ABSTRAK

Pesatnya perkembangan *startup* digital menuntut perusahaan untuk mengelola proyek teknologi informasi secara efektif agar mampu memenuhi kebutuhan *client* dan menjaga kualitas layanan. PT Swevel Universal Media sebagai perusahaan pengembang perangkat lunak masih menghadapi beberapa kendala dalam pengelolaan proyek, seperti keterbatasan sumber daya manusia (SDM), keterlambatan penyelesaian proyek, serta belum diterapkannya manajemen risiko berdasarkan standar ISO 31000:2018. Kondisi tersebut berpotensi meningkatkan risiko operasional sehingga diperlukan penerapan manajemen risiko yang terstruktur.

Penelitian ini bertujuan menganalisis risiko operasional pada pengelolaan proyek teknologi informasi di PT Swevel Universal Media menggunakan standar ISO 31000:2018. Penelitian menggunakan pendekatan kualitatif. Data diperoleh melalui observasi, wawancara, dan penyebaran kuesioner. Analisis dilakukan berdasarkan tahapan manajemen risiko ISO 31000:2018, sedangkan penilaian tingkat risiko menggunakan matriks kemungkinan dan dampak.

Hasil penelitian menunjukkan bahwa terdapat 35 risiko operasional, terdiri atas 14 risiko berkategori *Low Risk* dan 21 risiko berkategori *Moderate Risk*. Berdasarkan hasil evaluasi risiko, disusun 42 rekomendasi perlakuan risiko (*risk treatment*) yang difokuskan pada risiko berkategori *Moderate Risk*. Rekomendasi tersebut diharapkan dapat menjadi acuan bagi PT Swevel Universal Media dalam meningkatkan efektivitas pengelolaan risiko serta mendukung keberhasilan pelaksanaan proyek teknologi informasi.

Kata Kunci: Manajemen Risiko, ISO 31000:2018, Proyek Teknologi Informasi, Risiko Operasional, *risk treatment*.

ABSTRACT

The rapid growth of digital startups requires companies to manage information technology (IT) projects effectively in order to meet client requirements and maintain service quality. PT Swevel Universal Media, as a software development company, still faces several challenges in project management, including limited human resources, project delays, and the absence of risk management practices based on the ISO 31000:2018 standard. These conditions may increase operational risks, making the implementation of a structured risk management approach essential.

This study aims to analyze operational risks in IT project management at PT Swevel Universal Media using the ISO 31000:2018 standard. A qualitative research approach was employed. Data were collected through observation, interviews, and questionnaires. Risk analysis was conducted based on the risk management process defined in ISO 31000:2018, while risk assessment was performed using a likelihood and impact risk matrix.

The results identified 35 operational risks, consisting of 14 Low Risk and 21 Moderate Risk categories. Based on the risk evaluation results, 42 risk treatment recommendations were developed, focusing on risks classified as Moderate Risk. These recommendations are expected to serve as a reference for PT Swevel Universal Media in improving the effectiveness of risk management and supporting the successful implementation of information technology projects.

Keywords: Risk Management, ISO 31000:2018, Information Technology Project, Operational Risk, Risk Treatment.