

SEMESTER 2 2020 FIT1049 REVISION QUESTIONS FOR WEEKS 1-6 WITH SAMPLE RESPONSES

QUESTION 1: Professional communications and practice

You are in the second year of your undergraduate degree at Monash University, and you are looking for a part-time casual position as a programmer to gain some work experience. Meanwhile, you attended an industry event organised by the Faculty of Information Technology at Monash University, and one of the guest speakers, Dr Sally White, the HR Manager of Monash Consulting happens to know someone who may have a vacancy. She suggested that you send her a follow up email after the event with a CV attached, so that she can forward your email to the person for consideration. In the conversation you had with her she mentioned that the potential role would involve working in a team where you would need to work with people with different technical and cultural backgrounds.

Write an email to Dr Sally White as appropriate. You do not need to include in your answer the recipient's email nor the subject heading. You may also assume that a separate CV is already attached, that is, you do not need to write a CV as part of the answer.

Dear Dr White,

Hope this email reaches you well. My name is [your name], and I am a current second-year student enrolled in the Bachelor of [your course] at Monash University. I am writing this email as a follow-up from the conversation we had at the recent industry event organised by the Faculty of Information Technology at Monash University.

At the event, you had kindly suggested that I send you my expression of interest for a part-time casual role at your organisation, so that you would be able to forward it to relevant staff for further consideration. I would totally understand if this is no longer the case, but I would very much appreciate it if you would still be able to do this for me.

As you will find in my CV attached to this email, I have extensive experiences working in a range of team environments, both professionally and as part of my study. I hope to develop both my professional and technical skills further, and I would be grateful for any potential opportunities at your organisation.

Please let me know if you require further information, and I can be contacted either by email at this address, or by telephone on 04XX-XXX-XXX. It was lovely having a conversation with you at the event, and thank you so much again for your kind offer. I look forward to hearing from you soon.

Kind regards,

[Your name]

SEMESTER 2 2020 FIT1049 REVISION QUESTIONS FOR WEEKS 1-6 WITH SAMPLE RESPONSES

QUESTION 2: Information gathering, analysis and processing 1

The intelligence cycle consists of: 1) Planning and Direction, 2) Collection, 3) Processing, 4) Analysis and Production, and 5) Dissemination. Imagine that you are developing a 10-minute oral presentation to the management of your organisation. Your presentation topic is the competitive positioning of the new product your team has been developing. In light of the intelligence cycle, what would be likely activities involved in the 'Planning and Direction' stage? Explain what the 'Planning and Direction' stage would entail in this context, and list two examples of such activities.

The 'Planning and Direction' stage usually involves establishing the scope of the research to be conducted so that the outcomes will meet the requirements of the stakeholders/audience(s), which in this instance is the management of the organisation. Two possible activities would include:

- Gauging the expectations of the audience (i.e. the management) in terms of the deliverable
- Identifying the breadth of research to be conducted within the set timeframe and resource constraints

SEMESTER 2 2020 FIT1049 REVISION QUESTIONS FOR WEEKS 1-6 WITH SAMPLE RESPONSES

QUESTION 3: Information gathering, analysis and processing 2

You are writing a progress report on the project your team has been working on. You need to refer to a source of information. The source is an online newspaper article written by a university academic on a specific system vulnerability found in a commonly used operating system (or OS). The article was published two months ago in response to a recent specific security incident. While the author is an authority in the relevant field, there are no citations made in the article, and the article was written based exclusively on the author's experience. The OS vulnerability described by the academic in the article still exists. Given this situation, describe the *currency* and *authority* of the article, and discuss in what circumstances you could use the article as a credible and relevant source for your report.

Given the relative recency of the incident, and the persistence of the vulnerability discussed, the article still maintains its currency. As for the article's authority, it is primarily based on the authority of the author him/herself, gained from his/her experience and affiliation with an academic institution.

The article could potentially be used as a credible source when there are other sources that validate this information. However, if other sources do not validate the information in the article, it should be used with caution. In light of the lack of references, the article may well be skewed by the author's own bias.

SEMESTER 2 2020 FIT1049 REVISION QUESTIONS FOR WEEKS 1-6 WITH SAMPLE RESPONSES

QUESTION 4: Information gathering, analysis and processing 3

Imagine that you are conducting research on different security aspects mobile app developers would need to consider when they develop their products. You found a source below on the Internet, and you are considering using it as one of the sources to provide an overview of relevant security issues.

<https://www.abc.net.au/news/science/2020-04-27/covidsafe-contact-tracing-app-coronavirus-privacy-security/12186044>

Describe the source by applying a CRAAP Test, following the proforma below. Your responses can be brief, only one or two sentences under each category.

Attributes	Your response
Currency: How timely is the information?	The information was current at the time of the publication, since this publication followed shortly after the launch of the App discussed in the article.
Purpose: For what reason does this information exist?	The information was published to inform the general public of this particular App by providing a series of balanced expert opinions on its privacy and security issues.
Authority: Who is the author, creator and/or publisher of the information? And where the information originally came from?	The information was published by the ABC News website, which is Australia's public broadcasting organisation. It draws upon the opinions of independent experts (mainly academics) on the subject matter. These factors, combined together, gives a level of authority to the information published.
Accuracy: How reliable, truthful and correct is the information?	As outlined above under 'Authority', the information is based on the expert opinions of (mainly) the academics in relevant fields. Thus, provided that these experts are fairly represented in the article, and also provided that the selection of these experts are balanced, and the information offered here is likely to be accurate and reliable.
Relevance: In what ways is this source useful for the purpose outlined above? If so, why do you think this source is more useful and reliable than others? And if not, why?	The information in the article would offer a useful overview of the security and privacy issues in a plain language, but it does not provide any detailed and/or technical analyses of the issues due to the purpose of the article. For the specific purpose outlined in the question, the information in this article may be too general, unless it is for the purpose of providing a general background.

SEMESTER 2 2020 FIT1049 REVISION QUESTIONS FOR WEEKS 1-6 WITH SAMPLE RESPONSES

QUESTION 5: Narrative construction and dissemination

You need to develop a slide for the following information using a hierarchical style of visual presentation (e.g. the Minto style). How would you do it? Develop a set of dot-points you would include in the slide, and describe the principle(s) behind the design you developed.

Some online communications are often inefficient. One needs to be aware of the nature of different modes and purposes of communication. The use of social media, for example, may be used very effectively to disseminate information to a potentially large number of people in a timely manner, but this may not be the best means of holding a complex discussion.

Purposeful use of online communications

An example: Social media as a form of online communication

- Potentially useful to disseminate information to a large audience
- Not suitable for complex discussion

The main principle is to establish a clear hierarchy of information within the slides. The main message for this slide is to explain that one has to be purposeful when choosing online communications as a means of communication, and this is reflected in the main heading of the slide. The subheading clarifies that the information that follows is only an example of a purposeful use of online communications. The dot-points supplement this idea by having two contrasting pieces of information (i.e. pro and con of social media as a means of communication). The presenter may add an image to make it more visually appealing. However, the image should be relevant to the topic and not too cryptic.

SEMESTER 2 2020 FIT1049 REVISION QUESTIONS FOR WEEKS 1-6 WITH SAMPLE RESPONSES

QUESTION 6: Narrative construction and dissemination 2 (and Situational management and intra/inter-personal communications)

Imagine that you have been conducting market research in order to identify the competitive advantage of the products your organisation is developing. The research was commissioned by your reporting manager, and she has asked you specifically to focus on a summary of the facts and data in the report, so that she (i.e. your manager) can lead the discussion at the forthcoming meeting with the senior management on the possible strategic direction for product development in a few months. You will not be attending the meeting with your manager.

List and justify two strategies for you to be effective in this context as part of the preparation for the meeting. Note that this question is not about the quality of the report itself as a piece of communication, and your responses should focus on the management of the situation.

Possible strategies would include:

- Determining the parameters of the research to be conducted, both in terms of the timeframe as well as the extent of the research. The timeframe would give me how much research can realistically be conducted, and this will inform to the extent of research that needs to be conducted in order to still retain its cohesiveness and integrity. Alternatively, if the expected scope of research is unrealistic in the given timeframe, I may need to renegotiate the scope. One way or another this will need to be done before committing to the research fully.
- Determining the means of dissemination that the manager will be using at the meeting (e.g. a presentation, a written report). This will allow me to take into consideration how the data and facts can be effectively summarised to suit the means of dissemination.

SEMESTER 2 2020 FIT1049 REVISION QUESTIONS FOR WEEKS 1-6 WITH SAMPLE RESPONSES

QUESTION 7: Situational management and intra/inter-personal communications 1

You are applying for an internship position at an IT consulting company, and you have been invited to an interview where you were asked the question: “Tell us about a situation where you identified communications to be a challenge that hinders the team’s overall performance. What did you do to improve the situation in order to deliver positive outcomes?” Write your potential response that is grounded upon your authentic experience. You may use the STAR approach (i.e. Situation, Tasks, Action, Result) if you consider useful.

Situation: I was conducting a group assignment with three other students in one of the programming units. During the assignment, one of the group members stopped responding to any of the group’s email communications as he got busy with his part-time work, and this delayed the progress of the assignment significantly.

Tasks: My immediate priority was to get in touch with this member, and establish the common ground on what we can expect from each other without compromising the fairness and integrity of our work.

Action: I have first discussed this with the rest of the team, and took the initiative to contact the member myself by ringing him directly. I worded carefully to acknowledge his commitments at work, but also have pointed out firmly the importance of the assignment and the expectation for him to contribute.

Result: The member responded very positively to my call, and was also appreciative of the way I approached this matter. Though not planned, this incident contributed well to ‘norm’ our team overall, and our team had performed very effectively after this incident.

SEMESTER 2 2020 FIT1049 REVISION QUESTIONS FOR WEEKS 1-6 WITH SAMPLE RESPONSES

QUESTION 8: Situational management and intra/inter-personal communications 2

You are acting as the minutes taker for an IT Department meeting in a company. During the meeting, under the item 6.3: *IT Security Policy*, it was suggested that Jack Stone (the IT security manager) will reword the relevant section of the existing IT security policy to reflect the change in the authentication system used in the company. The motion was proposed by James White (the Chair) and seconded by Julie Grey (the Systems Analyst), and the proposal was voted on and unanimously approved. Write the minutes for the section of the meeting that correctly documents this item on the agenda.

6.3: IT Security Policy

It was suggested that in light of the recent change to the authentication system used in the company, the relevant section of the existing IT security policy needs to be reworded in order to reflect the change. The motion was proposed that Mr Jack Stone, the IT security manager, will follow this up accordingly.

The proposal was moved by Mr James White, the Chair, and seconded by Ms Julie Grey, the Systems Analyst. The proposal was subsequently voted on, and unanimously approved.

SEMESTER 2 2020 FIT1049 REVISION QUESTIONS FOR WEEKS 1-6 WITH SAMPLE RESPONSES

QUESTION 9: Teamwork and professional behaviours 1

You are working in a team of five (5) developers with low power concentration, and you all report to the same manager who does not have as much technical background as you and your team members. Most of the time you and your team members work autonomously and independently on small separate projects, but your team is now assigned to undertake a larger project where you will need to work as a team together. Your manager seems keen to follow your team's initiatives, primarily due to the relative lack of technical expertise.

Describe two potential teamwork risks in this scenario, and suggest an effective strategy to lead this team.

Potential risks would include:

- This is a small team with autonomous and independent members usually working on separate tasks, and the group does not necessarily have a clear structure within it, aside from having the same manager. When they work together on a single larger project, this could potentially result in a prolonged 'storming stage' for the team to work out their roles and norms internally.
- The manager's lack of technical expertise and the inclination to follow the team's initiative could result in weak and/or diffused leadership.

In this situation, it would be useful to clearly articulate the role of each member, and make each of the members accountable for explicit tasks and due dates. It may also be useful to nominate a specific member whose responsibility includes coordination of the team members' progress and liaison with the manager in order to compensate the manager's lack of technical expertise.

SEMESTER 2 2020 FIT1049 REVISION QUESTIONS FOR WEEKS 1-6 WITH SAMPLE RESPONSES

QUESTION 10: Teamwork and professional behaviours 2

You have been working in a team of five (5) on a software development project for two weeks. With all the different professional expertise and background of the team members, there were some disagreements within the team about the general approach your team should take to software development. You all found it still a little awkward to figure out how to conduct day-to-day work in a close proximity of each other, but you are gradually forming some consensus as to how these different ideas about development processes could be accommodated in the specific context of this project.

Based on this scenario, identify which of Tuckman's stages of team development your team is in, and explain why you think the team is in this stage by referring to the characteristics of the stage you identified.

The team is likely to be in its 'norming' stage. According to Tuckman's stages of team development, 'norming' is a stage where formal and informal norms begin to emerge within the team, and cohesion amongst team members begins to develop. In this scenario, since the team is experiencing the gradual process of forming some consensus as to how these different ideas about development processes could be accommodated in the specific context of this project, the 'norming' stage would best describe the current state of the team.