Creative Minds

Team Reflection Report
FIT 5122 – Professional Practice

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Executive Summary

This report is a reflection of the professional practice learnings based on the Professional Practice unit's outcomes. This involves the evaluation and analysis of the readings, assignments and activities which we have completed throughout this semester, and relating them to the professional practice learnings based on the unit's outcomes. The report lists the unit's outcomes and discusses how we, as a team, believe we have achieved these professional practice learnings throughout the semester.

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1. Introduction

The overall purpose of this report is to reflect on the professional practice learnings based on the Professional Practice unit's outcomes. This is important to understand how this unit has assisted in our learning as individuals and as a team. The team reflection which was conducted while preparing this report also helped us in understanding the differences between us in terms of what we have learned and how we learned it; which further proves the importance of reflection both as individuals and as a team. The remainder of this report will list each of the learning outcomes and relate them to the readings, activities and assessment items we have completed throughout this semester which assisted us in achieving those outcomes.

2. Learning Outcomes

2.1 Compare and contrast IT professional roles, assessing the necessity and rationale for constant review and change

This learning outcome involved analyzing different professional roles in IT and the problems that are faced in communication among the ranks of the individuals present in the organization. Especially in terms of information sharing across various individuals within a project as well as external to the project but internal to the organization. We covered IT professional roles in the readings during weeks 2, 3, 6, and 7. According to the ACS code of ethics, every IT professional must respect the other team members. The team formation techniques were discussed in detail in weeks 1,2 and 3; which helped us understand the different challenges in forming a team. In addition, the tutorial activities in week 7 assisted us in understanding the different issues faced within an organization and how the problems are being passed over to different teams due to non-acceptance of the failures.

2.2 Identify and analyze the ethical dimensions associated with IT-related decisions, use and quality and their possible impacts on organizations and society

This learning outcome helped us learn about the five moral dimensions such as information rights and obligations, accountability and control, system quality and quality of Life, which were discussed in detail during week 6. These dimensions form the baseline for major ethical, social and political issues raised in information systems. In addition to this, important issues were discussed such as privacy of information and the various norms followed in different countries in relation to privacy protection. It has provided us with detailed understanding regarding the potential issues that occur in an organization and the norms followed by the organizations to prevent those issues and the way in which the ethical dimensions help the organizations in arriving at important business decisions. This is very important for us as IT professionals because data sharing is a serious concern and it requires the consent of the organization. Additionally, it should be in accordance to the country's norms because different countries will have different norms to govern data protection. Hence, it is always important to understand the norms before getting into any business contracts. This outcome had been learned through the tutorial activities in weeks 6 and

7. It was also covered within the reading during weeks 4, 5, 6 and 7. This was also discussed during the week 11 tutorial, as some of our peers (including one of our team members) did their critical reviews on topics related to this learning outcome.

2.3 Reflect on and analyze the need for IT professional associations and the need for codes of ethics (including the ACS) in IT development and use
This learning outcome involved comparing and contrasting different codes of ethics. Codes of ethics could be used as a roadmap to evaluate ethical behavior within IT. We read into the codes of ethics developed by both ACS and ACM, which assisted us in understanding the way IT professionals are expected to conduct themselves. It also taught us the importance of not only developing these codes of ethics, but also applying them throughout organizations to ensure that employees are aware of what the organizations deem as acceptable professional behavior. Additionally, we learned the importance of IT professional associations and defining and contrasting roles and functions of professional associations within ICT. These associations are important because their established codes of ethics can be used as guidelines to understand how IT professionals are expected to behave within organizations. This learning outcome was applied throughout the semester within the readings in weeks 6 and 7.

2.4 Research, select and apply strategies, protocols and innovative methods for effective and efficient communications across all stakeholders, evaluating their appropriateness for intercultural communications
This learning outcome basically revolves around the methods to be implemented for effective communication across different cultures. Understanding multicultural differences will assist the team to develop strategies. The methods such as cultural awareness training can help in understanding the stakeholder's expectations. We covered different models such as Development Model of Intercultural Sensitivity (DMIS), which is composed of six stages: Denial, Defense, Minimization, Acceptance, Adaptation and Integration, Laswell's model of communication, Shannon Weaver model and Priestley's model which provide different methods for intercultural communication. This learning outcome was applied within the readings for every week throughout the semester. Additionally, some of the critical reviews which we discussed with our peers in week 11 involved this learning outcome, which provided us with a better understanding of it.

2.5 Appraise and justify various teamwork skills for various situations, demonstrating the ability to apply them by working cooperatively and managing conflict within their team
This learning outcome revolved around understanding the different teamwork skills an individual should possess when working in a team. Possessing these skills is important to become increasingly efficient and to mitigate any conflict which could arise between the team members. Conflict is sometimes inevitable, therefore its important to understand how to resolve conflicts which could arise within the team. This outcome has been learned through many of the readings and assessment items, as the majority of the readings discussed working in teams; meanwhile, the activities and

assessment items involved working in our teams. This was also applied to our Industry Experience project on a daily basis as we needed to work as a team in order to meet the requirements of the project. As a result, this outcome was applied in the readings in weeks 1, 2, 3, 4, 5, 6, 7 and 11. Additionally, it was applied within Assignment 2 and Assignment 3.

2.6 Develop and apply appropriate information gathering, critical evaluation (information and its sources) and problem solving skills

This involves understanding the importance of evaluating information in terms of its reliability, accuracy, relevance, and validity. This outcome has been learned from multiple assessment items and readings which we completed throughout the semester. The assessment items included Assignment 2: Review Assessment and Assignment 4: Critical Review of a Journal Paper. These assignments taught us how to read research papers and critically analyze them, both in terms of their content and sources. Developing this skill will prove useful not only throughout our studies, but also throughout our future careers. As the ability to read critically enables professionals to keep up to date and adjust to change; and to evaluate and comment on proposed solutions within the workplace. In addition, the readings covered in weeks 3, 4, 5, 7, 8, 9 and 10 assisted in this learning outcome.

2.7 Evaluate, assess and communicate both personal and team progress and learning, thus engaging in meaningful reflective practice.

Reflective practice involves stopping and thinking about our practice, examining our decision making, referring to theory and comparing it to what we do in practice. This is important as it allows us to focus on what has been done using our existing knowledge, and produce new knowledge and ideas on what can be done throughout the future. As a consequence, this assists us in learning from our successes and failures. This provided us with opportunities to identify the weak areas within our team, especially in a multicultural team where communication plays an important role. We believe this outcome was learned from a variety of different sources throughout this semester, ranging from readings, assignments, evaluation forms, daily interactions, in addition to this team reflection report. Specifically speaking, this outcome was briefly covered within the readings in week 3. The readings discussed teamwork and the conflicts which could arise when working in teams. This included the importance of evaluation, assessment and communication as both an individual and a team.

3. Conclusion

In conclusion, this semester has provided our team with many opportunities ranging from weekly readings, assignments and activities in order to understand the Professional Practice unit's learning outcomes. The unit has allowed us to learn these outcomes ourselves by providing us with the hands-on experience both within this unit and the Industry Experience Studio Project unit. We believe this has been a more effective technique towards learning, as opposed to memorizing the information and forgetting it the following semester. We believe that this unit has assisted us in

developing ourselves both as individuals and as a team, and we look forward to applying our learning outcomes to our future careers.