#### SWOT company weakness analysis :

Which initiatives are underperforming and why ?

1 - Trash is not efficiently collected and remain for long periods on the sidewalk

* Some citizens do not throw their trash in the garage containers and a lot of trash bags are founded directly on the ground by our teams and slow their work
* The lack of modernized equipment cause troubles to be sure

In SWOT we have to mention all the threats that can come from inside and outside. For example inside : We can have personnel who resist and outside people who don't want or are not advanced enough to be able to use the new tools available.

**Training plan :**

A training team is hired from outside sources since it is needed for a certain amount of time, there is no need to have a special team inhouse, which can be a burden for the budget in the long term.

We organized 2 group training sessions in which the training team did a great job training the whole staff on new techs and how to use new methods and tools in order to be more efficient. At the end of these group training sessions, the participants were asked to answer questions through which their skills are assessed in order to check if they need personal training or not.

* Handicaps are aided in their garbage collection with specially trained personnel.

Communication plan :

* seminar is organized gathering all the staff and management teams :

Goal is to talk about problems in hand and more importantly bring the solution.

Show specifically what is going to change for each and everyone involved.

And also make sure they understand that it is going to ease their work life.

A special unit is also in place to help guide them through the transition

* emails
* tv adds
* flyers in public transportation

**Support team :**

Is composed of **10 members**

with **4 support members** available on a daily basis for those who want to interact directly.

A manager who has **2 MOA** for each application and one data analyst for each. We also have an apprentice with whom they are able answer the demands from all the employees and management staff.

To simply access support, we have created a shared electronic mailbox with a ticketing solution through which each demand is attributed to certain member of the team according to their faculties to effectively find a solution to the problem.

For example if there is a bug reported on an app, MOA is alerted who creates a ticket on Jira for the developer team to handle in the next sprint with CI/CD (continuous integration, continuous delivery) process.

developer team : 1 devop for each app and 1 dev and they each have an apprentice making them a full number of 6.

**Drones** :

create visual and sound pollution. People are worried that this could be used to monitor them.

Ensure the public by showing how cameras are used and that they don’t possess technology for facial recognition and they are merely used to monitor garbage.

3 drones for each section, 2 for the day (half day autonomy) and third in case anything goes wrong.

Drones are programmed to follow a path validated by authorities with only one altitude and path. This helped us convince the public of a good and transparent use.