

Problem Solving (A3) Report

Topic: MyTurn

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1. Identify a Problem		PLAN
<ul style="list-style-type: none">Background Context The classic way to wait for a service, be it hospital, barber shop or even food, is waiting line. People must stay in place until the service is complete. Currently, we are in an atypical moment called a pandemic (COVID-19) where the waiting line can cost you, your life and establishments have a limit on the number of people. This greatly affects the organization of establishments and the experience of people.		
Who?	For children, adolescents, adults, and elderly.	
What?	An organized and safe way to make a waiting line.	
When?	Always. If there can be a crowd.	
Where?	In a web-application accessible at all times.	

2. Set the Target		PLAN
<ul style="list-style-type: none">This website (MyTurn) will allow users to make an online waiting line that would be easier and safer.This will help employers to have control of people without being presential in the establishment.		

3. Analyze the Causes		PLAN
Root cause: <pre>graph LR; A[People get infected in the waiting line.] -- Why? --> B[They might have high exposure to COVID-19]; B -- Why? --> C[People must wait to get the service they need.]; C -- Why? --> D[They do not have a website to make an waiting line without be in presential.]; D -- Why? --> E[A platform has not been implemented in which it can provide better services in the waiting time for customers];</pre>		
Possible causes: <ul style="list-style-type: none">Employees are not aware of the new technology.There is not enough budget to build the platformManagers are not aware of the positive impact of these technologies; thus, they stick with what they have.		

4. Propose & Implement Countermeasures		
Proposal: <ul style="list-style-type: none">Develop a web application and cloud infrastructure with updated technology. This will allow users of any age to make an online waiting line without any problem and completely secure from their cell phone or computer.Build this application will prevent the spread of covid 19 in the waiting line.		
Cause The presential waiting line is not safe and tedious for customers.	Countermeasure Create a user-friendly web application for all ages where clients can make their turn. Design a new cloud infrastructure using new technology and cloud computing resources that would be secure all the information of the user.	Who? Users IT department & Company

5. Check/Evaluate		CHECK
Questions to address: <ul style="list-style-type: none">Define terms for the app being user-friendly<ul style="list-style-type: none">Analyze possible users and behaviorsDoes the network experience have any security breaches?<ul style="list-style-type: none">If yes, then review every security measure applied into the network.Can the system handle heavy workloads?<ul style="list-style-type: none">If not, why?What should the client and company be able to do?		

6. Act and/or Standardize		ACT
Standards: <ul style="list-style-type: none">How can we make the waiting turn process easier and safer?How can we ensure that people continue to use the website?<ul style="list-style-type: none">Marketing of the websitePossibly affiliate with institutions that benefits from the website.Keep the IT personal up to date with the latest technologies.How can we keep improving the user experience?<ul style="list-style-type: none">Ask users for feedback.		

