Abstract

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Inspired

Assessment 2: Group 18

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# Inspired: Team Profile

## Personal Information

|  |  |
| --- | --- |
|  | Name: Matt Johnson Student Number: S3775650 Assignment 1 link: <https://s3775650.github.io/COSC2452-Assessment1/>  Info: Born and raised in Sydney but now living on the NSW central coast with my wife and two kids. I have always been interested in IT, particularly programming, and have been working in the industry for around 12 years in a variety of support roles. I have a Certificate III in IT from 2006 but am mostly self-taught. Experience is mainly around corporate support and infrastructure management. My spare time is mainly spent with the family, playing video games or pretending I know how to play guitar. |
|  | Name: Shaylea Smith  Student Number: s3795647 Assignment 1 link: <https://shaysmith88.github.io/>  Info: My name is Shaylea Smith student s3759647. I was born in Queensland and have lived her my entire life. I currently live in Ipswich and work as a Principal Custome Service Officer within the Department of Transport. I have two young children 9 and 7 who inspire me every day to reach for the stars. I first developed an interest in IT when my dad showed my GoogleAds for his business and how they worked, he has inspired me and encouraged me to complete my degree in this field to be able to progress my career into something that will be meaningful and able to help so many people. The only real experience I have in the IT world is that of working with multiple programs in order to complete my daily tasks at work. I look forward to working in our group "Inspired" and learning from each team member the skills and interests they bring to our team. |
|  | Name: Graham Hibbert  Student Number: s3738283  Assignment 1 link: <https://grahamhibbert.github.io/Profile/#Profile>  Info: |

|  |  |
| --- | --- |
|  | Name: John Doe  Student Number: s0000000  Assignment 1 link: <https://anthon99.github.io/Welcome/>  Info: I was born in Cook Town and moved around Queensland a bit before eventually ending up in Perth. I have played a fair bit of rugby union, though as much as I’d like to play again, a knee injury prevents that; so, I settle for going to the gym. Right now, I have had very little experience in the IT industry, only working in a computer repair store for a week during High school. But, like most, I have lived my life being surrounded by technology and I have developed a desire to make a career with technology at its centre. |
|  |  |

## Team Profile

How we will work as a group based on our individual tests, we have a wide variety of personalities in our group that will support and enhance each of our skills and strengths and uplift each of our weaknesses. As we have a variety of skills and knowledge in the group with a range of experiences in the IT field each person is able to bring something unique to the group and based on the Myers Brigs results it is believed that as a group we should be able to work collaborative and effectively together as while we have some people with the same traits no two people are alike. The group has a mix of personality types that include organizational skills, discipline, ability to keep the group working and on task, creativeness, leadership skills and ambition.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | Matt | Shay | Graham | Anthony | Lucas |
| Learning Style Test | **Learning Style** | Auditory | Visual | Auditory | Visual | Visual |
| Myers Brigs Test | **Myers Brigs** | INTJ | ESFJ | ENTJ | INTP | ENFP |
| **Working Style** | Reserved | Outgoing | Outgoing | Reserved | Outgoing |
| **E or I** | * Likes doing things alone * Takes too much time reflecting | * People person * Comfortable in groups * Needs to stop and think | * People person * Comfortable in groups   Needs to stop and think | * Likes doing things alone * Takes too much time reflecting | * People person * Comfortable in groups * Needs to stop and think |
| **S or N** | * Reads between the lines * Solves problems through ideas and possibilities * Trusts words over experiences * Open to new and different ideas | * Facts first then big picture * Solves problems through facts * Trust experience over words * Pragmatic * Focus to much on facts | * Reads between the lines * Solves problems through ideas and possibilities * Trusts words over experiences   Open to new and different ideas | * Reads between the lines * Solves problems through ideas and possibilities * Trusts words over experiences   Open to new and different ideas | * Reads between the lines * Solves problems through ideas and possibilities * Trusts words over experiences * Open to new and different ideas |
| **F or T** | * Logical * Makes decisions with head * Honest truth over being tactful | * People orientated * Makes decisions with heart * Compassionate * Tactful over cold hard truth | * Logical * Makes decisions with head * Honest truth over being tactful | * Logical * Makes decisions with head * Honest truth over being tactful | * People orientated * Makes decisions with heart * Compassionate * Tactful over cold hard truth |
| **J or P** | * Task Orientated * Makes Lists * Work then Play * Goal Focused * Likes to plan to avoid rushing | * Task Orientated * Makes Lists * Work then Play * Goal Focused * Likes to plan to avoid rushing | * Task Orientated * Makes Lists * Work then Play * Goal Focused * Likes to plan to avoid rushing | * Open minded * Treats work as play * Stimulated by deadlines * Works in burst of energy * Keeps minimum plans | * Open minded * Treats work as play * Stimulated by deadlines * Works in burst of energy * Keeps minimum plans |
| Based on Third Test | **Strengths can bring** | * Organized * Open to ideas * Easy to get along with * Deals with Stress * Disciplined * Ambitious | * Works well in a group * Organized * Easy going * Puts immediate gratification aside for long term goals | * Practical * Relaxed * Friendly * Disciplined * Efficient and organized * Keep group motivated | * Creative * Open Minded * Objective * Logical * Attention to detail * Down to Earth | * Open to ideas * Willing to work as a group * Creative * Carry large quantities of information |
| **Weakness can Bring based on tests** | * Independent * Struggles working in group * May try to control | * Doesn’t deal with stress well * Avoids conflict * Lack of openness to abstract ideas | * Skeptical * Competitive * Conservative | * Second guesses self * Struggles in group * Procrastinate | * Agitated if distracted by people * Drift off if tired * May lack some persistence. |

**Inspired Team**

***Ideal jobs description***

**Shaylea Smith:** Senior Business Analyst - MS Dynamics SCV

* The Senior Business Analyst provides strategic business analysis services to business partners. The focus of this position is to work closely with the business units to gain in-depth understanding of customer’s business strategy, processes, services, roadmap and the context in which the business operates. This role will be key to understanding the documenting capabilities needed to address business challenges.

**Matthew Johnson:** Chief Information Officer

* Senior executive in an enterprise who works for the traditional [information technology](https://en.wikipedia.org/wiki/Information_technology) and computer systems that support enterprise goals. The Chief Information Officer of an organization is responsible for making executive decisions regarding to things such as the purchase of IT equipment or the creation of new systems, they are therefore responsible for leading and directing the workforce of their specific organization.

**Graham Hibbert:** General Manager Information Technology

* Also known as Managing Directors or Chief Operating Officers, General Managers are tasked with overseeing daily business activities, improving overall business functions, training heads of departments, managing budgets, developing strategic plans, creating policies, and communicating business goals.

[**Anthony Perkins Simkin**](https://rmit.instructure.com/groups/106978/users/181497)**:** Software Engineer

* Research, design, develop, and test operating systems-level software, compilers, and network distribution software for medical, industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis.

**Inspired in Review**

***Team Comparison***

**Ideal Job**

Three team members from Inspired, have aspirations for senior leadership roles and one in software engineering for support of critical military applications. Matthew and Graham share a common element in their respective ideal jobs. Both aspire to manage and implement IT infrastructure crucial to the ongoing requirements of the workforce. It is the sole responsibility of a CIO/GMIT to make executive decisions and create strategic plans in regard to the IT infrastructure of their organisation.

Although very similar Shaylea’s senior business analyst (SBA) role is responsible for developing the business cases to present to the management. SBA works closely with the business units to gain in-depth understanding of the functionality of processes and systems in the context of the organisation. The SBA then analyses the raw data and creates a new business case to present to senior leadership, in order to implement change to create increased efficiency. However, Anthony’s ideal occupation differentiates by being more technical in its application. A software engineer designs and develops programs and platforms to support critical areas such as the Department of The Defence.

**Team Direction**

The members of team Inspired all share similar career plans. All members agree, finishing their Bachelor degree in Information and Technology will be the platform in which they build their career. Matthew has also shown interest in continued study to gain further knowledge in accounting and management. Recognition of the need to gain work place experience is also a similar element throughout the team, with all team member electing to gain employment in supporting roles.

**Reference:**

Job descriptions:

1. <https://au.topresume.com/career-advice/senior-business-analyst-job-description>
2. <https://en.wikipedia.org/wiki/Chief_information_officer>
3. <https://job-descriptions.careerplanner.com/Systems-Software-Developer.cfm>

# Tools

# Industry Data

Between the 24th of March 2017 and the 23rd of March 2018 burning glass used bots to scan the internet for job posting and have released their findings to the public. Using this data, we can gauge the job market throughout the IT industry within the Australian and New Zealand region.

Using this data, we can determine that Lucas’s ideal job of graphic designer has the greatest demand among the group, with 887 job postings within the timeframe that burning glass collected its data, making it the second highest in demand job in the industry.

According to the data, John Doe’s ideal job has the second highest demand in the group. Within the time span, there has been 539 job postings for software engineers. It is currently ranked eleventh in demand in the IT industry.

Matthew’s, Graham’s and Shaylea’s ideal jobs where not in the burning glass data; so, to get an idea of the how much demand their ideal jobs have, data has been gathered from one of Australia’s biggest online job board, seek.com. Although, the problem with this tactic is that seek will include within its searches, jobs that it deems close enough to what you are searching for. This isn’t a problem for jobs with demands low enough to manually count, but the higher the demand the more inaccurate to results will be.

Shaylea’s ideal job of senior business analyst currently has about 353 job postings on seek.com. It should be noted that her job was the most effected by Seek including job postings it thinks are relevant.

Matthew’s ideal job of chief information officer and Graham’s ideal of general manager of information technology have the lowest demand on Seek, having only eleven and seven job postings respectively. Although it should be noted that these are high ranking leadership positions that companies typically promoted current employees into, rather than hiring from outside the company.

Below is a table representing the twenty-five highest ranking IT-specific and general skills demanded in the IT industry and whether or not anyone in the group will require them for their specific ideal jobs.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| IT-specific skills | | | | | |
| 1. SQL |  |  |  |  |  |
| 1. JavaScript |  |  |  |  |  |
| 1. JAVA |  |  |  |  |  |
| 1. Microsoft Windows |  |  |  |  |  |
| 1. Project Management |  |  |  |  |  |
| 1. SAP |  |  |  |  |  |
| 1. Business Management |  |  |  |  |  |
| 1. Building Relationships |  |  |  |  |  |
| 1. Business Analysis |  |  |  |  |  |
| 1. Graphic Design |  |  |  |  |  |
| 1. Technical Support |  |  |  |  |  |
| 1. Microsoft C# |  |  |  |  |  |
| 1. LINUX |  |  |  |  |  |
| 1. Customer Service |  |  |  |  |  |
| 1. Software Engineering |  |  |  |  |  |
| 1. .NET Programming |  |  |  |  |  |
| 1. Website Production |  |  |  |  |  |
| 1. Microsoft Office |  |  |  |  |  |
| 1. Oracle |  |  |  |  |  |
| 1. ITIL |  |  |  |  |  |
| 1. Git |  |  |  |  |  |
| 1. Python |  |  |  |  |  |
| 1. Scrum |  |  |  |  |  |
| 1. Systems Engineering |  |  |  |  |  |
| 1. Business Process |  |  |  |  |  |
|  | John Doe | Lucas Teo | Matthew Johnson | Graham Hibbert | Shaylea Smith |

The three skill that the group does not require and are the highest according to the Burning Glass data are Technical Support, Microsoft C# and LINUX.

No one in the group had chosen a role that often interact with customers directly, thus technical support isn’t required.

Microsoft C# and LINUX maybe useful to John depending on the nature of the projects that he would be working on, though there is no indication that this the case.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| General Skills | | | | | |
| 1. Communication Skills |  |  |  |  |  |
| 1. Problem Solving |  |  |  |  |  |
| 1. Organizational Skills |  |  |  |  |  |
| 1. Writing |  |  |  |  |  |
| 1. Team Work |  |  |  |  |  |
| 1. Troubleshooting |  |  |  |  |  |
| 1. Planning |  |  |  |  |  |
| 1. Detail-Orientated |  |  |  |  |  |
| 1. Creativity |  |  |  |  |  |
| 1. Research |  |  |  |  |  |
| 1. Leadership |  |  |  |  |  |
| 1. Time Management |  |  |  |  |  |
| 1. Mentoring |  |  |  |  |  |
| 1. Quality Assurance and Control |  |  |  |  |  |
| 1. Presentation Skills |  |  |  |  |  |
| 1. Meeting Deadlines |  |  |  |  |  |
| 1. Analytical Skills |  |  |  |  |  |
| 1. Team Building |  |  |  |  |  |
| 1. Management |  |  |  |  |  |
| 1. Multi-Tasking |  |  |  |  |  |
| 1. English |  |  |  |  |  |
| 1. Building Effective Relationships |  |  |  |  |  |
| 1. Articulate |  |  |  |  |  |
| 1. Self-Starter |  |  |  |  |  |
| 1. Decision Making |  |  |  |  |  |
|  | John Doe | Lucas Teo | Matthew Johnson | Graham Hibbert | Shaylea Smith |

The only general skill not required by the group is the mentoring. However, even if it is not an official responsibility, any of the group members may find they need to mentor someone if circumstances deem it necessary.

After looking at the Burning Glass data, John has not changed his mind about his ideal job. He was always aware of that being a software engineer would be a technically demanding job, but that is what attracted him to it in the first place. He believes that he already has most of the general skills required, even if they require some developing; and with enough time he is confident that he can gain all the technical skills required to become a software engineer.

# IT Work

# IT Technologies

## Clouds, services, servers

**Machine Learning**

**What does it do?**

Machine learning (ML) has become an increasingly important part of IT today. It is seen in how IT leverages machine learning to improve operations and how IT supports and enables different life and business applications. Machine learning is an application of artificial intelligence (AI) that provides systems the ability to automatically learn and improve from experience without being explicitly programmed. “Some specialists believe that **machine learning applications** are, on the one hand, magic boxes capable of doing whatever we want or, conversely, are alien-like solutions that are useless in everyday life” (r3). What may seem useless on the surface, actually has real world applications now and into the future.

Currently machine learning AI is used in broad range of applications that not only speed up data delivery but enhance an applications useability**. Real-world applications include speech and image recognition, text classification and web search optimization. Ever wondered how Google search knows what you are typing before you finish typing it? Machine learning. To create this predictive behaviour, ML algorithms are trained. “A machine learning model is the output generated when you train your machine learning algorithm with data” (r1). This predictability allows Google to preload search results and or webpages, enabling a quicker response. Similarly, application such as Netflix employ ML to predict better content suggestions for viewers. After the trained algorithm is enable the predictive nature becomes more accurate through ‘trial and error’ based on the user’s actions. Essentially Netflix algorithms learn, I like action movies and suggests more movies around this genre. Although this predictability function is a small fraction of the capabilities of machine learning, it can be easily demonstrated how this technology can speed up data transfer and enhancing user experience.**

***“Machine learning is not a simple process. As the algorithms ingest training data, it is then possible to produce more precise models based on that data. A machine learning model is the output generated when you train your machine learning algorithm with data. After training, when you provide a model with an input, you will be given an output. For example, a predictive algorithm will create a predictive model. Then, when you provide the predictive model with data, you will receive a prediction based on the data that trained the model”. (r1)***

**Whilst ML is not new, recent hardware technology advancements has allowed ML to do more complex calculations. As these algorithms become more complex, the processing power of the CPU (central processing unit) became less capable of handling the enormous amount of data. However, graphical processing unit (GPU), which originally developed for the gaming industry, has now become popular for machine learning AI. “**GPUs are specialized hardware for the manipulation of images and calculation of local image properties. The mathematical basis of neural networks and [image manipulation](https://en.wikipedia.org/wiki/Graphics_pipeline) are similar, [embarrassingly parallel](https://en.wikipedia.org/wiki/Embarrassingly_parallel) tasks involving matrices, leading GPUs to become increasingly used for machine learning tasks” (r1). Not only are GPUs able to process the enormous amount of data, GPU development is evolving in a direction that facilitates deep learning.

Similarly, An AI accelerator is a class of microprocessor or computer system designed as hardware acceleration for artificial intelligence applications such as machine learning. “Like other purpose-built accelerators, such as graphics processing units ([GPUs](https://searchvirtualdesktop.techtarget.com/definition/GPU-graphics-processing-unit)), AI accelerators are designed to perform their particular tasks in a way that’s impossible for traditional [CPUs](https://whatis.techtarget.com/definition/processor) in most desktops and notebooks. A purpose-made accelerator delivers greater performance, more features and greater power efficiency to facilitate it’s given task” (r4). Whilst some believe GPUs are the dominant hardware architecture, recent developments of “neural network processing units (NNPUs), field programmable gate arrays (FPGAs), application-specific integrated circuits (ASICs), and various related approaches that go by the collective name of neurosynaptic architectures” (r5), will lead machine learning into the future with more complex and higher capabilities.

**What is the Impact?**

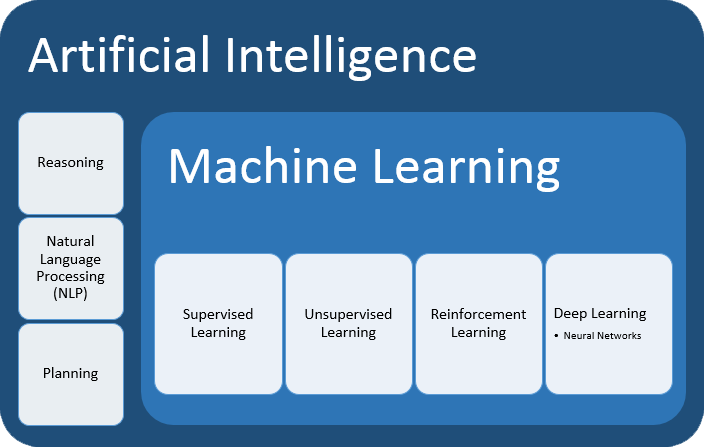
With a huge number of applications of ML and the advancement in the development of hardware, the impacts are far reaching from the home to large corporations. It is not easy to say which sector will be impacted the most with the advancement of this technology. It has been argued over the last decade, whether machine learning or AI will replace people in the work place or just change where those jobs are. However, corporations and business owners will benefit greatly from this technology and it will greatly change the way in which they operate.

Large corporations stand to profit more through increased statistics and performance analytics and customer profile generation. Accurate statistic and performance data, will give corporations the necessary data to create better processes or change their operating structure of particular departments. With better process in place, organization can stream line operations and increase their productivity through reduced resource waste. This reduction of waste will generate lower overheads and will lead to greater profitability. Higher profits will also be generated through better understanding of their customers. Machine learning offers potential value to companies trying to leverage big data that helps them better understand subtle changes in behaviour, preferences or customer satisfaction. This data can be gathered through social media post/reactions, customer surveys, loyalty programs etc. A greater understanding of their customer profile enables corporations to specifically target marketing campaigns to increase sales, or rectify issues that cause a negative impact for their customers. Machine learning leverages the necessary information corporations need to successfully increase efficiency and interact with their customers, not only increasing their profitability but customer satisfaction.

Whilst reducing resource waste and creating efficiency is key to a changing business. It can however have a negative side effect to the blue-collar workforce that they employ. Machine learning, through its effects on stream lining business operations, can cause a reduction in workforce numbers as a smaller more efficient workforce can accomplish the same task. Certain positions such as personal assistance, HR representatives, data analysts etc. also have the potential to be replaced with ML based programs. This subsequent change to business operations changes the job market significantly. However, it can also be argued that ML will only replace the meaningless tasks, allowing humans to focus on the more important aspects of their occupation. With a wide range of ML applications, the impact will be assessed individually. Although it can be said, over all the greatest impact will come from the work sector.

**How will it affect you?**

Fortunately, I am in a position where ML will only compliment both my personal and professional life. Professionally I work for an IT company in the field as a technician. The work performed on a daily basis is mainly physical, an area where ML is unable to operate. However, ML can play a supporting role in diagnosing issues related to either network implementation or programming. With the correct algorithms, ML can detect and apply changes to code as they are inputted or run a series of diagnostic tests across a platform to correct errors. Personally ML is very complimentary to my life style, from subtle application in web searching to Netflix recommendations. I expect ML to be incorporated into connected home setup in the near future. Biometric sensors would register who entered the particular room and adjust the room settings to suit. This would be achievable through face recognition and learned behaviour patterns to determine correct environmental settings. The impact on family and friends will ultimately come down to case by case basis. How ML will impact their lives will be down to their individual circumstances and how this technology will incorporate into their lives. As my parents age, I would expect to see a health monitor utilized to assist in medical diagnosis. Technology is what you make of it, some people embrace it and others reject it. However, the technology is inevitable, but we should endeavour to get the balance right.



Reference: (r)

1.<https://www.ibm.com/analytics/machine-learning>

2.<https://en.wikipedia.org/wiki/Machine_learning#Applications>

3.<https://www.sas.com/en_au/insights/analytics/machine-learning.html>

## 4. <https://searchenterpriseai.techtarget.com/definition/AI-accelerator>

## Robots

## Autonomous Vehicles

# Project Ideas

# Group Reflection

**Graham Hibbert**

Team Inspired work diligently to complete all tasks. With the exceptional leadership skills of Matthew Johnson, tasks were swiftly organised and assigned. With regular catch ups on ezTalks, issues were promptly fixed and progress well underway. With excellent contribution from Shaylee Smith, Anthony Simkin and Graham Hibbert, what seemed a daunting project was dispatched with ease. Lucas Teo’s arrival late in the piece barley cause a ripple as he expediently tackled the work required. However, with one member Blake Wicks missing in action, work continued seamlessly in his absence. Github activity logs kept the group honest and committed, with evidence of the hard work made by fellow group member evident. It was surprising to see how quickly team Inspired came to use Github, as if was second nature, given that it was unknown beast in the IT world. Moving forward only a faster and more direct communication medium could expedite amendments and form a more collegial partnership. Team Inspired has shown groups with different skill sets and work ethics, can accomplish any project if all members endeavour to contribute to their at most best.