Lessons Learnt Report

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| Group # | CP 5 |
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| Course | INFO8686 – Information Technology Business Analysis Capstone Project |
| Section | 5 |
| Professor | Prof. Nilesh Deshmukh |
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Catalyst Driving Business Excellence

Kitchener, Ontario

Generative AI Powered Voice Assistant Customer Service at Rogers

**Question 1 : Identify a major strength and a weakness in your inter-team communication and document how each of these impacted on your team’s ability to function effectively.**

Strength:

* Everyone actively participates and communicates throughout the assignment, resolving queries effectively.
* There's a strong sense of empathy among team members, making communication supportive and understanding.
* The team follows precision and consciousness with words while communicating to make the conversation more effective.

Weakness:

* Difficulty in arranging meetings due to different availability times of team members.
* Solution proposed: Utilizing platforms like Zoom, Teams, Email, and WhatsApp for accessible communication and information sharing.

Additional points:

* To ensure alignment among team members, regular group meetings are held.
* These meetings facilitate the sharing of ideas, leading to improved quality in the final submission.

Overall Impact:

* Strengths in communication foster collaboration and problem-solving.
* Solutions proposed address weaknesses and improved accessibility and alignment among team members.

**Question 2 : What did you learn about team leadership and team membership?**

* The key to the success of our project was teamwork, bringing out the team membership qualities in everyone. We realized the value of collaboration and coordination, effectively allocating responsibilities and encouraging one another to fulfill deadlines and deliver quality work.
* Our team noticed various leadership styles, from authoritarian to democratic. Every member took the lead on different deliverables, demonstrating their capacity to be flexible and adaptive in others' leadership styles.
* There were arguments and miscommunications within the team, but we also learned effective dispute resolution techniques through someone leading in front to solve the dispute without affecting both sides. We overcame challenges and made progress as a team by being honest about our divergent views and working towards compromises.
* Every team member contributed different skills and competencies to the project, and we discovered how to use these variations as a team. We could approach hindrances from many aspects and develop creative solutions because we acknowledged and valued varied views.
* An essential component of the team was mutual understanding and trust. We improved our communication abilities by learning to express our thoughts concisely and actively hear what others say. We established trust and fostered a safe team atmosphere where everyone felt comfortable taking chances and sharing ideas by being upfront with one another, being reliable, and showing respect.
* Overall, each member took responsibility and initiative for their part and deliverables, showcasing leadership qualities and being a reliable team member in achieving the project objectives and sharing knowledge.

**Question 3: What was the client's job in your project? (Include ALL that your client was responsible for throughout the project.)**

Ans: Rogers Telecommunication took an active role throughout the project:

* They collaborated to establish the goals and scope of the project based on the problem to be solved.
* They provided the primary need of this project, the problem it should be solving, and their business point of view regarding the situation and project.
* They offered subject matter expertise, knowledge, and valuable information on the needs for customer service.
* They worked closely with us to gather requirements, alter requirements, and develop the solution designs.
* They reviewed and checked our submitted documents, including executive summary, database design, to-be process flow, solution options, functional and non-functional requirements, etc.
* They provided feedback, required changes to the solution designs, and suggested their signature elements in the requirements and solution design to make it apt to the company’s customer service policy and agreement.
* They approved the deliverables after incorporating all the required changes and ensuring the deliverables met their requirements.

Regarding Team Leadership, the team lead demonstrated strong organizational and leadership skills by clearly delegating tasks to members based on their strength and setting deadlines. Open dialogue was encouraged, and a collaborative environment was encouraged so that everyone’s voices were heard. Team lead also exhibited problem solving skills by breaking down all issues we as a team.

Regarding Team Membership, all members demonstrated strong commitment to the project and contributed equally to the success of the project. Each team member had a unique set of skills identified during the early stages of the project and that helped the team delegate tasks equally. All differences in opinions were resolved through open dialogue and that helped to create a rapport within the team.

**Question 4 : How were conflicts/challenges in your team resolved? Please provide examples and include how your team resolved the situation to avoid a team breakdown.**

Our group was generally very cooperative, understanding, and respectful of each other's viewpoints. Usually, we manage to settle problems and challenges through open conversation, empathy, and a dedication to finding a solution that works for everyone. This was something we could consistently do.

However, in one particular instance regarding a submission, the team members did not agree on content, and there was a tussle over who was right. Unfortunately, a deadlock ensued when conflicting opinions regarding a submission were adamantly maintained. Diplomacy ensued as we employed a methodical approach of having a neutral member record both viewpoints impartially.

We combined the different ideas, sorted through duplicates, and prioritized them based on their alignment with rubrics. By documenting each perspective, we prioritized ideas based on their merits. In the end, the submission benefited from the diversity of viewpoints, resulting in better outcomes than if we had stuck rigidly to one particular approach.

There has always been constructive dialogue and compromise in our work; we found common ground and developed a solution that included elements from each member's perspective.

**Question 5: What did your team learn about the project process through each stage of this project?**

Starting the Project:

* The significance of selecting the appropriate client/project was highlighted by the team's need to carefully choose a company to collaborate with from the TSX-60 index.
* They had to specify the opportunity in detail as well as the project's scope, charter, and business analysis methodology. This required careful planning and project definition up front.
* This phase made sure that the goals were met and laid the groundwork for the remainder of the project.

Organizing and Preparing:

* The group worked with stakeholders to gather and record the business requirements. This emphasizes how important it is to collect and manage requirements effectively.
* They had to create design options, verify and validate the requirements, analyze the requirements, and design potential solutions. This requirements analysis and design iterative process highlights the necessity of an organized approach.
* Clearly defining the evaluation criteria for the design options highlights the significance of developing standards for judging the suggested fixes.

Carrying out the Work:

* Handling the requirements lifecycle from the beginning to the end emphasizes the necessity of thorough requirements management all the way through the project.
* Tracing and prioritizing requirements highlights the importance of upholding traceability and prioritizing requirements.
* Assessing the suggested solution's worth throughout the company and evaluating it strengthens the case for a comprehensive understanding of the solution's effects.

Ending the Project:

* Writing a status report, final project report, and lessons learned report highlights how important it is to capture all of the knowledge and documents at the end of the project.
* The team and organization can use these deliverables to draw lessons from the experience and implement those lessons in upcoming projects.

**Question 6: What worked well for your team that supported the completion of the various parts?**

1. Teamwork: All members of our group participated well throughout the completion of the project.
2. Effective Communication: A WhatsApp group has been created for communication within the team. All information and updates are shared in the group to ensure that all members are on the same page.
3. Project Management Tool: Our team used the project management tool called ‘Trello’ to manage the tasks. The project manager of the team did the following to ensure submission of each assignment on time:

* divided each assignment into multiple tasks.
* assigned each task to team members in Trello with deadline.
* Tracked and monitored task progress.
* Reviewed tasks once each team member submitted their assigned task.
* Compiled and formatted into 1 final document for submission.

**Question 7: Reflect on your team’s delivery – what would you do differently now that would improve the quality of your solution?**

Ans: The team collaborated effectively throughout the project to ensure each member gave their best.

* Good communication and coordination among the team helped us better understand and handle the disputes.
* Proper delegation of tasks among team members facilitated timely submission of deliverables.
* Improved team member communication might facilitate better feedback loops, prompt decision-making, proper idea-sharing, and promote better collaboration.
* Working together in the same place rather than alone could have helped promptly solve the doubts and questions on projects.
* Reviewing other team members’ work and providing valuable comments for improvement without delaying till the submission would have reduced the pressure before submission and improved the quality of the document.
* Getting the doubts cleared and getting the requirements of the deliverables from the client a week before could have helped to submit the deliverables effectively and efficiently.
* Better documentation procedures might improve the maintainability and clarity of the solution, as it will help in a better understanding of the project and its contents.

Continuous learning and skill development among team members could enhance overall solution quality, as each member will know more about the project and its requirements.