

ABSTRACT

PT ABC is a subsidiary of a telecommunications company in Indonesia. PT ABC operates in the construction field and manages network infrastructure services. One of the construction project portfolios is the OSP (Outside Plant) project. One category within the OSP project is the High-End Market (HEM) customer type, which is B2B and the focus of this final project. The OSP HEM project is undertaken because of a mismatch between demand and the availability of network infrastructure. Based on data from 2023, 23% of OSP HEM construction projects experienced delays. The problem highlighted is the inadequacy of the project risk management support tool to analyze risks that can hinder prompt and accurate decision-making.

The method used for risk assessment is a qualitative approach with a probability and impact matrix. The aspects considered include time, cost, and quality. The OSP HEM project identified 125 risks from the beginning to the end of the project. There are 18 positive risks and 107 negative risks. The probability and impact matrix consists of three levels of severity. There are 10 risks with low severity, 75 risks with medium severity, and 40 risks with high severity. The risk response actions taken for the 125 risks include 47 risks with a mitigate response, 37 risks with an avoid response, 19 risks with an accept response, 12 risks with an exploit response, 8 risks with an escalate response, 1 risk with a transfer response, and 1 risk with an enhance response.

Keywords: *Risk Assessment, Risk response, Qualitative*