

# ROAM Analysis

	Issues	Actions	ROAM designation
<b>Issue 1</b>	10% of courses are not being updated	Contacted the courses manager and have had no issues for two weeks.	Resolved
<b>Issue 2</b>	Customers are complaining.	Reached out to the customers, listened to their issues, and offered to send them a free coupon. Most customers were satisfied with this solution.	Mitigated
<b>Issue 3</b>	There is a software issue preventing your customer relations team receiving all requests and complaints.	Assign your IT Specialist to fix the problem as soon as possible.	Owned
<b>Issue 4</b>	Some customers are canceling their subscriptions.	Checks in with the customers and, despite offering them a subscription promotion, they still want to cancel. There is nothing you can do, but the impact is minimal.	Accepted
<b>Issue 5</b>	The cost HR per revenue ratio to recruit data engineer is above target (over budget)	Assign your HR Specialist to postpone hiring data engineer	Owned
<b>Issue 6</b>	Courses are being increasing.	Reassessed the model making it more relatable and important for users.	Mitigated
<b>Issue 7</b>	Your budget is tightening.	Financial Analyst reassessed project spending and was able to increase the budget. The additional money was enough to offset recent losses.	Resolved