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 themselves. In all sports there are some types of statistics that help you to know your team or your opponents. Currently in UPRM there is no place where fans, agents or 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.

Who?	For athletes, fans, agents, brands, and anyone interested in sports.
What?	Expose athletes by publishing statics and achievements.
When?	Always. Whenever new statistics surge.
Where?	In a web-application accessible at all times.

2. Set the Target   PLAN

- Make available to the public UPRM player stats, achievements, photos, videos, etc.

- Help athletes get exposure to international opportunities, scholarships, or sponsorships, for example.

3. Analyze the Causes   PLAN

Root cause:

Possible causes:
- Athletic department is not aware of the new technologies
- There is not enough budget to build the platform
- 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 that will allow users to see UPRM athletes' stats, videos, photos, achievements, etc. This will expose them to scouts not only in Puerto Rico but also in other countries.
- Design a cloud infrastructure using a new technology and cloud computing resources that would be secure all the information of the users, no matter if they are using their cell phone or computer.
- Build profile, as complete as possible, for the athletes that will serve them as a portfolio.

Cause	Countermeasure	Who?
Statistics are not accessible	Build a user-friendly application to display athletes' statistics they can be accessed easily by anyone interested in them.	User
No tools for data processing	Create a system that will ease the recompilation, manipulation, and updating of the athletes data.	

5. Check/Evaluate   CHECK

Questions to address:
- Define terms for the app being user-friendly
    - Analyze possible users and behaviors
- Does the network experience have any security breaches?
    - If yes, then review every security measure applied into the network.
- Can the system handle heavy workloads?
    - If not, why?
- What should the client (fans, agents, brands) be able to do?
    - Should there be any different levels of access to the information?

6. Act and/or Standardize   ACT

Standards:
- How can we make the process to see player stats and achievement easier and safer?
- How can we ensure that people continue to use the website?
    - Marketing of the website
    - Possibly 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