Problem Solving (A3) Report

Topic: RUM Sports Website

Date: 08/27/2021
Team: Los Reyes de la Punta 3.0

1. Identify a Problem — PLAN

- **Background Context**

    Sports fans are highly engaged participants and observers who can provoke enthusiasm or anger, among others, among themselves. In all sports there are some types of statistics that help you to know your team or your opponents. Player statistics have evolved from the newspaper to Webpages dedicated only to them.

- **Current state**

    Currently in RUM there is no place where fans, agents and brands can see the statistics and achievements of the athletes. This greatly affects the exposure of the athletes not only in the institution but also worldwide.

2. Set the Target — PLAN

- Design and develop a serverless technology stack to display player stats, achievements, photos, and videos where the webpage can handle heavy workloads.

3. Analyze the Causes — PLAN

Root cause:

People, sport agents and brands do not have the accessibility to see athlete's achievements in an effectively way.

Sports agents, fans, brands do not know the statistics and achievements of the RUM athletes.	**Why?** →	They do not have a place to see RUM players statistics.	**Why?** →	No one has ever created a web page that shows user-friendly statistics and achievements of RUM players over the years.

Possible causes:

- Employees are not aware of the new technology.
- There is not enough budget to build the webpage.
- Managers are not aware of the positive impact of these technologies; thus, they stick with what they have

4. Propose & Implement Countermeasures — PLAN/DO

Proposal: Develop a web application and cloud infrastructure with updated technology. This will allow users of any age to see RUM players stats, videos, photos, and achievements without any problem and completely secure from their cell phone or computer. By making this web application athletes will have more exposure not only in Puerto Rico but also globally.

Cause	Countermeasure	Who?
The statistics of the RUM players are not accessible	Create a user-friendly web application for all type of people,	User
	Design a new cloud infrastructure using new technology and cloud computing resources that would be secure all the information of the user	IT department & Company

5. Check/Evaluate — CHECK

Questions to address:

- Will the RUM Sport Website find it user-friendly?
    - If not ,why?
- Has the network experience any security breaches?
    - If yes, then review every security measure applied into the network.
- The system still can't handle heavy workloads?
    - If not, why?
- What should the client (fans, agents, brands) be able to do?

6. Act and/or Standardize — ACT

Standards:

- How can we make the process of see player stats and achievement easier and safer?
- How can we ensure that people continue to use the website?
    - Marketing of the website.
    - Affiliate with 'Huella Deportiva' for athlete's videos.
    - Keep the IT personal up to date with the latest technologies.

- How can we keep improving the user experience?
    - Ask users for feedback.