Problems have complicated context and various users have contributed their own perspectives.

The context of the problem is complicated.

- The context of the problem is complicated.
  - 2H/PTM/Admin: Is being streamlined, so it's not quite as severe as it was.
  - 2G/Ex: It's stuff that's been going on for a few months. Not a new issue.
  - 2H/Ex: Administrative tasks are time consuming. Not a new issue.
- Reviewers have to be careful with what they approve.
  - 2F/Reviewer/Ex: Reviewers have to be careful with what they approve.
  - 2F/Reviewer/Ex: Reviewers have to be careful with what they approve.
- The system is not perfect, but it's better than it was.
  - 2F/Reviewer/Ex: Reviewers have to be careful with what they approve.
  - 2F/Reviewer/Ex: Reviewers have to be careful with what they approve.

Interviewees have a variety of job titles and perspectives on OARS, including issues, improvements, and familiarity with the system.

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  - 2G/Ex: Doesn't stay abreast of what's the cash flow anything and
  - 2G/Ex: Administrative tasks are time consuming. Not a new issue.
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  - 2F/Reviewer: Reviewers have to be careful with what they approve.
  - 2G/Ex: Administrative tasks are time consuming. Not a new issue.
- Interviewees have different ideas about their job roles.
  - 2G/Ex: Doesn't stay abreast of what's the cash flow anything and
  - 2G/Ex: Administrative tasks are time consuming. Not a new issue.
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  - 2G/Ex: Administrative tasks are time consuming. Not a new issue.
- Some users are familiar with the system.
  - 2G/Ex: Administrative tasks are time consuming. Not a new issue