**Requirements**

‘Each of you is to produce a report for Michael & me, addressing the following elements: a) The advantages and challenges of moving MCTV Limited to The Cloud, b) The costs and benefits of your solution, c) Identify three alternative packages that you have investigated in your area, that are direct competitors (e.g. for Derek, in the CRM area Salesforce is a competitor to Microsoft Dynamics) and why we should select your recommended software ahead of the other packages that you investigated, d) Training will be important so everyone will need to be trained on the chosen software. None of the team members are technology literate. Therefore, each of you is to write an introductory Guide on how to use your chosen software. For example, Roberta would create a user guide on how to use Sage Line 50 in either of the following areas (1) Sales (2) Marketing, (3) Purchasing, and (4) Stock Management. Michael & I are aware that Sage comes with a Demo company. You can use screen shots from the Demo company in your User Guide e) Finally, you need to make the case outlining why we should choose your project ahead rather than one of the others.’

My Role was meant to be John responsible for the collaboration tolls.

I have posted the requirements here because my report is based on the first version of the CA2, which was discussed in class after the new CA2 was given.

**The advantages and challenges of moving MCTV Limited to The Cloud**

**Advantages**

There are many advantages when moving a business to the cloud such as cost savings, data safely protected, flexibility, manageability etc.

It is much easier these days to start a business inovation and initiatives. Also it reduces operational issues giving the business extra time to focus on what is important.

One of the most significant benefits of cloud computing is the **cost saving** in terms of IT. With cloud computing you can save costs without having in-house server storage and application requirements. You only pay for what you are using, cloud services are affordable for any businness regardless the size.

**Reliability** is very consistent, you can access anytime from anywhere. You never going to face problems of a server fail or any other techinical isse that may come up if you are hosting it on your own.

The IT part of maintenance, updates, infrastructure is eliminated and all of this will be managed by the service provider.

Cloud computing services can give you an advantage over your competitors, the business will save much more time to focus on main important objectives.

Cloud based services are very **flexible** and ideal for growing business, the services provided can scale up or down according to your business need.

**Team work** is also improved, once your whole team can access, edit, and share documents anytime and from anywhere, they will be able to work along together efficiently as all informations will be updated in real time with full visibility of each others collaborations.

Before the cloud workers had to send files all the time, using emails and attachments, and many times with conflicts of file formats.

**Challenges**

Moving your business to could computing seems to be the way to go now due to many benefits but there are some challenges as well that companies needs to be aware of, maybe the first one would be choosing your vendor.

Choose the right **Vendor** is an important step and you want to take your time and make sure you are choosing the right one. There are many deals and bundles offered by many different vendors, but you need to think of a vendor in a long term relationship, you need to see the vendor as a partner.

Choosing the wrong vendor can make your life very hard once there is so much work involved between both sides, you need to pay attention to your contract and make sure that if you are not happy, you can break that deal. You need to make sure that you will be able to migrate your data somewhere else if things don’t go as you expected.

**Security** also is a very important thing that you want to look at it, after all the must important thing of your business will be held with a third party company, and that important thing is your data.

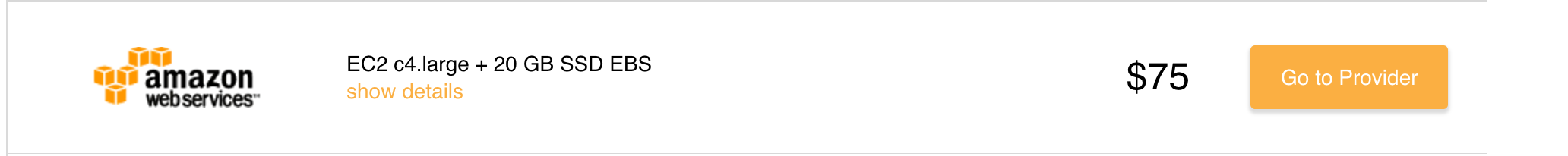
So make sure to check the security policies and make an audition from time to time after data been migrated.

Another challenge would be manage an employee related to that area, when a change like that happens, someone in the company may fell a loss of authority, powerm responsibility, and that sort of loss may cause resistance, so for the success of that move is important to minimize that resistance.

Probably some clouding trainning will be needed so the company need to get their employees trained for keeping the partnership with the vendor running smoother, it is important to start trainning as soon as the business has decided to make that move. So once the move is done, the business don’t have to sit and wait training to be finished or hire a professional for it.

**Cloud Costs and Benefits**

Before choosing the right Could Service Provider there is a lot of research to be done before you consider a long term service. A research based on finding a balance between cost and benefit will point us to the best solution for the business. Amazon offer a wide range of products, and on this research the EC2 product is the most suitable for our size business.



**Amazon EC2 Benefits**

**Elastic Web-Scale Computing:** It is flexible so you can decrease or increase the capacity quickly. You can also commission thousands or server instances at the sametime. It is controlled with web service APIs, so the application will scale itself depending on the business needs.

**Completely Controlled:** The business controls the instances such as root, access, etc. We can start or stop any instance using web APIs, they also can bee rebooted using the web service APIs, also access to their contole output.

**Flexible Cloud Hosting Services:** Multiple choices of instance types, OS( Including many Linux and Microsoft Windows Server) , and software packages. Select configuration of memory, instance storage, CPU as the boot partition size.

**Integrated:** Almost all of the AWS services is integrated with Amazon EC2 so it can provide a complete solution and secure for computing, cloud storage and query processing across a big range of applications.

**Reliable:** Replacing instances can be quickly done with a very reliable enviroment, the running services in Amazon is commited to 99.95% of availability for each Region of Amazon EC2.

**Security:** That’s a high priority when choosing a Cloud Service Provider, and Amazon meets the most security-sensitive organizations. The Amazon EC2 works along with Amazon PVC to provide a robust and secure network functionality.

**Collaboration Tools**

In a modern workplace enviroment those days team work is extremely important, many times members of your team at work could be in different places.

It is important for companies to progress along with the techonologies to help co-workers share their work in an efficient and simple way. That’s where a great collaborative tool is in need.

A good collaborating tool will have some characteristcs such as:

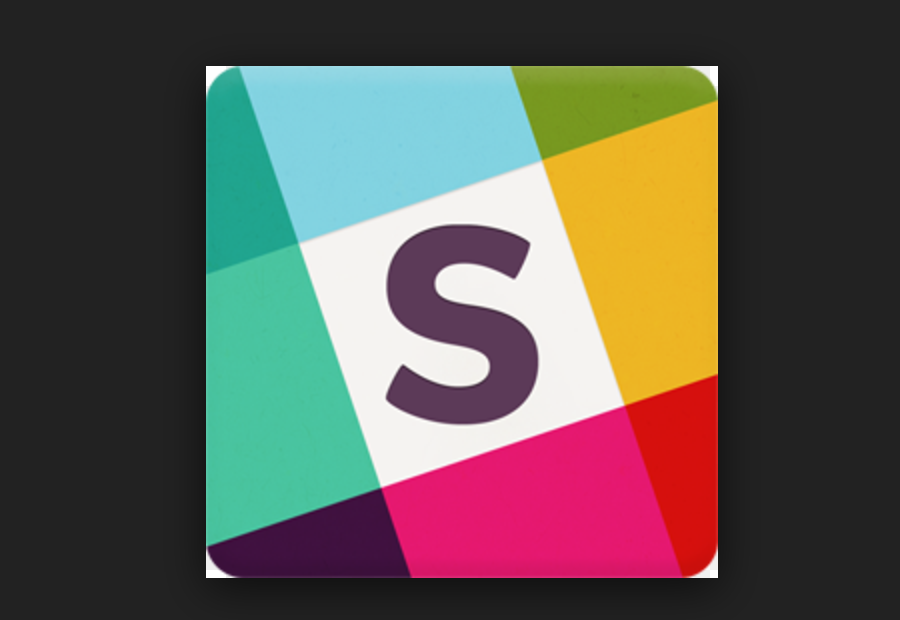
-Easy to track projects

- Generating Reports

- Be able to upload documents to and download documents from

- All documents been stored in a single place of easy access to team members.

Based on the size of our business, costs, benefits, we will start a research on what collaborative tool will suit better for our needs.

****

**SLACK**

Slack is a cloud based instant messaging and collaboration tool, where you can set up group channels, direct messages, share files. All contents in Slack is searchable and that means files, people, and chats. Also supports a huge number of integrations services with products such as GitHub, Trello, Google Drive, DropBox, etc.

Initialy Slack was menat for organization communication, but now it has been more of a community plataform. Most of those communities are categorized by topic this specific group of people to discuss.

Slack has a free version and a paid version(Standard and Plus) which offer few extra features.

**Channels:** You can separate, topic, discussions, messages or purpose

**Private Channels:** You can set up private channels or direct messages as well.

**Direct Messages:** Sometimes you don’t need to talk with a whole team so you have the option to direct message members of your team.

**Sharing Files:** One of the most basic functions of any collaboration tools is the ability of sharing files. Slack provides an easy system of drag and drop for sharing files.

**Search:** Slacks search functionalitly helps you finding key information, even if it is inside of a document shared before.

**Notifications:** You can customise your notifications and give priorities to it, so you can focus on what’s more important, if you don’t customise you may get many notifications a day and end up ignoring them, so the customisation option can be quite important.

**Preferences:** The preference feature enables your team at company level or team level to customise your own slack while you still have total control of the situation

**Platforms:** Slack can be accessed from anywhere once you have an internet signal, there is an app for android, IOS, Windows, or simply can be accessed on the browser too.

**Integration:** With this feature Slack isnt only a normal messaging tool, you can get notifications from any social media or any other tool integrated with Slack.

**The free version includes:**

* Two person video calls and voice.
* Two factor authentication
* Max of 10 app integrations
* Apps for IOS, Android, Mac&Windows Desktop
* 5GB of storage for the team.

**The Standard version($8 per user monthly) includes:**

* Unlimited integrations with apps
* Guest access
* Mandatory two factor authentication
* Group voice and video calls
* Custom policies for files and messages and all sort of notifications by topic, department or p
* Unlimited searchable message archives
* Priority Support
* 10GB of storage per team
* Custom Profiles

**The Plus version($12.50 per user monthly) includes:**

* Compliance Export messages
* Support 24/7
* 20GB of file storage per team
* User deprovisioning and provisioning
* SAML based single sign on
* Real time Active Directory sincronization with OneLogin, Centrify, Okta, and Ping Identity



With teamwork projects your team can easily get effenciatly, organized, and more productive, and because it is secure based in a cloud, you can work from anywhere and anytime.

Each projects have lots of features that can easily be turned on and off on whichever way you want. With the project set up, its time to invite members of the team to the project. That’s easily done within few clicks and the members added to this project will get an email notification about it. From there they can set their profile, password etc.

The administrator of the project can set up a bunch of rules for the members of this project team, then its time to organize the project structure using tasks list.

Teamwork allows to create a general task for everyone, or a task directed specifically for a member of the team, where there is an option for comments about the task, log time, estimated time, when it started and when it supposed to be finished.

The user can split the project in many sprints as well if it is a big project and get the breakdown of it much more organized. Once the task is complete and the time spent on it logged there is an option to mark that task as finished and it will be hidden. All the tasks on the screen are tasks that are still not completed and there is a option on the bottom of it sprint or the general tasks where you can see all the tasks completed. Also if you closed a task by mistake you can comeback to it and re-open again.

If a task is too big and it has many steps to be accomplished you can create that task and add as many sub-tasks nescessary as you need to finish that task. There is dependent tasks as well where one task cannot start until some other tasks are done. So basically the project can be super specified in anyway possible your team may need.

Teamwork comes with a Gantt chart feature where it is a bit more visual, and editable too, if you move stuff around the chart it will automatically change in the project as well.

It can be accessed by browser or IOS and adroid app, or even by email, there is a special list of commands that allows you to even log in time within a task by email.

There are many more features in teamwork such as attach files to the project, milestones, risks, calendar etc. Teamwork is a powerfull tool that helps the users to manage on very specific details step by step of your project from start to finish.

**COSTS**

**Business ($249 per month):**

Unlimited users, up to 500 projects and 400GB space.

**Professional ($149 per month):**

Unlimited users, up to 200 projects and 100GB space.

**Small Office ($49 per month):**

Unlimited users, up to 40 pojects and 20GB space.

**Enterprise(Charged per user, needs to contact the company):**

Enterprise-grade security, corporate account manager, single sign-on(SSO), Unlimited users & projects, 500GB+and Enterprise API.



Basecamp is a collaborative tool created to organize projects, internal communications, and client work all in one place, so you have everything all together in one “central of truth”.

Organizing projects, sharing files, and communication among the people involved in a certain project isn’t enough for Basecamp, this tool is trying to go further. Every person involved in this project will see same home screen, and it starts with the messaging board, where everybody can update their status about what they are working on.

All the messages are separated by status, where everybody can comment on other team members status, and the general conversation is available for everyone in the project.

Next step is the to-dos, where it is possible to assign a specific task to a specific team member, the status of this task have many different options of status, like in progress, finished etc. All tasks comes with an option to set deadlines, when it started so the team can keep track of everything.

Also there is the Docs&Files board where all the documentations or files nescessary to get through the project will be there.

Then finally we have the CampFire chat room which is a live chat for everyone with a question or anything about the project.

All projects are displayed in the home page of the company, but there is a space called BaseCamp HQ, in there we can see a general information about important dates coming up, or a space called “What did you work on today?” so everyone can update their work load whenever they have time. When using this feature, once you update your status, everybody in the team automatically get a notification so everybody knows what you are working on at the moment avoiding confusion.

So instead of having stuff all over the place, Basecamp is trying to bring everything in one package that your company is working under one roof only, without have to use many tools integrated with one another.

**COSTS**

**Free for students and teachers:**

Unlimited users, unlimited projects.

**Business($99 per month):**

Flat fixed pricing, no fee per-users, Unlimited users, Unlimited projects.



**The Choosen Collaborative Tool**

I have choosen Teamwork as our collaborative tool for many reasons:

1- Considering the size of our business we can use Teamwork for free, although if we keep growing and need extra features, teamwork is the cheapest and the one that offers a higher level of details, when organizing projects.

2- It is easy to use and very straight forward.

3- It’s a powerfull tool that not only helps to organize projects in a high level of details but also it offers a communication feature.

4- It can be integrated with other tools such as slack, github etc.

5- Comes with Gantt chart for every project for tracking progress.

6- Generates reports.

7- Holds 5GB of storage which suits the business at the moment.



**TUTORIAL**

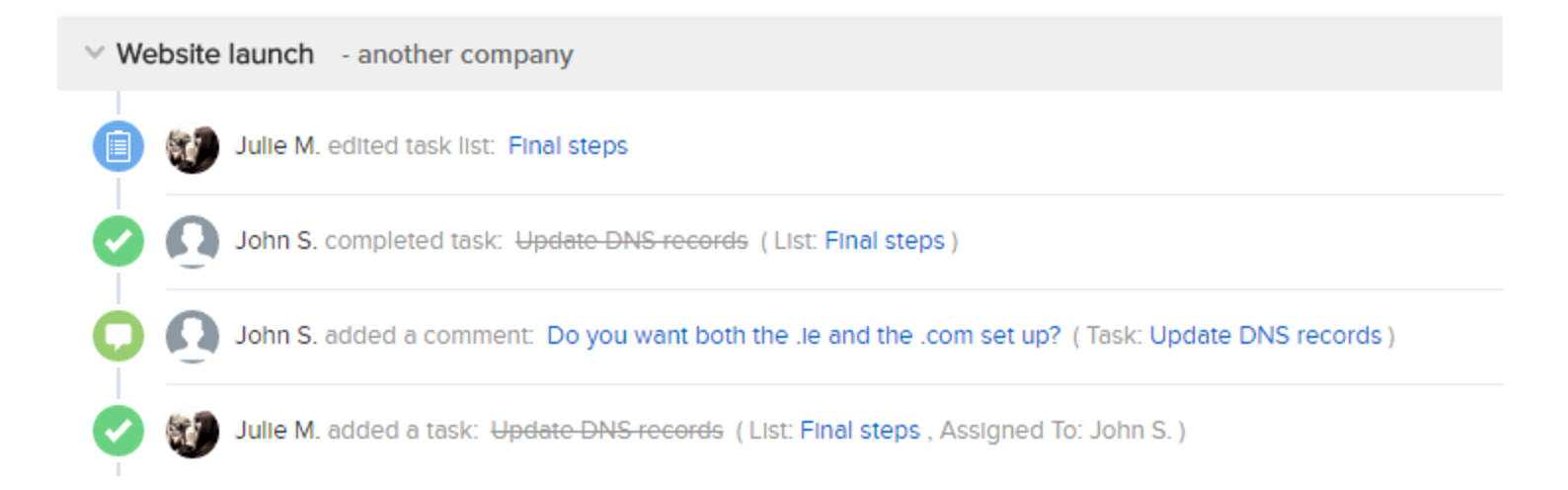
If you've just signed up for a trial and you've got a new site ready to work with, here's a quick introduction to the main features that should get you familiar with Teamwork Projects quickly and easily.

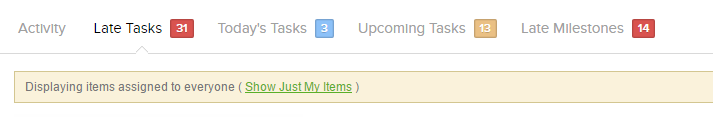
We'll cover these areas:

* The dashboard
* Projects
* Milestones
* Task lists & tasks
* Messages & comments
* Files
* Time tracking
* The 'Everything' section
* The calendar
* The 'People' section

## Dashboard

When you log in to your Teamwork Projects site, the dashboard is the first thing you'll see. Here, the main panel has a live stream of updates from all the projects that you are a part of so you can see what's been happening across your projects. It includes details of items such as tasks or milestones, notebooks or files being added/edited/completed, and other activity like comments and messages:

****

If you haven't been adding or updating anything yet, it'll be a bit empty but don't worry, you'll start adding projects soon!  
  
In the upper section of the Dashboard are several tabs, including upcoming tasks, late tasks, upcoming milestones, late milestones and events. You can customise this view to show all items, or only those assigned to you:  
  
  


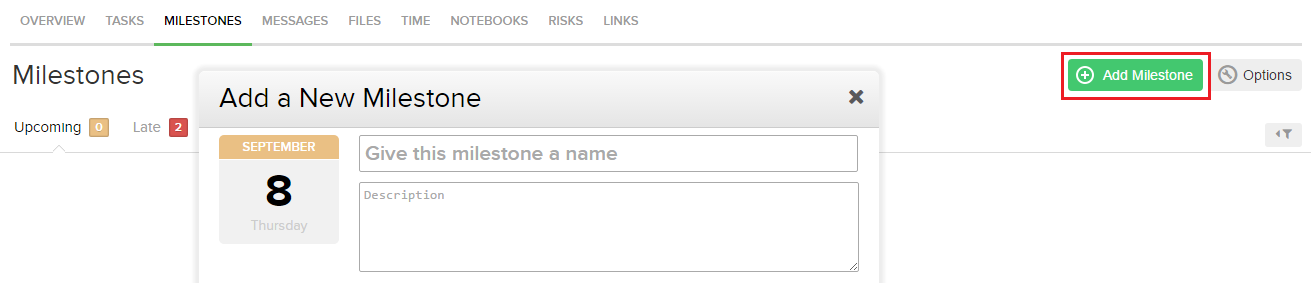
## Projects

This is where it all happens. All of your tasks, milestones, messages, notebooks, files and other items are held within projects. You can create a project from the dashboard, and if you already have any added then clicking the project name brings you directly to that project so you can work with the items in it. When you're anywhere within a project itself, you'll see the project name in the top left of the screen.

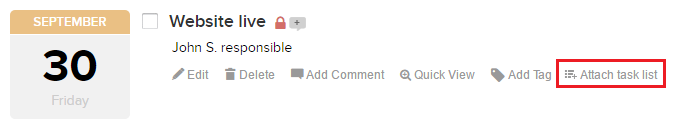
## Milestones

A Milestone is a target date, representing an important moment or goal in a project such as a deliverable outcome, for example 'Product ready for testing' or 'Client onboarded'. Once you create a milestone, you can attach it to a task list, showing the tasks you need to complete in order to reach this milestone.  
  
To add a milestone: 

* In your project, go to the 'Milestones' area
* In the top right, click the 'Add Milestone' button
* Name the milestone, add a due date and select the responsible person or persons



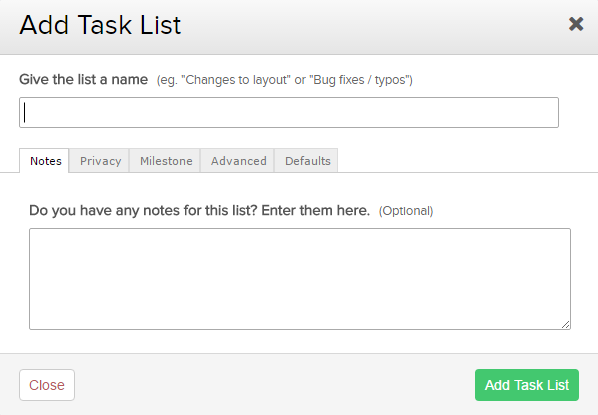
Once you've added a milestone, you can attach it to a task list:



Note - you can attach multiple task lists to a milestone, however it's not possible to attach multiple milestones to a single task list.

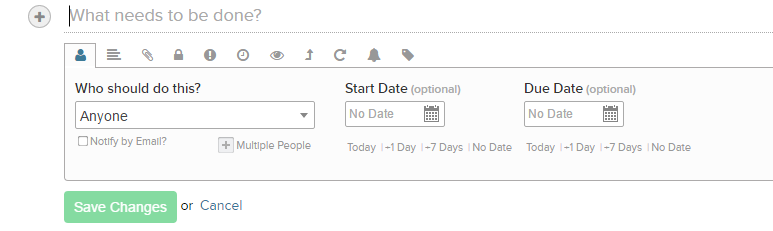
## Task lists & tasks

Task lists are a way of organising your tasks into groups. For example, in your project you might set up a task list for all of the tasks in a particular 'phase' of a project, or you could group together tasks of a similar type like 'SEO activities'.  
  
To add a task list:

* Go to the tasks area in your project
* Click the 'Add Task List' button in the top right
* Give your task list a name
* Use the other tabs to select any privacy options, milestones you wish to attach the task list to, choose a template or set up defaults for new tasks
* Click 'Add Task List' once you're happy with the settings you've chosen:
* 

Once you've added a task list you can begin adding tasks.  
  
To add a task:

* At the bottom of the task list, click the green 'Add a Task' button
* Give your task a title in the 'What needs to be done?' area
* Select who should do the task, you can assign it to more than one person by clicking 'Multiple People' and selecting them all



Additional task options include:

* Set a start date and due date
* Add a detailed description to the task by clicking the description button escription button.jpg
* Clicking the attachment button ttachement button.jpg allows you to attach files to the task by uploading them or select files already uploaded to that Teamwork project
* Click the padlock icon adlock.jpg to make the task and any attached files or comments visible only to the users you select
* Select the priority button riority button.jpg to choose a priority level: Low, Medium or High
* By clicking the Progress & Time button rogress and time button.jpgyou can mark your progress via percentage, and you (or another user / manager) can also estimate how long it should take to do the task
* The Followers button ollowers button.jpg allows you to add followers to the task who ca be notified of all notifications, only status changes or only comments added to the task
* The Dependencies button https://s3.amazonaws.com/tw-desk/i/1/attachment-inline/152445.20160908200733077.152445.20160908200733077xWEXP.png allows you to create a dependent task that must be marked complete before the current task (the one you're editing) can be marked as complete. Click 'Select Tasks' and click the task that should be done first
* The Repeats button epeats.jpg allows you to repeat a task (once you've added a due date)

### Extra task options

Once you've created your task, extra options now become available when you hover the mouse over the task name:  
  
**Subtasks** ubtasks button.jpg  
Clicking the Subtask button allows you to create a subtask under another task. For example, your task could be (and we'll really simplify this) "Do accounts". Subtasks for this could be invoicing, purchase orders, wages and so on.   
  
**Log Time** ogtime button.jpg  
Hovering over Log Time allows you to either start the timer (more on this later) or log time directly for that task. Clicking 'Log Time' gives you a popup box where you can select the date, your start time and end time. Selecting a start and end time will automatically fill in the 'Time Spent', or if you just select the end time and input how many hours and minutes you've worked, then Teamwork Projects adds the start time automatically. If this time is billable, ensure the billable box is ticked.  
  
**Reminder** eminder button.jpg  
You can set a reminder to be sent by email or as an SMS at a specific date and time. You can set the reminder for yourself or for other users.   
  
**Comments**omments button.jpg  
Click this and leave comments on the particular task. This is useful to ask questions or add a note. You also have the option to make comments private, attach a file and notify people by email.

## Messages

Messages are great for discussing ideas as a team, you can post a question or suggestion and everyone can add their reply to the thread.  
  
In the messages section of each project, you'll see a list of the current messages which you can sort by date, or whether they're unread.   
  
Three different views essages views.jpg are available to give you a compact, list or expanded view of them all.  
  
Clicking the 'Options' button allows you to mark all the messages as read (of course you've read them all) or find the email address to use so you can post a message via email.  
  
You can use the green 'Add Message' button in the top right of the messages are to create a new message and 'post' it.  
  
You can add a subject and for the content, you'll find the usual formatting options such as bold, underline and italic, lists, and you can attach a file or insert an image into the body of your message. To insert a link just click the link icon and you can add the URL and the link text:

https://s3.amazonaws.com/tw-desk/i/1/attachment-inline/152445.20160912191428738.152445.20160912191428738n5MHn.png

### Message Privacy

Messages don't have to be read by every user on the project so you can select privacy options for each message that you create. Just choose the people you want to be able to read your message and hit Done. The people you don't include here won't be able to see the message in the project.

### Message Categories

While message categories are optional, they are a great way of keeping your messages tidy so you can find the one you need later on. For example, you might use a message thread for a weekly team update - and you can create a category just for those messages so you can go straight to them. Just select the appropriate category when you create a new message. Hovering the mouse over the list of categories in the left panel  brings up the Manage Categories options where you can add or delete message categories:

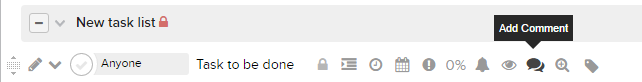
overing categories.jpg

### Notify by email

Want to ensure that everybody knows about your great idea? Make sure to click 'Notify by Email' and select who you want to notify. Once you click 'Post Message', those people will receive an email notification with a copy of your message.  
  
  
Note - non-administrators can edit or delete their own messages for up to 15 minutes after posting, and cannot edit or delete messages added by anyone else.

## Comments

The important distinction between messages and comments is that messages are general while comments are specific to an item, such as a task or a file. You can leave a comment on tasks, milestones, files, notebooks and links - just look for the 'Add Comment' icon:



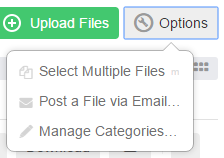
Anywhere you see the comment icon you can click it to show the comment editor, where you have the same convenient formatting options, privacy and notify options as messages - just bear in mind that those options will be affected by the privacy settings of the item you're commenting on.

## Files

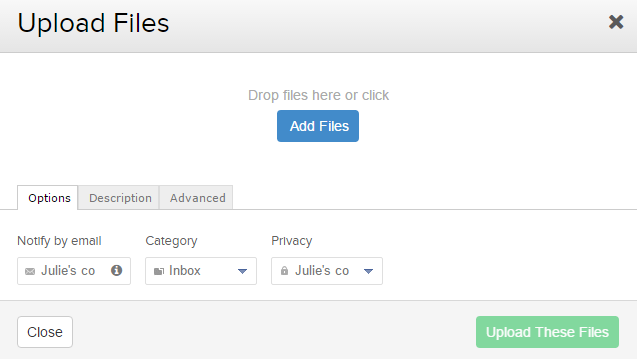
You can upload files directly to your projects for your colleagues to collaborate on, view, download or start a conversation about in the comments. And if you're creating different versions of the same file, you can upload a new version without deleting the old one so you can track your progress.   
  
In the files area, you'll see a panel on the left with categories, which you use to organise your files. You can set up the categories that work for your own projects - just like the folders on your computer.  
  
Underneath categories, you'll find a 'Filter by User' option, which allows you to view files uploaded by specific people. You'll also see a note of how much storage space you've used in this project and how much you have left overall in your site - it's shared between all of your projects.  
  
On the right of the screen you have sorting options, which give you the choice of sorting files by date, name or size. You also have a filter (to match files by text, person or tag) and viewing options to show files in a list, in an 'expanded' view, or in a grid:

https://s3.amazonaws.com/tw-desk/i/1/attachment-inline/152445.20160912193454705.152445.20160912193454705Xu9a5.png

The 'Options' button allows you to select multiple files or to see the email address you can use to email a file directly to the project:



Click the 'Upload Files' button to choose files to upload to your project - either drag and drop the file into the box or click 'Add Files' to browse and choose them. Once you've chosen your file for uploading, you can select a category, privacy or notify by email options from the 'Options' tab. In the 'Description' tab, you can add a description to the file and the 'Advanced' tab has versioning options.

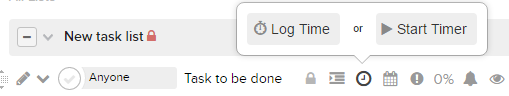


### File storage integrations

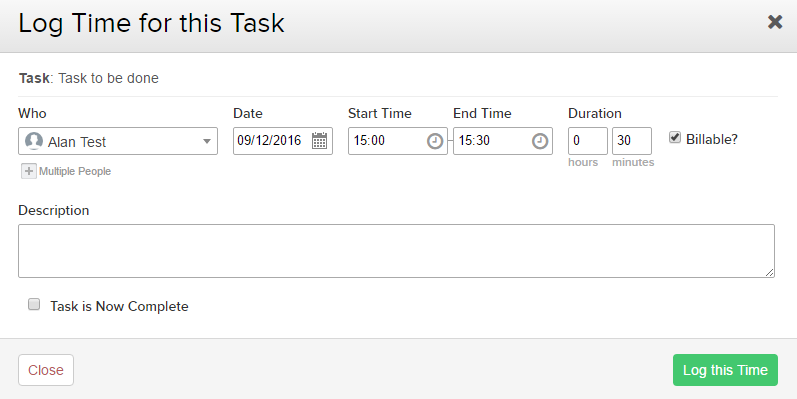
You can select files from Dropbox, Google Drive, One Drive and Box instead of uploading them directly to your project by clicking the button for that integration next to the 'Upload Files' button - once you have that integration enabled. Browse to the file you want to add, select it and click 'Link-in Selected Files'. Files shared like thisdo not count against your file storage limits as part of your plan. 

## Time tracking

User can track how long activities are taking to help manage your own time and plan work for your team. It's easy to track your time in Teamwork, you can log time on a task in many ways. The quickest and easiest way to log time on a task is to click the time icon:



You'll see a screen where you can add details of the time log:



Pick a start and end time, so it will automatically fill in the duration. Alternatively, if you just select the end time, and input how many hours and minutes you've worked, then the start time will be calculated .

## People

Next to the Dashboard, Calendar, Projects and Everything tabs at the top of the screen, you'll see the main People area for your site. From here you can view, edit or add new users, contacts and you can manage the companies on your site.  
  
In the top right of this screen, there are two buttons:

https://s3.amazonaws.com/tw-desk/i/1/attachment-inline/152445.20160831101550323.152445.20160831101550323ol4Vc.png

Using 'Invite Users' button gives the user an option to invite people as “users” to log in to your site, and interact with the projects you add them to. This option gives you a quick way to invite many of new users to your site at the same time, add them all to a particular set of projects, and write a custom message they will all see within their invite email.   
  
Choosing the 'Add' option lets you add a single user or contact and fill in all of their details straight away.

Here there is a quick video about :

<https://support.teamwork.com/projects/getting-started/getting-started-in-teamwork-projects>