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# Team Profile

## Personality Tests

### Joe

#### student ID:

Text here

### Marcus

#### student ID: S3862651

Text here

### Murray Lowis

#### student ID:

My IT experience to date has been mostly from simply playing around with my own computers and limited free online courses. When it comes to technology, I use I like to explore and test everything I can, whether it be learning new programs or trying new ways to use gadgets. For instance, streaming my computer to the living room then using a Bluetooth PS4 controller with 3rd party software to watch Netflix, or myriad other token approaches.

#### 16Personalities:

(I)ntroverted: 96%

I(N)tuitive: 71%

(T)hinking: 64%

(P)rospecting: 58%

(T)urbulent: 56%

#### Learning Style Test:

Reflector: 90%

Theorist: 75%

Pragmatist: 40%

Activist: 40%

#### Big Five Personality Test:

Openness: 51%

Conscientiousness: 29%

Extraversion: 1%

Agreeableness: 46%

Reactiveness: 47%

(screenshots here?)

These personality test results suggest suitability for analytical or creative roles rather than more arduous or repetitive tasks. Developing the project idea and designing the website HTML and CSS elements both require creativity and the website design additionally requires an analytical approach. On these grounds as a group we agreed that I would primarily work on setting up the GitHub website and developing the “Project Idea” section. My introversion also meant that the interview could be better handled by others.

### Ossama

#### student ID:

Text here

### Torin

#### student ID:

Text here

### Tyson

#### student ID:

Text here

## Ideal Jobs

### Joe

Text here

### Marcus

Text here

### Murray

In assignment 1 I stated that I am interested in programming and cybersecurity as potential careers. My opinion has remained mostly the same although I do find myself enjoying the programming side of things.

In relation to the other members in the group, the most similar ideal jobs would be Joe’s or Torin’s as we all seem interested in software development in some form. They do still differ however in that my interest is more to do with the actual creative design process as opposed to working toward a particular outcome for instance.

### Ossama

Text here

### Torin

Text here

### Tyson

Text here

# Industry Data

### Joe

Text here

### Marcus

Text here

### Murray

According to Burning Glass (reference needed) my ideal role in software development/engineering is currently among the most in demand within the IT industry. While the specifics vary depending on the nature of the platform as well as the ultimate usage, there appears to be a great deal of variety in suitable roles available.

Preferring to be involved in the physical development of software (as opposed to managing or guiding projects) does somewhat lower my career ceiling though as senior roles tend to move farther away from actual development and more into oversight. A lower ceiling does at least mean more attainable goals and greater flexibility provided I can maintain a diverse skillset with multiple specialisations.

Expertise with multiple programming languages and problem solving/organisational skills are among the most demanded skills which suits me quite well as I intend to make these a staple of my skillset. Active communication and diligence are potential areas for improvement, as to me these have always been more an obligation than a focus.

### Ossama

Text here

### Torin

Text here

### Tyson

Text here

# IT Works

## Report here (rename)

Text here

## Transcript (should we just leave this as a separate appendix on the website?)

Joe: Could you please tell me about your IT work, what industry you work in, and what exactly you do?

John: I work in the IT industry, specifically at the moment I’m in the IT department at Pizza Hut, and my job role is the web developer. I work on the front end of Pizza Hut’s forward-facing web site, as well as a few backend related tasks and some private facing websites for the company.

 Joe: Can you tell me who you work with mostly, is it mainly IT people or other people, and what sort of IT people do you work with?

John: For the most part I work with the IT team, my co-workers, which currently consists of a DevOps person, a Systems Architect who mostly decides what systems we will be working on and maintaining for future projects, a backend developer, and then a data management team. So that’s the main people I work with. Also every two weeks we hold meetings with the marketing team to demo what we’ve done and the features we’re providing, and we work closely with them about what they want to see on the web site. So they’re the main two, we occasionally work with the finance team when we’re working on financial systems to make sure everything’s running smoothly. A few departments but mainly I work with IT and the marketing team.

Joe: What sort of work do you have to do?

John: So the majority of the work involves implementing new features on the web site, so whenever a request comes through from marketing or my superiors I develop those features on the web site, as well as tests to go with those features and unit tests. That would usually be on a Javascript framework. ViewJS at the moment is the framework we use, which I am specialised in. Occasionally I work on the backend which runs an AWS service which uses some C# code. So we manage a set of APIs on the web site, so I’ll develop on the front and I’ll develop a set of APIs which the front end will require on the web site, so whether that’s a product management API or an order system API or whatever is required on the front end to communicate with our back end systems.

Joe: What’s it like to work with the IT people?

John: My experience at Pizza Hut has been overall positive, I’ve been very lucky to work there. As a university student myself I started out there as a junior developer in sort of an intern position just learning the ropes. I had a mentor who showed me how certain things worked. Very lucky, and the set of systems they’re dealing with, working with Amazon so it’s a very modern system they’re working with on a day to day basis so I get to learn new technologies which I can use in a future job, so in that I am very lucky to work with them. Getting to work with enterprise business is a real eye opener for if I want to continue down this jobline in future. Covid 19 has made things quite interesting with working in the office making it all remote work. We did work from home a couple of days previously so the adjustment to that has been easier than for some of the other departments. We work it out with our major communication device being Slack where we hold meetings through that now.

Joe: What’s it like to work with the marketing people?

John: It can be interesting (laughing). I won’t say anything bad about them but they keep us on our toes. Occasionally I will be directly contacted by marketing for things they want to see on the web site since they know I’m in charge of it. We try to keep things to a system so that if they request something on the web site it goes through a product owner who creates a ticket which will get estimated by the team of how much work is involved, then it gets assigned to either me or one of the other developers. That’s the proper process so whether it sticks like that or not changes, but we try to meet their needs in a systematic approach so that things get deployed on time and meet certain gaols, so yes it’s interesting working with them. The IT team sticks to an Agile methodology while the marketing team has their own practices which don’t always align themselves with how we plan our sprints or assign tasks so a marketing requirement might have a feature come up on the same day that they require to be implemented the next day or within that week so that’s where systems kind of clash between departments, but we come to a bit of an understanding of each other’s systems and a bit of compromise.

Joe: What do you spend the most time on?  
It can change day to day, week to week. Some weeks we spend most of the time cracking down on bugs on the web site that our users or the marketing team or our own team have found. Time can be invested in investigating that bug, in where the issue lies, fixing it and developing the relevant tests so that bug doesn’t show itself in the future so that we don’t have any regressions on the web site. So that can be very time consuming. In an ideal world I’d spend most of my time creating new features on the web site, whether that is a new payment system like Google Pay or Apple Pay, or making a better user experience on the web site, so slightly tweaking things on the web site that we think will give a better user experience, or implementing order history so making it that you can access that order history through the phone or through the web site, so the majority of my time I spend on the web site fixing bugs or implementing features.

Joe: What do you find the most challenging? Is it the debugging?

John: Debugging can be challenging. It’s still a learning experience with finding the best ways to catch certain bugs beforehand, or for them never to appear in the first place. Recently I implemented an error catching system on the web site which catches errors users find on the web site in real time and reports them back to us. It then helps us find what line of the code the bug may have occurred to and who may have committed it to our repository so we can send someone to investigate and fix that. So debugging can be the most challenging part of my job and especially high priority bugs. Also learning new technologies the business requires and working with other third party businesses to implement those technologies, so Google or Apple, and some of the time zone differences between those people can increase communication times so that deadlines can be missed, so I can send an email during the day and it will take 12 to 14 hours for them to get back to me and the same happens again so working with other businesses with new technology can be one of the most challenging things. Challenging but rewarding when you fix that bug and learn from your mistake or meet new people and contacts through these new businesses and learn new technologies.

Joe: Can you give me an example of something in your work that you feel encapsulates the IT industry?

John: I can think of some of the large things I’ve worked on that other IT companies would have done as well. There was implementing a content management system so that marketing can make changes to the web site themselves, which other companies would have to do for their clients as well. A majority would have used Wordpress but if you have a custom platform you have to implement a custom solution, so making sure marketing requirements are met and also good practices are followed with what exactly can be managed. That was one of the projects I worked on which was interesting and challenging but ultimately provided a lot of value to the company.

# IT Technologies

## Cybersecurity

Information Technology is an ever-increasing presence in our lives today. The reach of modern technology reaches into almost every facet of our lives. We use it to surf the web, access our money, talk to our family, and store valuable information, but how safe is our data? According to COS online “attacks on Internet of Things devices **tripled** in the first half of 2019” (https://bit.ly/2Zoab6l). As our reliance on technology grows, so do the ways hackers and criminals can find ways to exploit our private data. While cyber-attacks are on the rise, companies in the cybersecurity sector are creating and implementing technologies to resist and combat their advances.

### Phishing and AI

Phishing is a type of scam that involves tricking the targeted individual or group, such as a business’s workforce, into voluntarily installing malware or ransomware onto their device. Once the malware is installed the scammer can do as they please with the information stored or connected to those devices. Phishing scams are commonly delivered through an email, disguised as important and valid information, which makes phishing so hard to defend against. “According to Verizon’s 2019 Data Breach Investigations Report, nearly one-third of all data breaches involved phishing in one way or another.” (https://bit.ly/2AhO3lo). This makes phishing a top priority in cybersecurity. US Security company Area 1 (https://bit.ly/2CZCtfV) has been implementing AI technologies to oppose phishing scams. The company, founded by 3 former NSA employees, uses their cloud-based ‘Horizon’ software to monitor and detect anomalous language, banners, and attachments. A deeper look into Horizon reveals machine learning capabilities and a small pattern analytics engine known as SPARSE. This engine aggregates the entire web and characterises patterns in phishing attacks. In conjunction with their web-crawling service ActiveSensors, phishing is detected early and neutralised before any malware can be installed on the victim’s system. The beauty of AI is, as the collected data Area 1 obtains grows, profiling a cyber-attack will become faster and more effective, leaving businesses, employees, and individuals safer to the threats of web use.

### What is the likely impact?

The impact of AI will likely be felt in the next decade as data breaches continue to grow and phishing attacks become more sophisticated. According to a report by the Capgemini Institute, companies are starting to look to AI to aid in protecting their systems. “Overall, close to three-quarters of firms (73%) said they were testing use cases for AI for cybersecurity in some way.” (Capgemini, 2019). While still in its infancy, machine and deep learning technologies like SPARSE and ActiveSensors are the beginning of the push back against phishing scams and data breach activities. Large companies with sensitive information, such as banks and financial institutions will benefit from advancements in AI the most. Due to the pace in which cyber-attacks mutate, security companies who lack the foresight to update their software regularly will surely fall behind. Implementing AI will be the marker of successful enterprises of the future.

### How will this affect you?

While the main demographic of sophisticated security technologies are businesses that protect valuable information, individuals will feel the effects too. The anti-virus software on personal computers will begin implementing similar strategies in defence against phishing attacks. The inner workings of these updated security protocols will likely go unnoticed by the average user, though it will allow a more detailed review of the threats which have been extinguished. Email users will feel safer navigating their inbox, resting easy knowing any potential threats will be highlighted and dutifully wiped out.

### Private Browsers and VPN’s

Browsing the internet can be relaxing, entertaining, and everywhere in between. Though with the rise of cyber-attacks on internet users, several companies have developed technology to remain anonymous, therefore guarded, whilst browsing the web. The most common of these is the Virtual Private Network or VPN. A VPN works by rerouting the user’s IP address and presenting a new one to whoever might be trying to identify them. Certain top-tier VPN services such as NordVPN use an encryption layer to further protect the information being transferred. VPN’s provide a simple and cost-effective way of ensuring privacy online and users are starting to take note. According to Dataprot “26% of internet users worldwide have used a VPN service.” (https://bit.ly/2NKrokP). As this number grows so do ways of circumnavigating the technologies. In March 2018, a hacker managed to briefly infiltrate a NordVPN server. While the company assured there was no identifiable information leaked to the attacker, they may have been able to observe the server’s traffic. In theory, VPN’s should make the user anonymous as they surf the web, however, they are not without their limitations.

To create a fully secure browsing experience, internet users may have to look further than VPN’s to be confident in their anonymity. Products, such as Google’s Chrome browser, are data mining machines. While using any of the largest browser services, the internet user can be sure their data is being recorded and monitored. The solution to this is The Tor browser.

Tor or ‘The Onion Router’ boasts “the largest, most robust, and most effective metadata-resistant software project” (https://bit.ly/3ghc1gc). Tor’s software bounces the user’s internet traffic through three layers of randomly selected nodes, obfuscating the identity of the user. Ethically, Tor has received some scrutiny for allowing individuals to remain anonymous while undertaking criminal activities. As Tor’s FAQ states “Criminals can already do bad things. Since they're willing to break laws, they already have lots of options available that provide better privacy than Tor provides. Tor aims to provide protection for ordinary people who want to follow the law. Only criminals have privacy right now, and we need to fix that.” (https://bit.ly/31KAZk6).Tools such as these endow the average internet user anonymity and security, a practice that is ever necessary for the tech age.

### What is the likely impact?

Developments in private browsing are already in effect. An increase in people signing

up for VPN services and privacy tools shows the public’s focus is on anonymity online. Software, which tracks and records information such as Google’s entire suite of programs, will slowly be replaced with a private and tracker free counterpart. Already, the private search engine DuckDuckGo has seen its search traffic almost double between 2017 and 2019 (https://bit.ly/31V8rEw) and is expected to continue this trajectory into the future. Work in creating anonymous systems will begin to grow as private browsing becomes the new norm. Those companies who rely on data collection will likely see a loss in customers as competitive privacy conscious companies are born and evolve.

### How will this affect you?

This will affect the way common people browse the internet. Instead of loading Chrome Browser and searching for Facebook, people will ensure their VPN is active, before loading a private browser such as Tor and using DuckDuckGo to search for their query.

The average user will be hypervigilant in protecting their system to any potential trackers or websites hoping to spy on their activities. These programs are soon becoming the lens, through which we see the wide web.

## Technology 2

Text here

## Technology 3

Text here

## Technology 4

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# Project Idea

## Complete Aquarium Climate Control System

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# Group Reflection

## Members

### Joe

Text here

### Marcus

Text here

### Murray

Text here

### Ossama

Text here

### Torin

Text here

### Tyson

Text here

## Summary