

✔ Congratulations! You passed!

Grade received **100%** To pass 80% or higher

Go to next item

1. To pass this practice quiz, you must receive at least 80%, or 4 out of 5 points, by completing the activity and answering corresponding quiz questions. You can learn more about the graded and practice items in the [Course Overview](#).

1 / 1 point

Activity Overview

In this activity, you will apply risk management skills to identify risks and put together a ROAM analysis. You can use a ROAM analysis to analyze, prioritize, and manage risks that have already become issues. It's a great tool to keep teams organized, so they know what needs to be done to keep the project moving forward.

In a ROAM analysis, you identify project issues and put them into one of the following four categories:

- **Resolved:** The issue has been eliminated and no longer poses a problem.
- **Owned:** The issue has been assigned to a team member who will monitor it through to completion.
- **Accepted:** The issue is minor or cannot be resolved, so the team chooses to accept and work around it.
- **Mitigated:** The team has taken action to reduce the impact of the issue (or reduce the likelihood of a risk that has not yet materialized).

Be sure to complete this activity before moving on. The next course item will provide you with a completed exemplar to compare to your own work. You will not be able to access the exemplar until you have completed this activity.

Scenario

Review the scenario below. Then complete the step-by-step instructions.

After installing the new software to keep track of orders and shipments, Plant Pals began sending out the first test batch of plants to customers. Your team has been conducting an ongoing customer satisfaction survey. Two weeks into the test shipments, the survey reveals the following issues:

- The warehouse team reports that 10% of the plants were not properly potted. This leads to customer complaints, profit loss, and budget issues you did not anticipate.
- Due to a software issue, the customer relations team is receiving only 30% of requests and complaints. This leads to customer dissatisfaction.
- There are not enough delivery drivers to deliver all the Plant Pals orders on time. The current delivery completion rate is 80%, leading some customers to cancel their subscriptions.

Step-by-Step Instructions:

Step 1: Access the template

To use the template for this course item, click the link below and select "Use Template."

Link to template: [ROAM analysis](#)

OR

If you don't have a Google account, you can download the template directly from the attachment below.

 **Activity Template_ ROAM Analysis**
XLSX File

Step 2: Review the template

In the ROAM analysis template, review the project issues and the actions you and your team took in response.

Step 3: Assign each issue a ROAM designation

Consider how you and your team handled the issues. Then select an appropriate ROAM designation for each using the dropdown options: **Resolved**, **Owned**, **Accepted**, or **Mitigated**.

Step 4: Save your ROAM analysis

Save your completed ROAM analysis to your computer or Google Drive. You'll need it again later in the course.

What to include in your response

Be sure to address the following elements in your completed ROAM analysis:

- Each issue has an appropriate ROAM designation

Did you complete this activity?

Yes

No

✔ **Correct**

Thank you for completing the activity! A ROAM analysis keeps your team organized, so they know what needs to be done to keep a project moving forward. Review the quiz feedback below to find out how you did. Then go to the next course item to compare your work to a completed exemplar.

2. Some customers called to cancel their subscription despite your team's best efforts. How do you categorize this issue?

1 / 1 point

Resolved

Owned

Accepted

Mitigated

✔ **Correct**

Your team has tried to resolve this issue, but there is nothing more you can do. This means you have accepted it.

3. There are not enough delivery drivers to ensure all Plant Pals orders are delivered on time. You ask your HR Specialist to hire more drivers. How do you categorize this issue?

1 / 1 point

Resolved

Owned

Accepted

Mitigated

✔ **Correct**

The issue is owned by the HR Specialist, who will begin the hiring process.

4. Some plants are being delivered late. Your team reassessed delivery routes to make them more efficient. This has reduced the number of late deliveries, but not eliminated the problem. How do you categorize this issue?

1 / 1 point

Resolved

Owned

Accepted

Mitigated

✔ **Correct**

The issue is mitigated because you lessened its impact.

5. You discover that 10% of Plant Pals orders are not potted properly. In which of the following scenarios is this issue **resolved**?

1 / 1 point

You assigned your Warehouse Operations Manager to handle the issue as soon as possible.

The Warehouse Operations Manager makes a plan to update the potting process.

The warehouse team updated the potting process and there have been no issues for two weeks.

You decide that 10% is a reasonable amount of poorly potted plants, so you take no further action.

✔ **Correct**

This issue is resolved because it is no longer a problem.