	prototype creation	4	7 days
7	Coding	6	10 days
8	code review	7	3 days
9	unit testing	8	8 days
10	Test planning	9	5 Days
11	Execution	10	5 days
12	bug fixing	11	6 days
13	Identify target audience	2	4 days
14	define content goals	13	4 days
15	Develop lesson plans	14	9 days
16	create multimedia content	15	9 days
17	Research	12	7 days
18	implement AI components	17	5 days
19	Develop LMS features	18	8 days
20	test integration	19	2 days
21	Market analysis	-	6 days
22	campaign planning	-	6 days
23	Content creation	22	8 days
24	audience engagement	23	7 days
25	Hire support staff	-	4 days
26	establish support procedures	-	4 days
27	Training	26	14 days
28	Ticket resolution	27	6 days
29	Evaluate project outcomes	12.19.24.28	7 days
30	Documentation	29	3 days

Network Diagram:



Gantt Chart:

		Name	Duration	Actual Duration	Start	Finish	Predecessors	Resource Names
1		SKILLFORGE	89 days	1.115 days	11/13/23 8:00 AM	3/14/24 5:00 PM		
2	!	Project Initiation	5 days	3.659 days	11/13/23 8:00 AM	11/17/23 5:00 PM		Njoud Alanazi;Reyuf Alanazi
3	✓	Define project scope	2 days	2 days	11/13/23 8:00 AM	11/14/23 5:00 PM		Njoud Alanazi;Reyuf Alanazi
4	✓	Define objectives	3 days	3 days	11/15/23 8:00 AM	11/17/23 5:00 PM	3	Njoud Alanazi(50%);Reyuf...
5	!	System Requirement...	10 days	3.125 days	11/20/23 8:00 AM	12/1/23 5:00 PM		Njoud Alanazi;Reyuf Al...
6	✓	Conduct stakeholder in...	5 days	5 days	11/20/23 8:00 AM	11/24/23 5:00 PM	2	Njoud Alanazi;Reyuf Alanazi
7		document requirements	5 days	0 days	11/27/23 8:00 AM	12/1/23 5:00 PM	6	Njoud Alanazi;Reyuf Alanazi
8	!	User Interface Design	7 days	0 days	12/4/23 8:00 AM	12/12/23 5:00 PM		Njoud Alanazi;Reyuf Al...
9		Wireframing	6 days	0 days	12/4/23 8:00 AM	12/11/23 5:00 PM	7	Reyuf Alanazi;Computer
10		prototype creation	7 days	0 days	12/4/23 8:00 AM	12/12/23 5:00 PM	7	Njoud Alanazi;Computer
11	!	Software Development	21 days	0 days	12/13/23 8:00 AM	1/10/24 5:00 PM		Njoud Alanazi;Reyuf Al...
12		Coding	10 days	0 days	12/13/23 8:00 AM	12/26/23 5:00 PM	10	Njoud Alanazi;Computer;Re...
13		code review	3 days	0 days	12/27/23 8:00 AM	12/29/23 5:00 PM	12	Njoud Alanazi;Reyuf Alanazi
14		unit testing	8 days	0 days	1/1/24 8:00 AM	1/10/24 5:00 PM	13	Reyuf Alanazi;Computer
15	!	Testing and Quality A...	16 days	0 days	1/11/24 8:00 AM	2/1/24 5:00 PM		Njoud Alanazi;Reyuf Al...
16		Test planning	5 days	0 days	1/11/24 8:00 AM	1/17/24 5:00 PM	14	Njoud Alanazi;Computer
17		execution	5 days	0 days	1/18/24 8:00 AM	1/24/24 5:00 PM	16	Reyuf Alanazi;Computer
18		bug fixing	6 days	0 days	1/25/24 8:00 AM	2/1/24 5:00 PM	17	Njoud Alanazi;Reyuf Alanazi
19	!	Content Strategy De...	8 days	0 days	11/20/23 8:00 AM	11/29/23 5:00 PM		Njoud Alanazi;Reyuf Al...
20		Identify target audience	4 days	0 days	11/20/23 8:00 AM	11/23/23 5:00 PM	4	Njoud Alanazi
21		define content goals	4 days	0 days	11/24/23 8:00 AM	11/29/23 5:00 PM	20	Reyuf Alanazi
22	!	Course Content Creat...	18 days	0 days	11/30/23 8:00 AM	12/25/23 5:00 PM		Njoud Alanazi;Reyuf Al...
23		Develop lesson plans	9 days	0 days	11/30/23 8:00 AM	12/12/23 5:00 PM	21	Njoud Alanazi
24		create multimedia cont...	9 days	0 days	12/13/23 8:00 AM	12/25/23 5:00 PM	23	Reyuf Alanazi;Computer
25	!	AI and Machine Learn...	12 days	0 days	2/2/24 8:00 AM	2/19/24 5:00 PM		Njoud Alanazi;Reyuf Al...
26		Research	7 days	0 days	2/2/24 8:00 AM	2/12/24 5:00 PM	18	Reyuf Alanazi;Computer
27		implement AI Compon...	5 days	0 days	2/13/24 8:00 AM	2/19/24 5:00 PM	26	Njoud Alanazi;Computer
28	!	Learning Manageme...	10 days	0 days	2/20/24 8:00 AM	3/4/24 5:00 PM		Njoud Alanazi;Reyuf Al...
29		Develop LMS features	8 days	0 days	2/20/24 8:00 AM	2/29/24 5:00 PM	27	Reyuf Alanazi;Computer
30		test integration	2 days	0 days	3/1/24 8:00 AM	3/4/24 5:00 PM	29	Njoud Alanazi;Computer
31	!	Digital Marketing Ca...	7.375 days	0 days	12/28/23 2:00 PM	1/8/24 5:00 PM		Njoud Alanazi;Reyuf Al...
32		Market analysis	6 days	0 days	12/28/23 2:00 PM	1/5/24 2:00 PM		Reyuf Alanazi
33	!	campaign planning	6 days	0 days	1/1/24 8:00 AM	1/8/24 5:00 PM		Njoud Alanazi
34	!	Social Media Marketi...	15 days	0 days	1/9/24 8:00 AM	1/29/24 5:00 PM		Njoud Alanazi;Reyuf Al...
35		Content creation	8 days	0 days	1/9/24 8:00 AM	1/18/24 5:00 PM	33	Reyuf Alanazi
36		audience engagement	7 days	0 days	1/19/24 8:00 AM	1/29/24 5:00 PM	35	Njoud Alanazi
37	!	Customer Support Te...	4 days	0 days	1/29/24 8:00 AM	2/1/24 5:00 PM		Njoud Alanazi;Reyuf Al...
38		Hire support staff	4 days	0 days	1/29/24 8:00 AM	2/1/24 5:00 PM		Njoud Alanazi
39		establish support proc...	4 days	0 days	1/29/24 8:00 AM	2/1/24 5:00 PM		Reyuf Alanazi
40	!	Providing Effective Cu...	20 days	0 days	2/2/24 8:00 AM	2/29/24 5:00 PM		Njoud Alanazi;Reyuf Al...
41		Training	14 days	0 days	2/2/24 8:00 AM	2/21/24 5:00 PM	39	Njoud Alanazi;Reyuf Alanazi
42		ticket resolution	6 days	0 days	2/22/24 8:00 AM	2/29/24 5:00 PM	41	Njoud Alanazi;Reyuf Alanazi
43	!	Project Review and Cl...	10 days	0 days	3/1/24 8:00 AM	3/14/24 5:00 PM		Njoud Alanazi;Reyuf Al...
44		Evaluate project outc...	7 days	0 days	3/1/24 8:00 AM	3/11/24 5:00 PM	18;29;36;42	Njoud Alanazi;Reyuf Alanazi
45		documentation	3 days	0 days	3/12/24 8:00 AM	3/14/24 5:00 PM	44	Njoud Alanazi;Reyuf Alanazi



Risk Management:

Step 1: Risk Identification

1- Platform Technology

The platform may experience technical issues such as service outages or security issues, which may affect the user experience and lead to a loss of trust.

2- Educational Content

Can face challenges in producing high-quality and inspiring educational content that meets the needs of students and professionals.

3- Operation and Infrastructure

Continuous malfunctions and failure to operate the platform with high efficiency, in addition to the expansion of the user base, which leads to the inability to deal with the unexpected increase in the volume of data.

4- Marketing and Audience Attraction

Potential challenges in understanding market needs and effectively directing marketing campaigns, and competition among available alternatives.

5- Compliance and Regulations

The risks of non-observance of local and international regulations and laws to provide educational services online, in addition to the risks of not taking the necessary measures that may lead to the theft of students' and trainers' data and personal information.

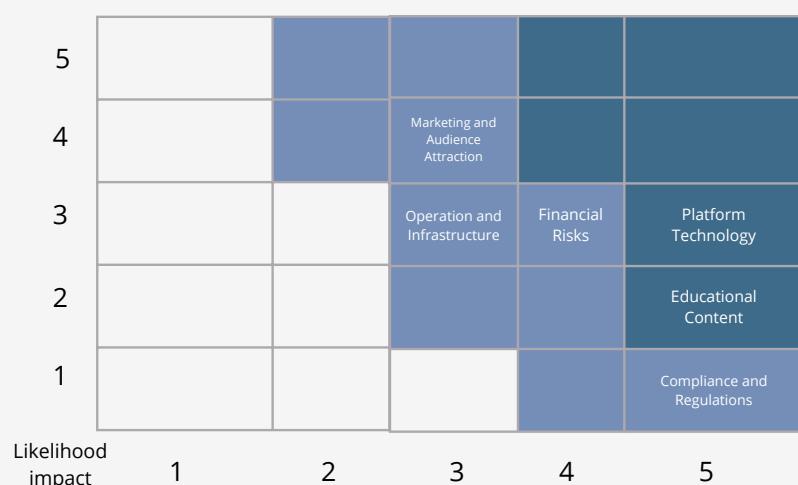
6- Financial Risks

There may be challenges in managing costs and ensuring project sustainability.

Risk Management:

Step 2: Risk Assessment

Risk Event	Likelihood	Impact	Detection Difficulty	When
Platform Technology	3	5	3	During the development of technology
Educational Content	2	5	2	While creating educational content
Operation and Infrastructure	3	3	3	During the operation and maintenance of the platform
Marketing and Audience Attraction	4	3	1	During marketing campaigns and attracting audiences
Compliance and Regulations	1	5	2	During the application of regulations and compliance
Financial Risks	3	4	3	During the Finance Department



Risk Management:

Step 3: Risk Response Development

Risk Event	Response Classification	Response	Contingency Plan
Platform Technology	Periodic system inspection and technology update	Infrastructure and technology optimization	Provide backups and emergency recovery plans
Educational Content	Periodic evaluation of the content of the courses and listening to students' observations	Optimize content based on ratings	Develop alternative content
Operation and Infrastructure	Enhance safety and take preventive measures	Periodic follow-up and improved security	Plan to respond to any interruptions in operations
Marketing and Audience Attraction	Optimize marketing strategies based on analytics	Employ new strategies and improve audience engagement	Plan alternative marketing campaigns and attract flexibility
Compliance and Regulations	Continuous updating to achieve compliance with laws	Integration of legal updates into the system	Planning to adapt to changes in regulations and laws
Financial Risks	Effective financial management and periodic budget control	Plans to adapt to budget changes	Identify additional sources of funding and plan for emergency financial situations

Risk Management

Step 4: Risk Response Control

Risk Event	Likelihood Level	Impact Level	Detection Difficulty	Priority Level	Response Classification	Response
Platform Technology	4	4	3	4	Mitigation	Implement redundant systems to enhance platform stability and reliability.
Educational Content	3	4	1	4	Contingency	Develop a backup content delivery system to ensure uninterrupted access to educational materials
Operation and Infrastructure	3	4	2	4	Mitigation	Implement regular maintenance schedules and performance monitoring for the platform infrastructure
Marketing and Audience Attraction	4	3	2	4	Acceptance	Allocate additional resources for targeted marketing campaigns and audience engagement initiatives
Compliance and Regulations	3	4	2	4	Contingency	Establish a compliance management team to monitor and adapt to changes in regulations affecting the platform
Financial Risks	4	4	1	4	Mitigation	Diversify revenue streams and create a financial reserve to mitigate potential financial risks

THE END

