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| **Problem Solving (A3) Report** | **Topic:** Password Generator/Storage | **Date:** 8/19/20 |
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| **1. Identify a Problem** | **PLAN** |  | **4. Propose & Implement Countermeasures** | **PLAN/DO** |
| * + The standard for storage of passwords is having a document or paper with all the credentials inside.   + It would be more ideal to have access to the passwords in more than one device so a word document   + Its hard to keep track of passwords for every website/account   + Even if the user uses only one password some websites require an increase in complexity to their password which leads to forgetfulness of the password | |  | ***ASK:***   * What countermeasures are most likely to eliminate the Root Cause? * Which countermeasures are most feasible and effective; likely to cause the least impact; what is the cost, difficulty? * Can I select the countermeasures that will achieve my targets?   ***SHOW:***  Countermeasures and why they were selected  ***TOOLS:***  Countermeasures Matrix | |
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| **2. Set the Target** | **PLAN** |  | **5. Check/Evaluate** | **CHECK** |
| * 1. Create an application that stores all passwords behind one master password      1. The master password could also be fingerprint or face scanner   2. Have it work on multiplatform to allow access to copy paste codes that might be complicated to write   3. Have it also generate scrambled passwords that are hard to guess      1. Could also take a password as an input and return it encrypted with a key | |  | ***ASK:***   * Did the countermeasures work? * Was the target achieved * Can I verify that the Root Cause was eliminated (can I turn it off & on) * If the Countermeasure was not effective, why didn’t it work   ***SHOW:***  The results; describe the reliability of the new process  ***TOOLS:***  Line graph, pareto | |
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| **3. Analyze the Causes** | **PLAN** |  | **6. Act and/or Standardize** | **ACT** |
| * + The problem comes from losing or forgetting the location of the paper or document or just making sure the passwords are kept in a secure place that only you have access to.   + The paper or document that stores the password could not be with you   + Can generate extremely complex passwords for websites that deny one that you input | |  | ***ASK:***   * How will we ensure the process continues to work (stays solved)? * What have we learned? * Where else can we apply this learning?   ***SHOW:***  New or changed procedures, plans to apply learning in other areas  ***TOOLS:***  Standard Operating Procedures | |