



Managing a Successful Computing - Assignment 1

Computer Fundamentals

FPT University

20 pag.

ASSIGNMENT 2 FRONT SHEET

Qualification	BTEC Level 5 HND Diploma in Computing		
Unit number and title	Unit 06: Managing a Successful Computing Project		
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Student declaration I certify that the assignment submission is entirely my own work and I fully understand the consequences of plagiarism. I understand that making a false declaration is a form of malpractice.			
		Student's signature	Khanh

Grading grid

P5	P6	P7	M3	M4	D2



⚙ **Summative Feedback:**

⚙ **Resubmission Feedback:**

Grade:

Assessor Signature:

Date:

IV Signature:



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I. INTRODUCTION

In the previous report, we have already planned around the benefits, drawbacks and research around the project and during the procedure of the project. For now, in this report, we will plan around how the project going to take place and how the project may affect our members. For a side note, this project was completely made based on remote working and distancing people. With the position of a project manager, we will give out the whole schedule of the project and take place in protecting our people from the mutual environment.

Main Aim: Because we must operate remotely, we have set certain goals for ourselves that we can use to evaluate the project's success elements and also to review the implementation process. We are all in agreement that the project's full potential and functionality must be made available to the users. Furthermore, the implementation process should be work-friendly, which implies that members working remotely should have a comfortable but productive experience

Objectives:

- Create an E-commerce system with friendly UI/UX
- Create an E-commerce system that works beautifully
- Add extra functions to the system so customers will find it easier to work with the application
- Encounter some good and bad remote working environments
- Provide solutions to problems related to bad working environments or poor video and Internet quality
- Create an amazing application that manages work remotely to reduce hiring costs

Scope: This initiative was developed for those who are under lockdown and are unable to purchase groceries for their necessities. This idea will be a tiny website where individuals can purchase items online from the comfort of their own homes while remaining safe by staying away from busy areas.

- A method for informing consumers about on-sale items.

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- A rating system that displays the best-selling items



In this report, we will present a demonstration of our research that we already made in front of the directors of the organization. The results should be analyzed, and suitable recommendations should be made as a result.

Included in the report should be:

- Logbooks, lessons learned, project results, and project process
- For accuracy and authenticity, a critical examination of the selection of acceptable research instruments and procedures is required.
- A critical assessment of the project management strategy and processes used on the project

II. RESEARCH ANALYSIS (P5 – M3)

The majority of participants consented to work remotely as a result of the results. Also, mental difficulties are the top issues that we are focusing on, and they can be a huge pain in the neck of the business because when individuals are feeling depressed and mentally fatigued, the work process can be delayed and negatively impacted. Furthermore, we want to know how much staff appreciate the new project so that we may make changes right away to improve the work's outcome. People clearly desire to work effectively with the new working tool, Slack. Furthermore, the number of persons who accept to work remotely outnumbers those who do not. Furthermore, we must ensure that everyone is given the same amount of work and is treated equally on all levels.

- The majority of people desire to work remotely since not all of them like the idea of working remotely or feel okay with the decision
- Most people are comfortable with the Slack application since how convenient it can be for future potential
- Half of members are happy with the amount of work they need to distribute into the project, the other half are not satisfied.

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consequences to the project, some feel happy because they are introverted.

- The new working system is the thing that got agreed on much since we are giving the members the best environments to work in.



PROJECT QUALITATIVE RESEARCH:

To direct qualitative research for information, we went ahead and prepare a small questionnaire so we can gather data and information around the company and about the employees to ensure that they are having a great experience working remotely.

1. Your thought about your current job

10 responses

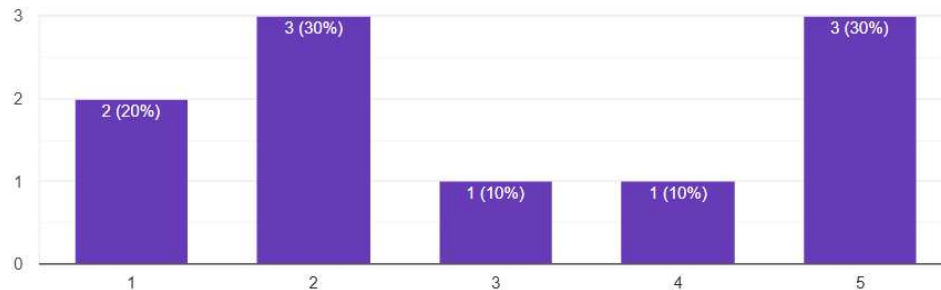


Figure 1: QUESTION - EMPLOYEES' THOUGHTS ABOUT THEIR JOBS

3. How do you think about our new system for remote working ?

10 responses

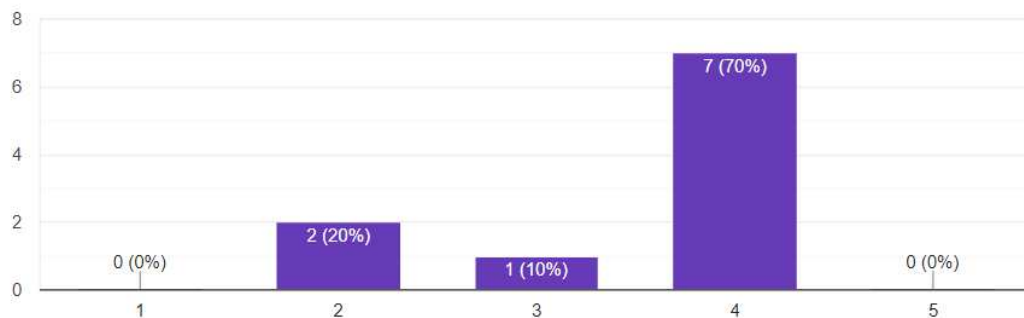


Figure 2: QUESTION - EMPLOYEES' THOUGHTS ABOUT NEW SYSTEM FOR REMOTE WORKING



5. After reading the report of the new working system. How do you like it

10 responses

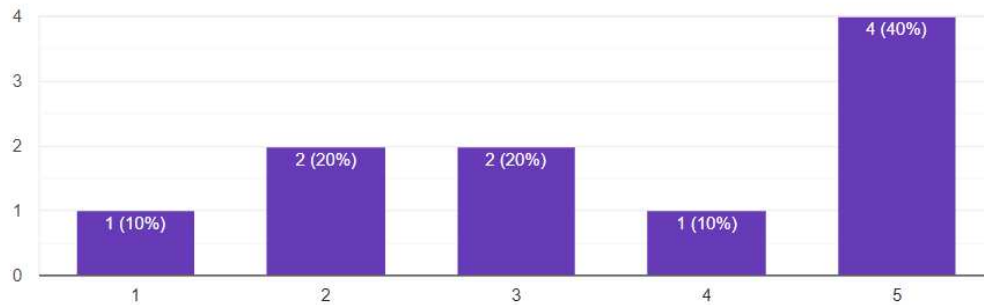


Figure 3: QUESTION - EMPLOYEES' THOUGHTS ABOUT THE NEW WORKING SYSTEM

7. Did the new working system mentally drain you ?

10 responses

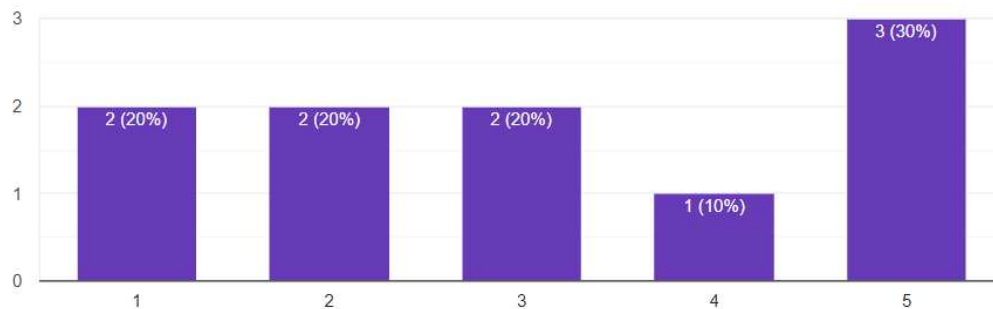


Figure 4: QUESTION - EMPLOYEES' THOUGHTS ABOUT MENTAL PROBLEMS

After having the answers from 10 people, the result were clear that most people agreed to work remotely. Also, the mental problems are the top problems that we are concentrating on, and they can be a total pain in the neck of the organization since when people are feeling down and mentally drained, the process of work can be delayed and affected badly. Furthermore, we desire to know how much employees enjoy the new project so we can adjust it right away so the result of the work might be

PROJECT QUANTITATIVE RESEARCH

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To direct qualitative research for information, we created a brief questionnaire to collect data and information about the organization and its employees to guarantee that they are having a positive experience working remotely.



2. What do you think about remote working ?

10 responses

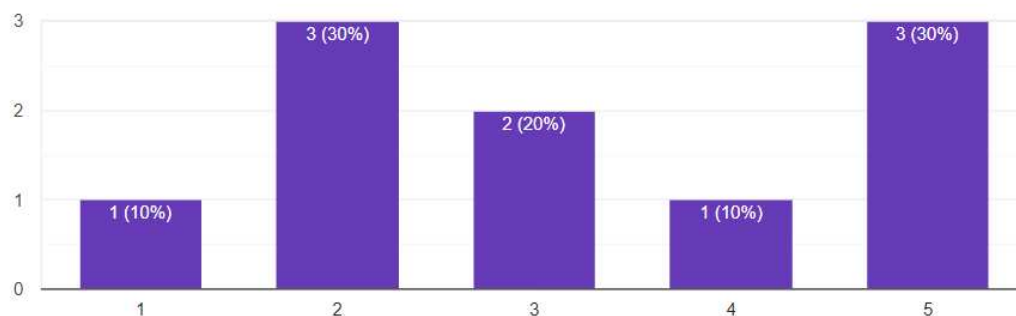


Figure 5: QUESTION - EMPLOYEES' THOUGHTS ABOUT REMOTE WORKING

4. How do you think about we are going to use Slack to manage human resources in the company ?

10 responses

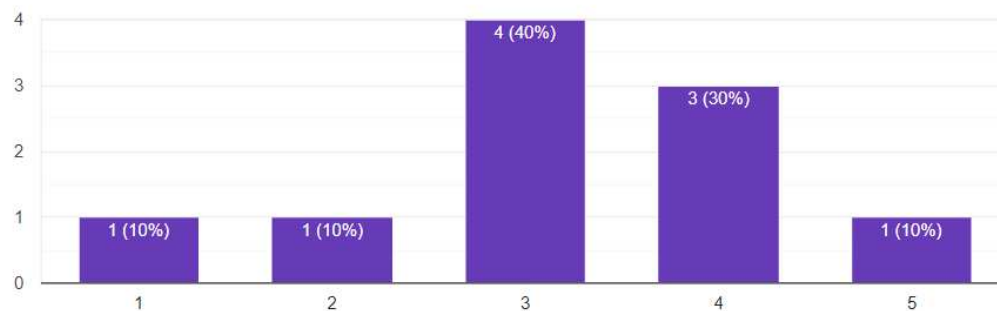


Figure 6: QUESTION - EMPLOYEES' THOUGHTS ABOUT USING SLACK

6. Did we give you a great job of the new project

10 responses

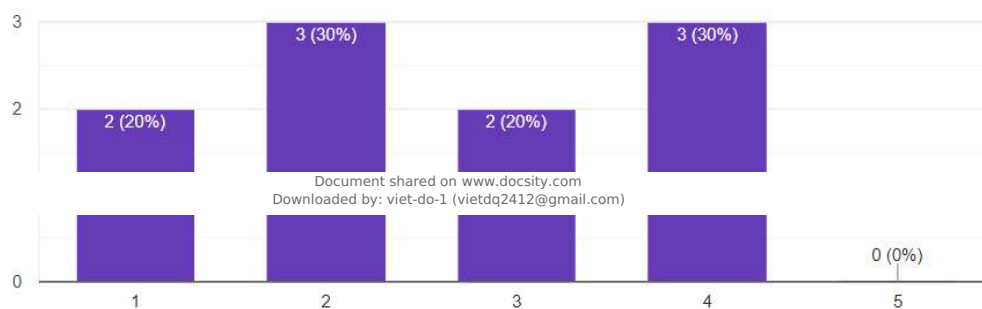


Figure 7: QUESTION - EMPLOYEES' THOUGHTS ABOUT THEIR JOBS



In this research, I think it is clear that people want to work efficiently with the new working application, which is Slack. Also, the number of people who agree on working remotely is greater than the number who don't. Furthermore, we have to make sure that everybody has the same amount of job and equal on many levels.

Helping us in evaluate and examine the selection of appropriate tools and techniques as well as the sharp results that we need during the process of creating the application which we need to publish. I can recommend some applications that we used during the process of creating this E-commerce application based on remote working for you to utilize in the future.

- **Google Forms:** The main difficulty I had going in was that the team did not trust engagement surveys since in the past they were not anonymous, which made many employees feel like they were in danger for their replies. Google allowed us to run the poll anonymously, and many people were relieved that there was no way for us to find out who gave an answer!

The screenshot displays the Google Forms editor interface. At the top, there's a header with 'Untitled form' and a star icon. Below this, there are tabs for 'Questions', 'Responses', and 'Settings'. The main area shows a form titled 'Untitled form' with a 'Form description' field. Below the description is a question titled 'Untitled Question' with a 'Multiple choice' dropdown menu. There are two options listed: 'Option 1' and 'Add option or Add "Other"'. At the bottom right of the question box, there is a 'Required' toggle switch. On the right side of the form, there is a vertical toolbar with icons for adding questions, sections, and other elements.

Figure 8: GOOGLE FORMS INTERFACE

- These forms are really simple to develop and quite useful. We attempted to construct forms with some of the CRMs we explored, but they never reached the simplicity of use or functionality that Google Forms provide.



- I don't have any issues about forms, except that it's difficult to cooperate if you're not logged in to the original creator's email address on your phone; you either have to go to Google and swap identities or wait till you get to a computer.
- **Microsoft Project:** This software has helped me and my colleague to create shortcuts to planning, creating and deploying project. The task can be marked with time frame and the system will send notification if the task is still not completed before the due date.

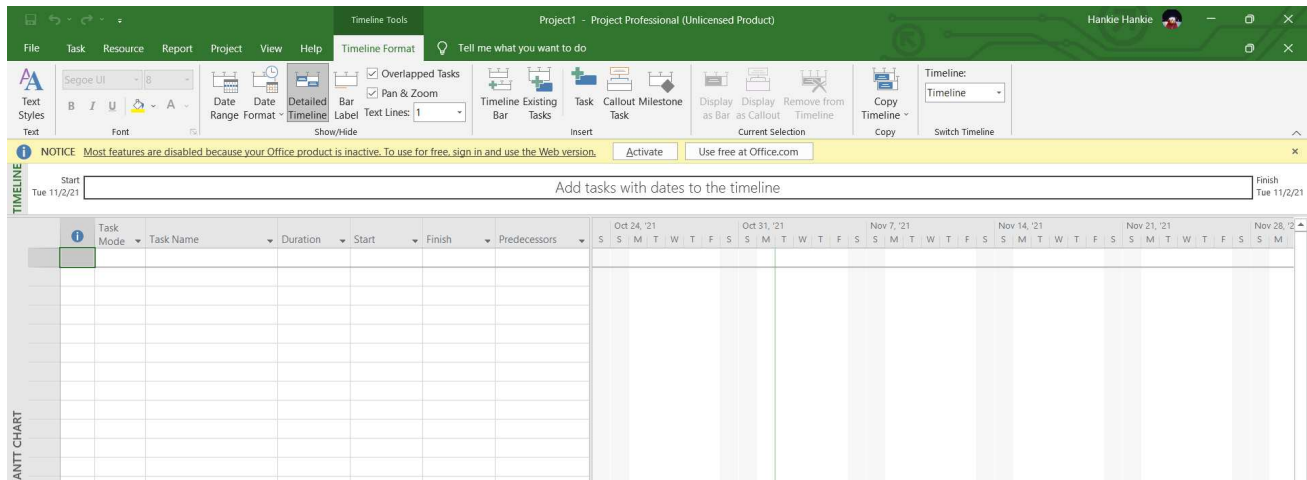


Figure 9: MICROSOFT PROJECT INTERFACE

- I particularly enjoy the templates supplied by Microsoft Project since they are extremely customizable to my project's objectives and preferences. The most often used feature may be pinned to the dashboard interface to keep it tidy. The majority of users are utilizing it, and there are no issues with sharing the project file with my other colleague, who can access it without any compatibility issues.
- Microsoft Project is highly expensive since we cannot subscribe to only Microsoft Project; we must get the entire Microsoft suite in order to utilize it. If they could allow users to subscribe to it independently, more people would utilize it. Another thing I detest is that no video lesson is offered to show users how to utilize the software's functionality.

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- **Slack:** The volume and quality of communication between members of any organization is highly reliant on its efficiency. This is especially true in these COVID-19 times. We use Slack as a real-time platform to keep our team members in touch, in sync, and on the same page. Most



of our business is using Slack, but others are still rejecting and preferring to stick with the old methods, which include massive quantities of email

- **Advantages**

- User interface options (web, mobile, application on PC) and overall look and feel with the color schemes are great
- 2FA with Google Authenticator is reliable and works flawlessly
- During screenshares, possibility to highlight items (or draw) in real time is awesome

- **Disadvantages:**

- Video conferencing could be better for quality, audio-video synchronization
- Slack could do a better job implementing security in the product in ways that would make it acceptable by enterprise ITs more easily
- Slackbot is sometimes highlighting users annoyingly

The next part is showing the accuracy of our interviews and surveys. We chose about 4 people and tried to tell them to give us the most honest answers. The result was almost right at the alley with my own expectation. I will interview and make more accurate surveys so that I can have a more proper view of my members so that I can improve the quality of the working condition which is currently we are losing at.

- **Respondent 1:** There are tons of agreement and disagreement around the fact that we need to work remotely. So he decided not to be a pain in the project manager's neck so the process of working can be successful in term of working conditions and mental problems. In spite of the feeling of mentally drained when working remotely, he will give us his best not to disappoint. On top of that, the new working system seems to be perfect because not only it distances people but also giving the members enough room to shine on their own. On the other hand, working without actually interacting with the members makes him drained and out of energy.

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he felt amazing without having to interact or communicate with people and the new working system is just right on the spot with him. The amount of work we gave him was not too much but not too little, so he felt that this new project is going to be the best project of his life. On



top of that, all the tools and applications that the new working system has have really changed his life since all of those still distance him but keep him in touch with the employees.

- **Respondent 3:** Working remotely is not a terrifying prospect for him. Because he is an introvert, he felt great without having to connect or converse with others, and the new working method is perfect for him. We assigned him work that was neither too much nor too little, and he thought that this new assignment would be the finest of his life. Furthermore, all of the tools and apps provided by the new working system have significantly altered his life, since they continue to separate him while keeping him in contact with the staff.
- **Respondent 4:** There is a lot of agreement and dispute on the necessity for us to work remotely. As a result, he chose not to be a pain in the project manager's neck in order for the working process to be effective in terms of working circumstances and mental difficulties. Despite feeling psychologically fatigued when working remotely, he will do his best not to fail us. Furthermore, the new working structure appears to be ideal because it not only separates people but also allows members to shine on their own. Working without connecting with the members, on the other hand, drains him and depletes his vitality.

III. RECOMMENDATIONS (P6)

In this section, I will mainly discuss about my proposed system and write a summary about that working system that I have implemented.

Firstly, the working system allows team members to work completely remote or distant work at the office. For some reason, I reckon that the mental problems are the most significant aspect when it comes to working. I will let the introverts stay at home and communicate via Slack or Google Meet. Not only it helps them regenerate their energy but also helps them to stay motivated because they might not desire to communicate with others. While the extroverts can work at the office with a small quantity. I believe that they need people to regenerate their own energy is needed to make this project happen.

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Secondly, good and bad working conditions can be varied from plentiful employees. In order to increase the working environments and working facilities. We need the payments from the director or the stakeholders to improve the quality of the working condition. I always know that working conditions might



influence from small to big problems to the project. So I believed that we could upgrade employees' working conditions right at their homes.

Thirdly, the application used for the project. We have made a lot of decisions on which application we will be using in the project. After all happened, we decided to use Slack as a human resources management application, Microsoft Project for project document management, GitHub as code sharing system and Google Form as the place for creating questionnaire. Slack is a beautiful application which can easily help us control and manage the amount of people in the project. Furthermore, the friendly interface with amazing supporting applications can be a huge deal for us to try. Microsoft Project is great application to create GANTT chart and agenda for meeting and stuff. However, it is quite expensive. Next, we have GitHub to share code. I knew that this application is very famous for its amazing feature when coming to the interface and functionalities. Last but not least, Google Form, one of the most used automatic created form that we used for creating the questionnaire. The interface is pretty friendly and easy to use, we can create diverse type of questions. On top of that, the result will be given in charts and tables.

Finally, the weekly and monthly meetings. We held only five meetings in total and one of them is held only once. We knew that meetings are something that employees actively hate so we held only two weekly meetings and two monthly meetings. As soon as the meeting is held, everything needs to be perfect, and all agenda must be filled with full potential so we can develop more in the future. All the meeting should be in a perfect state of having others' opinions and distribution into the project.



Figure 10: MIND MAP OF PROJECT MANAGEMENT

As I mentioned before, the project provide two different parts including the E-Commerce application or website and the result of the research that has been made during the process of implementation. As the



fact that, we create the application as fast as possible but still, we have all the functionalities that the stakeholders demand us to do, such as: the login and registration system, shopping cart system, users' favorite system and much more.

On top of that, the research show many advantages and disadvantages of the project. As the remote staff expands and in-house personnel contracts, businesses these days are running at smaller personal agencies. More and more organizations are giving their employees the alternative to get off site, allowing them to spend money required to sustain a large force. The alternative allows recruitment team to put the broader profit into talent pool, increasing the chances of getting the well-experienced person. Creative employees require immediate access to enterprise information and applying mobile-friendly technology and product.

Remote employees don't need to spend a lot of time stuck in traffic every day. They can spend more time with their families and take up a hobby. A traditional employee works from office 8 hours a day, every week. Remote work increases employee enjoyment and well-being since there is no daily drive, no extra coffee breaks, and no lengthy hours away from friends, family, and children. Providing the best employee experience fosters a culture of high performance and efficiency. Furthermore, you would require a smaller location to accommodate all of the employees coming to the office, resulting in decreased rent rates. In fact, according to one research, firms that go remote may save up to \$2,000 per employee by merely saving on office space and general infrastructure. Employees can entirely focus on their task when there are no unnecessary coffee breaks or distractions, resulting in increased production. Over 75% of employees feel that working away from the office causes less disturbances. According to an employee poll, 77 percent of them claim to be more productive while working from home.

With no face-to-face interactions or team meetings, it can be difficult for newly remote teams to work together. Similarly, employees can struggle due to reduced guidance and support from managers. In many cases, employees even feel left out when remote managers are out of touch with their needs and challenges. It can be difficult for remote employees to access and obtain all of the information they need to manage their

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work and do not allow for any casual chats, team members feel uncomfortable approaching their teammates about any obstacles or concerns that may be harming their job.



The bright spot of my working system that I have given out is letting members choosing their location for working since some people need others to regain energy, yet some others want to stay inside their homes because communication might drain their energy. Also, the tools and application that I chose were the perfect match for this project since there is no delay in term of time. As the result, this new working system can be applied to future projects since it is suitable for the Covid-19 pandemic. However, the whole new working system need the internet connection, so it totally relies on the internet connection and the working process can be delayed due to the loss time.

- **Working Conditions:** to help employees really be productive during the project, we need to upgrade the working environment at home by helping them advance their own facilities at home so they can have a great experience working remotely
- **Workflow equation:** the amount of work has to be distributed equally to every member of the team so they can be happy to engage in the project altogether.
- **Budget:** to finalize a program or a procedure, the project manager needs the required resources before getting into the project. So, the organization need to give the right amount of budget to pay for employees also for the facilities that are needed in the project.
- **Human resources:** always know all member's weaknesses and strengths to choose them to engage to the project. Choosing employees is a problematical process so we need to do it right, we need to recommend skillful people to the project so the project can be done professionally.
- **Flexible team:** we all know that not everybody is extroverted, so we decided to let the team members chose where they want to work. Since I let that happen, the team members were very happy and productive at the same time. I decided to do this to improve the productivity in the process.

IV. REFLECTIONS (P7)

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outside workers. Pulling in to the meeting room with a couple of co-workers and huddling in the laptop to enter the remote person isn't a great experience. So people can start to ask for more team-friendly tools in more work spaces. There is no single secret to establishing a good team place. Search for jobs to begin with



the personal area that promotes team collaboration and bring in video technologies that help emotional quality (high-frame rate, high resolution, low latency audio and television) plus AI-based ambient technology to assist in its use.

From the result that we have got after interviewing and survey, it is safe to say the results totally meet my expectations. How the team members give me the details to improve has taken the survey to a whole new level and opinions on the new working systems has made me care more about the members about mental problems they might suffer. What I learned from the interviews and surveys is the carefulness in project management. I learned to care more about the mental problems of employees or just the characteristics that the employee has so that I can improve the working system to go along with it. I want to learn more about more problems which are caused along the process so I can make a clearer plan to go with it.

- **Survey issue that we met**

After reviewing the answers from the questionnaire, there are some problems which came across and need fixing.

- **Irrational design:** make the structure looks long and confusing
- **Confusing questions:** the questions somehow sound the same
- **Result:** the result only give me the column chart based on the answers
- **Further result:** there is no summary in the result, so it is confusing and hard to comprehend

- **Learning from project management**

- **Communication skill:** This is the most important thing that I have learned from this project. Since I am an introvert, communication seems to be a pain in my neck, and it is genuine to say that I can talk as freely as I want to. After working as a project manager, with this project, I really improve my talking and communication skills so much better.
- **Risk management skill:** This is a part of every project management, when you need to

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project. The research I have made about the risks management really advance my mind to think about every circumstance that might happen.



- **Budget estimation skill:** This skill really helps me to think more and mostly sharp all the time. Not only to keep track of the money but also keep in mind that the money could be loss from additional activities.
- **Negotiation skill:** Negotiation skills are qualities that allow two or more sides to reach a compromise. This is the skill that helps me a lot in giving the final decisions with the customers and the director of the organization.
- **Observation skill:** Observation skills refer to the ability to use all five of your senses to recognize, analyze and recall your surroundings. The skill that I am mostly proud of is observation skill. I reckon that I already have the skill in my blood since I am an introvert. However, this skill get better when I am a project manager of the project and my team.

V. EVALUATIONS (M4)

After finishing the implementation process of my project. I can say that the project is 80% successful as I expected it to be. I will breakdown the whole working system and show them in percentage so readers can easily catch up with the report. I am going to demonstrate the fragments which include the application, the working conditions, the mental problems, the human resources and the application which are used during the process of implementation

- **The application** came out beautifully and works wonderfully, all the UI/UX interface and functionalities works as perfectly as the project scope: **100%**
- **The working conditions** are the hardest thing to complete because we can't upgrade all working environments to the same quality, but we did try our best: **60%**
- **The mental problems** are also a hard task, but we did well. Because we separate the team to two parts: one work fully remote and the other work at the office but still apply the social distancing people. This allows us to have introverted and extroverted people in the team
- **The human resources** was another difficult task since choosing the people for the project takes a lot of time and energy. However, we did our best and the result is what we are proud of: **90%**
- **The application are being used:**

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- **Slack:** this is a life changer to us since Slack has a friendly interface and a approachable system for us to get used to: **100%**
- **Microsoft Project:** this was discovered by our beloved member, and we love the way that creates beautiful GANTT chart without all the hard work. However, it is expensive: **90%**
- **GitHub:** this tool is very popular for its usage and its amazing functionalities. We used this application for sharing code: **100%**
- **Google Form:** this app was here to create the survey that we got the result from earlier. However, the way it delivers the result doesn't come to a full potential: **75%**

Here are some problems when implementing this project:

- Unplugging after work
- Loneliness
- Collaborating and/or communication
- Distractions at home
- Staying motivated
- Taking vacation time
- Finding reliable Wi-Fi

LOGBOOKS

NAME:	Ho Ngoc Khanh
PROJECT TITLE:	E-Commerce Website for the Covid-19 pandemic
DATE:	30 th October 2021
Update on weekly research/tasks achieved	
Point to consider:	
<ul style="list-style-type: none"> What have you completed? 	<ul style="list-style-type: none"> At this point, we have just finished the planning phase. We make decisions about the team
<ul style="list-style-type: none"> Did you fulfill task requirements? 	<p>wireframes and the prototype of the project</p> <ul style="list-style-type: none"> Yes, we did

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<ul style="list-style-type: none"> Are you on track and within deadlines set? Did you need to make any changes to your project management plan? 	<ul style="list-style-type: none"> Yes, we are on track and stay within the deadlines No, we didn't
Any risks and/or issues identified? Points to consider:	
<ul style="list-style-type: none"> Did you identify risks/issues with a lack of skills required for undertaking research/tasks? Did you identify any additional risks/issues that have an impact on the project management plan? 	<ul style="list-style-type: none"> Yes, we did have some problems because of my lack of skills but it wasn't a big deal No, we didn't. I wasn't experienced so the whole process kind of let down and some risks started to form
Problems encountered Points to consider:	
<ul style="list-style-type: none"> What barriers did you face? How did you overcome them? 	<ul style="list-style-type: none"> My introverted characteristic Lead the team go on the way that the plan already arranged

Table 1: LOG BOOK - 30TH OCT 2021

NAME:	Ho Ngoc Khanh
PROJECT TITLE:	E-Commerce Website for the Covid-19 pandemic
DATE:	30 th December 2021
Update on weekly research/tasks achieved Point to consider:	
	<p>Document shared on www.docsity.com Downloaded by: viet-do-1 (vietdq2412@gmail.com)</p> <p>we are ready to write documentation about the application.</p>



<ul style="list-style-type: none"> • Did you fulfill task requirements? • Are you on track and within deadlines set? • Did you need to make any changes to your project management plan? 	<ul style="list-style-type: none"> • Yes, we did yet we still fall behind a bit • Yes, we are but still slower than expected • We did change some of the requirements due to the limited budget
Any risks and/or issues identified? Points to consider:	
<ul style="list-style-type: none"> • Did you identify risks/issues with a lack of skills required for undertaking research/tasks? • Did you identify any additional risks/issues that have an impact on the project management plan? 	<ul style="list-style-type: none"> • No, I didn't. I actually learned some skills from my last mistake and fix the risks with ease • No, I didn't. I hope the risks and issues stay hidden
Problems encountered Points to consider:	
<ul style="list-style-type: none"> • What barriers did you face? • How did you overcome them? 	<ul style="list-style-type: none"> • My introverted characteristic • Stand up and lead the team by the plan that we already arranged

Table 2: LOG BOOK: 30TH DEC 2021