00:00:11 Connor Litchfield:  
Still starting. There we go. Alright, this is interview for Group 5 assessment 2 with our IT specialist John O'Shea. Hello Jon.

00:00:20 Jon O’Shea:  
Yeah, hey.

00:00:21 Connor Litchfield:  
Thank you for joining us.

00:00:23 Jon O'Shea:  
It’s alright. I feel like I should be trying to do a Elon Musk or something and walk across the screen, anyway.

00:00:33 Connor Litchfield:  
Alrighty, so this is for an assessment we've been asked to interview an IT specialist and just get some background and behind what it is like to be an IT specialist.

00:00:45 Jon O'Shea:  
Cool, so I'm assuming all three we wanna become an IT specialist. First word of advice don't become one.  
ah look, in the IT spec area there is a lot of roles, lots of opportunities and all that sort of stuff so yeah, I will look at a lot of different things and then yeah determine which particular motion wanna move into and all that sort of stuff and well and truly understand where some of the technology is heading in the coming years cause you've had to get stuck in a particular space such as becoming a Fortran programmer and you guys don't even know what Fortran is. Uhm and yes, finding out that everything has their moved to sequel.  
So questions.

00:01:30 Connor Litchfield:  
Alright, I'll start off the questions. So, what type of database are you working with?

00:01:36 Jon O'Shea:  
Alright, so over the years so currently in the subspace SAP has moved to the cloud and we are working on the Microsoft SQL Server which is sitting in the Microsoft Azure cloud. Prior to that, I have worked on both Oracle Exadata and IBM mainframe. Yay

00:02:06 Connor Litchfield:  
That's an old name IBM

00:02:09 Jon O'Shea:  
Oh yeah, yes it was. Uhm, there was ; If you go through some of the picture archives, I think you'll find back in sometime in the 70s they had a picture showing us installing a 5-megabyte drive that came in on a forklift and had to be lifted by Crane.

00:02:32 Connor Litchfield:  
Wow.

00:02:33 Jon O'Shea:  
Yep.

00:02:34 Connor Litchfield:

I'll have to see if I can dig that up. It's probably in the archive somewhere.

00:02:36 Jon O'Shea:  
Yeah.

00:02:38 Connor Litchfield:  
Alrighty. how large is the data set you work with? Can you describe how complex it is?

00:02:46 Jon O'Shea:  
So over the years, yeah what's a particular data set? And all that sort of stuff?  
Uh, from a structured data set perspective, a lot of those will always end up being transactional data sets. So, for me I've always worked in the finance and HR space, so those particular data sets will always be relatively large.

00:03:07 Jon O'Shea:  
Uhm

00:03:09 Jon O'Shea:  
HR or payroll ones will always become complex as you start to bring in Uh, the labor rules and local work area rules, ABA rules.  
Uhm, the different tribes and all that sort of stuff. It'll become fairly complex trying to work with those particular data sets and all the rest of it so but yeah, uhm.

00:03:36 Jon O'Shea:  
Some of them. Yeah it. It all depends as to your employee, group size or whatever it happens to be. Probably the largest one over worked with was back in the 90s when we probably had Uh project work breakdown structures exceeding 10 million records.

00:03:57 Jon O'Shea:  
Uhm?

00:03:59 Jon O'Shea:  
So yeah, virtually at the beginning of every financial year, some of the business areas would go out and create, you know, 1 1/2 to 2,000,000 work breakdown structures for their upcoming projects. So, that would be along the lines of either fairly significant projects such as the, you know, say.

00:04:20 Jon O'Shea:  
Uh, what else new buses that we're doing now?

00:04:24 Jon O'Shea:  
Whatever that new busing is tunnels, but mere maintaining all of the streets and all that sort of stuff. So, each one of those will have a particular work breakdown structure in terms of its maintenance, design, etc. So yeah, that was 10 million. That was only done, yeah.  
Three within about 3 and 1/2 years it became then 10 million.

00:04:44 Connor Litchfield:  
What's the most difficult part about being a data administrator?

00:04:47 Jon O'Shea:  
The users.

00:04:53 Connor Litchfield:  
The people putting the data in, obviously.

00:04:56 Jon O'Shea:  
They are. You know it doesn't matter what you know, what's the ad is something around, you know Build a better mousetrap. You'll only find better mice.

00:05:05 Connor Litchfield:

Yeah.

00:05:06 Jon O'Shea:  
It's the same with the users alright. Users will always look to explore. Uhm, a wire in the system. In order to do something quickly, , easily, faster to get to a particular outcome, and they don't care as they how they get there. Alright?

00:05:28 Jon O'Shea:  
If they can go through and they can purchase, you know 50HB pencils without having to put in a cost centre, a manager, the actual type of HP pencil, who you want buy for, or whatever it happens to be the cost.  
They will do it, they don't care around the underlying what that means, either from a governance perspective or a data quality perspective, right?

00:05:56 Jon O'Shea:  
So that will always be one of your biggest bugbears.  
That obviously then leads back to work instructions, training manuals, etc.

00:06:05 Connor Litchfield:  
What is the most difficult part of being a data administrator?

00:06:12 Jon O'Shea:

Uhm

00:06:13 Connor Litchfield:  
Apart from patients.

00:06:17 Jon O'Shea:  
It's probably.

00:06:21 Jon O'Shea:  
It is proper with this patient, but pervert probably also along the lines of, uhm

00:06:29 Jon O'Shea:  
What can you say? uh

00:06:34 Jon O'Shea:  
So, what was it again?

00:06:35 Connor Litchfield:  
Oh, what is the most difficult part of being a data administrator?

00:06:40 Jon O'Shea:  
I thought we just did that one, no?

00:06:43 Connor Litchfield:  
No, we did the large data sets and how complex they are

00:06:46 Jon O'Shea:  
Yeah, we did that, and then I thought we did the most difficult part which was the uneducated users.

00:06:49 Connor Litchfield:  
Oh, we did too. Sorry I'm doubling up, sorry my bad. Um OK. What is? What are the most important skills that are good data administrator should have?

00:06:58 Jon O'Shea:  
For me it's attention to detail. That's probably one of the. So, there's quite a few, alright. so, there's the attention to detail, alright? So, as you're either working directly within the database and administering the actual database, and all that sort of stuff, it's that attention to detail.

00:07:16 Jon O'Shea:  
Alright, uh, maybe it's a relatively, fairly, easily to put in something in the wrong space and you crashed the entire database.

00:07:30 Jon O'Shea:  
Uhm.

00:07:32 Jon O'Shea:  
Or even putting in the wrong command, and I'm fairly certain some of you may have done that at home in terms of formatting your C-drive when you actually want to format E-drive or a USB drive.

00:07:42 Connor Litchfield:  
Yeah, well Michael up there about Michael can hear he's currently learning Python, so he would know what it's like to put the wrong character in the wrong place.

00:07:51 Michael Cann:  
Yeah.

00:07:52 Jon O'Shea:

Yes

00:07:54 Jon O'Shea:  
Yes, it doesn't take much to either put a yeah, a comma where there should be in a semicolon or whatever It happens to be in, yet suddenly you've gone and done something complete and utterly wrong.

00:08:03 Jon O'Shea:  
Uhm, so yeah, that attention to detail and all that. Along with that attention that detail also comes in if you're going to do any testing, do it in the lower environment. Never do it in a production environment, regardless of how much you're pressured. Always do it in the lower environment.  
And back up, back up, back up before you do anything.

00:08:24 Jon O'Shea:  
alright?

00:08:25 Jon O'Shea:  
Uh, yes. It only takes a couple of hours to do a restore. Whatever it happens to be as opposed to trying to recreate the everything from the very beginning.

00:08:38 Connor Litchfield:  
Yikes.

00:08:39 Connor Litchfield:  
okay. In regard to your IT career, did you establish and accomplish a goal that you found personally challenging, and if So, what helps you to succeed?

00:08:51 Jon O'Shea:  
So we’re talking personally or we’re talking something else or what?

00:08:55 Connor Litchfield:  
We can use that interchangeably personally, or career goal.

00:09:00 Jon O'Shea:  
Uhm

00:09:02 Jon O'Shea:  
I suppose

00:09:06 Jon O'Shea:  
In terms of personal goals and all those sorts of things, it's you're always set a couple of goals and that sort of stuff about how you wanna be or do something within the actual industry or the business? The company that you're in and all that sort of stuff. And most of that is around. For me. It's always about being trying to

00:09:30 Jon O'Shea:  
Uhm

00:09:31 Jon O'Shea:  
continuous improvement around certain things you know. Always looking for that opportunity there to make things easier not only for yourself but also for the end user and that sort of stuff.

00:09:45 Jon O'Shea:  
Uhm

00:09:47 Jon O'Shea:  
It's probably it, just trying to think couple personal goal challenging.

00:10:00 Jon O'Shea:  
You will always, hopefully you will always find a particular career that will always challenge you.

00:10:12 Jon O'Shea:  
Uh, so for me. I've been lucky enough that within Brisbane City Council I've been able to get into a particular path that has allowed me to solve problems virtually on a day-by-day basis. So, I like working with the puzzles and solving that kind of stuff. So, for me it's always been I'm lucky enough to be working in that kind of thing. You know, solving the problems, trying to make things easier you know, whether it be data quality or whether it be implementing a.. you know, designing and implementing a new system or whatever it happens to be. For me, it's always I've found that always challenging and all the rest of it.  
So it makes it easier when you wake up in the morning. It's like, hey, I gotta to work as supposed to yeah, I gotta go to work.

00:11:03 Jon O'Shea:  
Alright.

00:11:05 Connor Litchfield:  
Fair enough, so the next question is sort of along those lines.  
What are some long term or long term objectives that you have achieved and how did you achieve them?

00:11:20 Connor Litchfield:  
I do apologize if some of these things a bit repetitive.

00:11:23 Jon O'Shea:

No, It's well, it's fine. It's just trying to work out how to. Uhm, it kind of

yeah, it's personal or career or whatever or and had a kind of answer that particular question.

00:11:43 Jon O'Shea:  
I think

00:11:45 Jon O'Shea:  
From a

00:11:48 Jon O'Shea:  
From an objective perspective, it's always being

00:11:52 Jon O'Shea:  
You can't necessarily plan too far ahead, particularly in the IT space. Previously, before you know 20-30 years ago, 40 years ago the IT industry was fairly in with, you know it was just starting out and all the rest of it. So, from our goal and career path and objective perspective, you know you could select set out a 5- or 10-year kind of planned goal objective, whatever it is.  
Now you know 10-15 years ago it was now, you know, 5 to 7 years .Now it's 18 months the technology is going that fast.  
So for me, it's alright. It's along the lines of how do I try to stay on top of those things.  
So that I can know where certain thing is going so that within my own career path or career goal or the end.

00:12:50 Jon O'Shea:  
The business area that I mean, how do I steer that towards that, or knowing when to jump ship out the particular business that I'm in and moved to somewhere else so that I can continue on the track that I want to get to.

00:13:06 Connor Litchfield:  
Fair enough.

In your experience, what is the key to developing a good team?

00:13:13 Jon O'Shea:  
There are lots of things in terms of developing a good team so,

00:13:20 Jon O'Shea:  
Uhm

00:13:21 Jon O'Shea:  
Let's start with where are we? Trust, diversity, communication, especially listening, alright? That is the one of the best things that you have to do it, is listen alright? So,

00:13:34 Jon O'Shea:  
Uh, trying to think of the bloody author how bad is that

00:13:40 Jon O'Shea:

seek to understand, alright?

00:13:42 Jon O'Shea:   
Uhm

00:13:43 Jon O'Shea:  
A lot of us unfortunately get to whenever we have conversations. We very much look to hear the first couple of words and you want to respond without listening to everything else. So you kind of end up missing the content in the context of what's actually being said.

00:14:00 Jon O'Shea:  
Uh, ask questions. We ask the questions in a different manner, alright? cause again is that seeking to understand. There will always be a language barrier between a IT geek and delay person. alright?  
The two will never talk, and I've been lucky enough for that.  
Being a business in a functional analyst over 20 to 30 years, I've been able to take business talk and translate it into IT speak and vice versa.

00:14:37 Jon O'Shea:  
Uh, yeah.

00:14:41 Jon O'Shea:  
When you are having those conversations and all the rest of it, and they provide a particular blah, this is what we want.  
Reword it back to him in your words and whatever it happens to be that way again, it's around and I'll continue to probably happen. Understanding exactly what they want, alright?  
cause a lot of people think they actually want oranges when they actually need apples.

00:15:13 Jon O'Shea:  
Uhm, yeah.  
Which leads into yeah. What is that ultimate result that they actually want? So, if they've got a vision in their mind or piece of paper, whatever it happens to be. What they believe they want to see or what they want as the end result, alright?

00:15:28 Jon O'Shea:  
Uh, if you can see that, then you can start to work backwards in terms of how you're going to deliver that, alright?

00:15:36 Jon O'Shea:  
And as you go through the process of that implementation and all the rest of it, or whatever.

00:15:41 Jon O'Shea:  
Uhm

00:15:43 Jon O'Shea:  
With the team and all the rest, seek that regular feedback. See how everyone is going, alright? both in terms of the people who are doing the work and in terms of the customer as well, alright?

00:15:55 Jon O'Shea:  
And yeah, as you start to deliver stuff, no doubt that the customer will come back and they won't change the scope of what they want delivered.

00:16:03 Connor Litchfield:  
Hmm

00:16:04 Jon O'Shea:  
Uh, learn very quickly early on the word, no.  
alright?

00:16:10 Jon O'Shea  
The customer is not always right, regardless of what they think. You have limited resources, limited funding, and the customer will always try to squeeze more out of you than what was originally asked for, alright?

00:16:31 Jon O'Shea:  
What's the rest of the other bits and pieces I've got here?

00:16:34 Jon O'Shea:  
Uh, developing a good team, understand the strengths and weaknesses of your team, alright?

00:16:40 Jon O'Shea:  
Uhm

00:16:44 Jon O'Shea:  
And through that you can then you know through sharing of knowledge and all the rest of it you can you know, work with each other to deal with it in terms of whatever.

00:16:57 Jon O'Shea:  
Uhm, respect.

00:17:00 Jon O'Shea:  
Uh, recognize everyone's efforts.

00:17:04 Jon O'Shea:  
Be open to ideas from everyone, alright? You're not the fountain of knowledge. Doesn't matter how much university or training or learning or yeah but you do not know everything. Everyone else has different life experiences and all the rest of it they can well and truly play a key in terms of the deliverable.

00:17:24 Jon O'Shea:  
Uhm, sharing ideas, collaboration, be helpful, be approachable cooperation, be a role model.

00:17:33 Jon O'Shea:  
Uh, and I don't know if you've heard me say this Connor or whatever it is do as I say, not do as I do. I am not a good role model by anyway shapely means, alright? I try but I'm really not but yes, try to be the role model, alright? Be reliable, be flexible in terms of the interactions and all the rest of it.

00:17:59 Jon O'Shea:  
Uh, don't always provide the answer.  
So if someone comes to you and says look, I've got this particular problem, alright? Don't give them the answer. They're not going to learn, alright?

00:18:12 Jon O'Shea:  
Ask them how they can or what they think the problem is or what the answer should be or how they need to go down or whatever it happens to be.  
And you'll often find that there will be potentially three or four different kind of options, and then you can work through that. They say, well this option may or may not work. Why do you think so? And so on and so forth, and then they will work through that. They will go through that problem solving exercise themselves, and from that they will learn so.

00:18:40 Jon O'Shea:  
Uh, and yeah, allow team members to make mistakes, not in production but allow them to make mistakes. Again, that will learn from those mistakes.

00:18:54 Connor Litchfield:

Alright, what is the method you would use to identify and evaluate industry trends in a database system?

00:19:01 Jon O'Shea:  
Uhm  
For me at the moment it's Gartner.

00:19:07 Connor Litchfield:  
What's Gartner?

00:19:09 Jon O'Shea:  
Gartner is a industry body that looks at Uh, virtually the entire marketplace and a whole raft of different areas, but in terms of emerging trends and all the rest of it, they will look at what's out there and they will show as to where they are within quadrants in terms of whether they're immature, whether they're mature, and so on and so forth, and they will also highlight certain outliers to keep an eye for an eye out on. Because they are introducing something that could well and truly change how the industry kind of works, alright?

00:19:56 Jon O'Shea:  
So that's kind of where you start in terms of seeing where things are going, and then once you kinda see where you are or what's there you go down a whole different kind of assessment kind of process and all the rest of it. So, when you're actually within a particular business or company or whatever it happens to be. You'll have a list of assessment questions so that particular provider will meet those particular things.

00:20:22 Jon O'Shea:  
Hopefully that answered the question.

00:20:24 Connor Litchfield:  
Sort of, all up to Google up Gartner and get a bit more information about.

00:20:29 Jon O'Shea:  
Yeah.

00:20:31 Connor Litchfield:  
So, is it a service that you pay for, or is it like?

00:20:36 Jon O'Shea:  
Uh, there is some articles in there that you do need to pay for, but there is a fairly large content of free material.

00:20:44 Connor Litchfield:  
Oh OK, I see. So, it’s like a non-for-profit organization of sorts.

00:20:51 Jon O'Shea:  
I wouldn't go down that far.

00:20:53 Connor Litchfield:  
Oh, okay.

00:20:54 Jon O'Shea:  
Cancel it at the moment is paying a matzah for him so.

00:20:58 Connor Litchfield:  
Yeah, well.

00:20:59 Jon O'Shea:  
Yep.

00:21:00 Connor Litchfield:  
OK, alright cool.

00:21:02 Jon O'Shea:  
But yeah, Gartner is a wealth of knowledge in a whole raft of different things, not just IT based.

00:21:13 Jon O'Shea:  
So yeah.

00:21:15 Connor Litchfield  
Awesome.

00:21:16 Jon O'Shea  
Alrighty?

00:21:17 Connor Litchfield:  
Well, that wraps it up. Thank you so much for your time, John.

00:21:19 Jon O'Shea:  
No worries, you guys get any other questions. Michael, Daisy?

00:21:23 Michael Cann:  
No, all good.

00:21:25 Jon O'Shea:  
Alright

00:21:26 Daisy Trang:  
Uhm, I did have a question, so I've never had an IT job before. I've worked like really like low labor jobs and stuff. I was just curious like what do you think is the best way to kind of get your foot in the door and into like the IIT industry?

00:21:26 Jon O'Shea:  
Sure.

00:21:44 Jon O'Shea:  
Uhm

00:21:47 Jon O'Shea:  
For me, I fell into it. I'm so I can't necessarily tell you. I kind of fell into it. I'm gonna count by try it.  
And my first job was in the bank cause my when I was growing up my I had three kind of goals or objectives, alright?  
One was to have lots of money.  
Two was I liked chips and chocolate and third was I'm a lazy \*\*\*\*\*\*\*\*. So, I don't want to do a lot of work but still get paid. So, my first job was in a bank, so I end up becoming a number one tower and I was playing with you know, twenty $30 million worth of cash every day. It was great to be able to walk into the vault and kind of do the whole kind of Angel thing on the floor with the cash.

00:22:53 Jon O'Shea:  
After the banking. Uhm, I went into Uhm, I became an accountant for Red seal chips who as the name says, deal with chips but also chocolate. So, every Friday after walking the floor and all the rest of it down on the plant floor and all the rest I could pick up a 5K bag of chips and a 1K block it chocolate.

00:23:24 Jon O'Shea:

Ah, Yes

00:23:26 Jon O'Shea:  
How I didn't become so like a £700 obese slob beats the hell out of me back then, but anyway. But back then I was also dabbling and playing with Apple 2C and Dawson and then yeah, was it to 3.1 or whatever it is now? Is doing some programming in bits and pieces and etc  
I then had the opportunity to end up in Council, so here's the whole kind of lazy kind of sit back and you know everyone thinks council stop and go kinda sign guy.  
Uh, we will just sit in the parks as demo it just goes around and around in a circle. Tie to a tree.

00:24:15 Jon O'Shea:  
Uhm

00:24:16 Jon O'Shea:  
So, but yeah, when I joined at that particular point in time, Council was just we were had mainframes, and these things called dumb terminals. And they were exactly that there was just a heat very dumb terminal. It was a screen, keyboard linked to the mainframe, and you turn it on and you had this weird green UE UI interface. Oh God, it was ugly.  
And you had the tab between all the things. That was no, there's no harsh.

Anyway, we end up getting a computer that had a Lotus 123 on it. I end up learning Excel.  
My first use of Excel was to work with the management accountant to work at the, we were doing the contract for the Refuse stations so we needed to go through work out who was given us the best price and all the rest of it. So, I was sitting there with the management accountant, worked out this spreadsheet. Anyway, that's how I kind of fell into it cause then from there I worked on the mainframe’s upgrades. Then I designed and implemented certain stuff and became leads and whatever happens to be.  
I fell into it, alright?

00:25:40 Jon O'Shea:  
Nowadays, it's a lot tougher and all the rest of it. There are lot of companies that are doing graduate programs, cadetships, tertiary holiday opportunities and those sorts of things.  
Look for those. Put your name out for all of those. Even if you can get some unpaid work, alright? Just to give you an idea as to you know this may or may not be OK.  
And when I say I'm paid, I mean like any couple of weeks you don't want to be unpaid for three months, that's called slave labor and we want it. Don't want to go down that path, alright. But if you get those kind of cadetships or whatever it happens to be cause some of those are 12 months, you know, and you work at couple of days a week and all that sort of stuff in the instant month during studies and all that sort of stuff and you can go to different areas and all that sort of stuff so you'll end up with abroad, hopefully are fairly broad introduction to a whole raft of things so I would probably look down that particular path.

00:27:01 Jon O'Shea:  
Yeah, it's not like it was in the old days as I said, you kind of fall into you.  
Into the job and all that sort of stuff.

00:27:10 Jon O'Shea:  
Just right place, right time for me.

00:27:13 Jon O'Shea:  
So yes, I don't know if that answered your thing or I was just going down memory lane, but anyway.

00:27:20 Daisy Trang:  
No, it's yeah. It was pretty helpful.

00:27:22 Jon O'Shea:  
Alright

00:27:24 Jon O'Shea:  
So yeah, so what's this first year? second year? for you guys or what?

00:27:29 Daisy Trang  
First

00:27:29 Michael Cann:

First

00:27:33 Jon O'Shea:  
Fair enough.

00:27:34 Connor Litchfield:  
so I'm not sure if Michael or Daisy are going for the bachelor? Ready going for the bachelor?

00:27:40 Daisy Trang:

Yeah, I am

00:27:40 Michael Cann:

Yeah

00:27:43 Connor Litchfield:  
yeah, well then, we got another five years.

00:27:44.910 Jon O'Shea:  
Cool.

00:27:46 Michael Cann:  
I want story though.

00:27:47 Connor Litchfield:  
It depends if you're doing two subjects, it’s three years.

00:27:50 Daisy Trang:  
Yeah, I reckon I could smash him. I am not doing five years.

00:27:52 Michael Cann:  
Yeah.

00:27:53 Michael Cann:  
Demonstrate.

00:27:56  
Connor Litchfield  
Yeah, I never told John. I did originally try to do 2 subjects at the same time but juggling that with full time work just wasn't working out for me.

00:28:05 Jon O'Shea:  
Uh, trying to do part time study in full time work is a struggle. I know when I was, I went to uni full time and then afterwards I did some other stuff afterwards part time and yeah it just dragged on and on because yeah, you come home from work at 7:00 o'clock -8:00 o'clock at night, your brain dead. There was no way in the world any study was getting happen at that particular point in time.

00:28:32 Jon O'Shea:  
But yes. So, good luck.  
And yeah, as I said, yeah, keep an eye out in terms of some of the industry trends and that sort of stuff.

00:28:47 Jon O'Shea:  
So do you have an idea as to kind of what do you guys are looking for or we still kind of just looking?

00:28:57 Michael Cann:  
Uh, maybe cybersecurity?

00:29 Jon O'Shea:  
Cybersecurity is a big thing at the moment. The best way to get into that is the first start writing some viruses.

00:29:10 Connor Litchfield  
Don't tell him that.

00:29:11 Michael Cann:  
Yeah, I put a friends Dad was riding like McAfee virus is.

00:29:18 Jon O'Shea:  
No.

00:29:19 Daisy Trang:  
Michael, I'm not opening any of your emails, I just want you to know.

00:29:23  
Michael Cann  
Yeah, I tested on my team.

00:29:26 Jon O'Shea:  
But yeah, cybersecurity is going to be a big thing. More and more so as we can see there's a whole raft of overseas country actors and you know, particular state actors that are deliberately trying to penetrate other businesses and all that sort of stuff. Whether it is for a financial gain or work well in some way, shape or form. A lot of it will be for financial gain or whether it's just purely a some opportunities here as to what can work and what can't work.

00:30:09 Jon O'Shea  
So yeah, and within we've seen businesses a lot of areas now are stunningly starting to realize that they need to take that cybersecurity more seriously, and they ask that to well and truly look for specialists in that space as well.

00:30:26 Michael Cann:  
Yeah.

00:30:27 Jon O'Shea:  
So yeah, good luck with that.

00:30:29 Michael Cann:  
Thank you.

00:30:32 Jon O'Shea:  
And at the moment, Daisy, you've just

00:30:34 Daisy Trang:  
Ah

00:30:35 Jon O'Shea:  
Just looking?

00:30:37 Daisy Trang:  
I'm I was interested in like machine learning, so like a eyes and something. I think they're really cool.

00:30:43 Jon O'Shea:  
Yep.

00:30:44 Daisy Trang:  
But very hard, yeah, I feel like by the time I finish they would have developed like quite a lot. So hopefully it's hard for me to kind of get started.

00:30:56 Jon O'Shea:  
Uhm OK, let's take a step back. Are you a sci-fi movie or book reader?

00:31:03 Daisy Trang:  
I like books, I actually don't like movies very much, but yeah.

00:31:07 Jon O'Shea:  
OK, and they all suffer related or they just across the board.

00:31:12 Daisy Trang:  
They're across the board. I've actually started reading a lot of nonfiction lately, so.

00:31:16 Jon O'Shea:  
Okay  
So in yeah, uhm there is a lot of well, again within that whole AI machine learning space, there's a lot of particular industries are well and truly all over the shop in in terms of some of that and whether you want to go down that whole kind of a robotic kind of process in terms of production and all that sort of stuff and Amazon with the whole raft of little bloody things moving over the bloody floor and all the rest of it picking out stuff out of bins and all the rest of it.

00:31:54 Jon O'Shea:

to yeah, just the lower end of whether it be or even council and that sort of stuff were. we are still trying to understand and all the rest of it. So, from a machine learning perspective, a lot of businesses have potentially a whole stack of data that they don't know what to do with. They know they need to do something with it because they know that that information is going to give them. Hopefully some knowledge that will provide them with wisdom in terms of moving forward in terms of understanding particular trends in the past and what we can do moving forward at a lot of businesses and companies obviously also have social media accounts.  
So if they can start to interrogate that non structured data to actually help them understand their customer base better through that whole kind of machine learning natural language and they kinda stuff. It's gonna help them well and truly move forward faster in terms of either retaining their customer or getting new customers.

00:33:10 Jon O'Shea:  
So yeah.  
Both good things.

00:33:14 Michael Cann:  
Cool

00:33:17 Connor Litchfield:  
Well, alrighty.

00:33:18 Jon O'Shea:  
Maybe the two you can work together in terms of developing a

00:33:22 Jon O'Shea:  
Uh, what's the ultimate work that people want now? is a key that can, and you know, breakthrough any kind of firewall and all the rest. So, there's an opportunity for the two of you.

00:33:31 Daisy Trang:  
Ah.

00:33:31 Michael Cann:  
Yeah.

00:33:34 Jon O'Shea:  
Alrighty.

00:33:36 Michael Cann:  
That'll be a money maker.

00:33:39 Jon O'Shea:  
Uh, yes, and depending on the movies that you watch, you'll also find out that you're already well and truly chased forever.

00:33:48 Connor Litchfield:  
Alrighty, well thank you so much for your time again, John.

00:33:51 Michael Cann:

Thank you, John.

00:33:51 Jon O'Shea:  
That's alright and as I said, hopefully that's helped, and I know went on some tangents and all that everywhere, so hopefully the little stories helped and all the rest of it and I wish you all the very best in your endeavours and yes, I will keep a lookout for the new Michael cann virus and.

00:34:14 Michael Cann:  
Uh.

00:34:15 Jon O'Shea:  
Alrighty

00:34:16 Connor Litchfield:  
Oh, thank you so much.

00:34:18 Jon O'Shea:  
Alright guys catches later

00:34:19 Michael Cann:  
See you later.

00:34:21 Connor Litchfield:  
Yeah.