

SEMESTER 2 2020 FIT1049 REVISION QUESTIONS FOR WEEKS 1-6

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.

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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.

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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.

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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?	
Purpose: For what reason does this information exist?	
Authority: Who is the author, creator and/or publisher of the information? And where the information originally came from?	
Accuracy: How reliable, truthful and correct is the information?	
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?	

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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.

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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.

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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.

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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.

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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.

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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.