School of School of Science, Computing and
Engineering Technologies

Project Reflection

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Introduction

This reflection describes the enriching experiences during my project journey in Team UX08_T5 where, as a team we worked to create an extensive UI prototype for the TRADIE (Tasmanian Regional Agency for Digital Innovation and Ethics). Our project focused on the goal of advancing the practice of cyber incident management and response by leveraging user centric design principles and agile methodology. We carefully mapped our stakeholders' needs and crafted interaction flows that were intuitive, and continually refined our designs based on user-feedback during the project. Key accomplishments were an efficient cyber incident reporting system, well founded incident tracking and management tools, visual consistent interfaces in support of users in all parts of the organization. This report represents an in-depth retrospect on my knowledge and realisation of what does effective teamwork, agile project management, UX design thinking, professional ethical standard mean to me and my growth towards becoming a UI designer.

Design Thinking and UX Design Process

Design Thinking Application

In our design process, we adopted the Design Thinking approach, and empathised with the various user groups of TRADIE. We created several detailed personas: CEO, ISO, cybersecurity staff, an average employee. Journey maps were generated to understand their workflows and pain points – like lack of efficient incident communication and ambiguity of responsibility chain - which enabled us to set clear design challenges. It was these discoveries that later led to a user-friendly UI.

UX Deliverables and Iterative Development

Iterative design was at the core of the UX development. We started by making the low-fidelity sketches and wireframes first and moved to high-fidelity interactive prototypes created with Figma. I was the one to create the UI for:

- An easy to use Cyber Incident Reporting Form
- An Incidents Management dashboard for cyber security personnel
- Policy Page for the organization

Each of the deliverables was mapped to our user stories in Jira (e.g., SCRUM-44 for incident reporting), which meant our entire stack was focused on solving a functional requirement. We had regular peer reviews and usability reviews. "When we saw that open-ended form fields were a source of confusion, we introduced dropdowns or classification options to maintain speed, clarity, and consistency.

Stakeholder Consultation and Design Decisions

We involved all relevant stakeholders and obtained input through internal trial exams and teacher assessments. When ISO requirement indicated the necessity of prioritizing tag on incidents, a key design decision appeared. We also introduced colour-coded severity levels and refined form hierarchy, resulting in a much clearer reporting and triage flow.

User feedback also forced us to better navigate. User found the website to be too crowded, so we simplified the header navigation and added visual space to modules.

Limitations and recommendations for the future

Although we made a working prototype, we recognize that there are limits to what it can currently achieve. Features such as IT Support Ticketing, Response Playbooks and Staff Training Modules were flagged as out of scope based on time and resources. Their probable addition could enhance the capacity of the system even more.

Altogether, the design was a balancing act between user empathy, feature priorities, and iteration. Not only did the experience sharpen my UX skills, but it also instilled in me the values of adaptability, reflexivity and user-advocacy behind every design decision.

Independent Learning

Identifying Knowledge Gaps

In the beginning of the project, I struggled a lot with managing my files and collaborating with other people using essential tools as Figma, Confluence and Jira. I knew basics things from previous units about them but using them well in my real project was intimidating at first. I had a hard time ensuring consistency in the Figma component hierarchy, working with Confluence documentation templates, and figuring out how to use Jira to track tasks and progress.

Through the early stages of this project, I knew I didn't have a strong foundation in government UX guidelines and accessibility. I also had no idea what the best practices were when it comes to building efficient incident management flows, especially for non-technical users. Considering these deficiencies was crucial to adjust my design duties to what may be expected in the job market.

Independent Learning Efforts

To fill in these gaps, I dedicated myself to a self-taught journey exploring available resources on the internet, including the Australian Government Design System and Web Content Accessibility Guidelines (WCAG 2.1). These references informed my work in building an intuitive, but inclusive UI for users of differing degrees of digital literacy. I also delved into Figma's community templates, tutorials, which enriched my own design vocabulary and guided me in passing these consistent layouts and interaction patterns as I worked.

I also drew from examples of enterprise security dashboards and cyber reporting portals to understand patterns in the real world. I cross-referenced to do this, which enabled me to make a best-practice mesh that could be formative in our presentation, while ensuring it was fit for purpose for TRADIE.

Influence on contribution of the project

These separate attempts gave me confidence to lead the UI design stream. Our prototype in the meantime benefited from my knowledge of accessibility guidelines that meant we provided clean tab structures, logical navigation, readable contrast ratios and keyboard friendly elements at all times. For instance, I created clear confirmation messages, and structured incident categories to help any kind of user. In addition to the technical growth, this learning experience resulted in me being a lot more confident and having to take more initiative, which was positively associated with in team retrospectives.

This reaffirmed my belief that hands on self-led learning is key to creating user cantered designs at a professional level.

Project Management and Collaboration

Roles and Responsibilities of the Group

Our team UX08_T5 was established on clear roles that encouraged efficacy and responsibility. So, I was the UI Developer - creating the design in Figma and delivering it. Steve served as the Product Owner, making product decisions and accepting work. Our Scrum Master Waley took care of the meetings and the Jira boards. The Reviewer was filled by our other team member, Amanda, who was responsible for ensuring quality control, while the Minute Taker was performed by Karamjot, who was accountable for the documentation of tasks through various meetings. The distribution facilitated simple task ownership as well as cross-role support where required.

Use of Agile Tools and Techniques

We worked in an Agile environment with agile practices, held three sprints and assigned, followed up on, and resolved tasks for a set of user stories with Jira. Our Jira board was neatly separated between backlogs (issues/backlogs), in-progress (issues/ version 2 refresh) and completed items, had no red flags on our project, which included SCRUM-44 (Cyber Incident Reporting Form), SCRUM-46 (Manage Incidents) and SCRUM-73 (Email Server Checklist). These were kept up to date regularly and provided transparency of progress.

Confluence was the epicentre for all of our documentation. This involved everything from personas and journey maps to meeting notes and the final UI prototype. I provided updates as to the progress of the UI development and shared links to our Figma design here for alignment. Frequent updates allowed the team and instructor to track our progress and make decisions as they were needed.

Workflow and Coordination

Aside from oral and visual updates, I participated in our team's written documentation, such as meeting notes. These were all carefully captured by me in Confluence during two of the most important team meetings that I detailed. I wasn't the official minute taker, but I took the lead when something was decided with direct design implications or when Karamjot was unavailable. By doing so, it guaranteed the right insights were harvested and shared to align with the team. A couple of examples include Post-Mid-Sprint Review: During our mid-sprint review, I wrote down stakeholder feedback for the layout of the Incident Log, which then directly informed the next week's work on the UI.

We usually had two meetings a week—all online because logistically it was more convenient for the team. We did have several in-person meetings, but most of our collaboration took place on Discord. Many team members (me included) have found our virtual meetings to work well and be convenient for our agile process (including being able to fix issues quickly without logistical overhead). We had weekly offline Wednesday meetings and online Sunday stand-ups on Discord. Minutes were posted on Confluence in a timely manner. They kept awesome alignment with these drills. And when priorities suddenly changed (for example, when we shifted from improving incident classification based on ISO feedback), we had productive conversations about it, and quickly adapted the Jira backlog and spread our design resource across those revised priorities.

I also saw the benefit of proactive communication within my own team to increase velocity. For example, when Amanda suggested a way to address feedback with submissions, I immediately implemented visual confirmation messages to improve trust and satisfaction.

The framework with a certain degree of freedom that we decided, really helped us finish every important sprint and deliverable early and even leaving time available for the scope we had for polishing the prototype.

Looking back, one of the things the project taught me was that collaboration is not just about tools, it's about clarity, accountability and empathy within the team. This will be so helpful moving forward to real life project.

Giving and Receiving Feedback

Giving Feedback to Others

As a team we worked quite hard during our weekly review and stand-up to ensure that we kept the feedback channels open. I had actively helped to create this norm; I had given my players guidance and feedback that was specific and constructive during UI walk-throughs. I'm going to take the example of Amanda's SEMT directory, when I reviewed it I guided that the search should be more prominent, because people might be in a high stress situation. She said she liked the suggestion and made the change.

In another case, I gave Waley some layout alignment tips, as it turned out that inconsistent padding impeded visual direction. Encouraging the use of auto-layouts in Figma to have a more consistent UI between modules. These engagements benefited the UI as well as the team spirit.

I made sure my criticism was gentle and a reflection on the product rather than the person. This helped make our feedback loops fruitful and feed into a culture of collective improvement.

Responding to Feedback

I also got valuable comments from teammates and our instructor. One of the big things that kept coming up when I was first starting to design was that my wireframes were lacking strong order of operations, it was hard for me to pin down exactly what the crowds who were testing would do first. I took that to heart, came back to my layout strategy with better structured information grouping and different contrast levels, which translated in clearer screen flows.

Steve also pushed me to learn how to use Figma components more effectively to design faster. At first, somewhat reluctant, I spent time in studying the documentation and tutorials, and I ended up using component-based designs where I would make updates across the prototype a lot faster and more consistent.

I was humbled by this experience and have become much humbler when it comes to getting feedback. I stopped taking criticism as defeats, rather regarded them as inevitable lessons to learn. That shift in mindset loosened me up and enabled me to be more flexible and cooperative.

Together, the feedback culture in our team helped raise the quality of our work and contributed to my growth as a UI designer.

Challenges & Conflict Resolution

There were numerous ups and downs our team experienced throughout the project from technical solutions to working relationships that challenged our teamwork and flexibility. One of the first issues I personally realised was not using the design and tracking tools enough, with Figma components, Confluence templates, and Jira workflows feeling like unknowns. This caused me to be less productive at first because I constantly had to stop and look up how to use these tools correctly. And with help from my team and focused self-learning I was able to overcome those roadblocks in the first sprint.

From a group standpoint, one of the main difficulties was getting meetings scheduled because most of us had part time jobs and different schedules. We were all in the same area, but with scheduling conflicts based on spectrum class allocations being different, in the case of not all living in the same region, and external events, including the National Field test, and differing classes, delayed the different categories aligning, especially when some immediate decisions needed to be made. To compensate, we've moved to a mix of async updates on Discord and reoccurring online stand-ups, to take the pressure off keeping everything in live catch ups.

The other problem is that there were uncertainties on the designs from the stakeholder's side. In fact, mid-project feedback revealed a requirement for more intuitive incident classification flows that ran contrary to our initial beliefs. We saw this as an opportunity to rethink our form logic and streamline the involvement and add an improved multi-step form that was more natural to the user.

The interpersonal dynamics were generally positive, but there were times when design differences reared their heads. For instance, there was a discussion about whether the Evidence Register required a timeline view vs. a regular table format. Some wanted the design to be more visual, others myself included pressed for it to be clear and familiar. The way we solved it was by prototyping both options and testing them out with peers, and we met in the middle with a hybrid view with sortable columns and very subtle timeline cues.

From these experiences I learned that conflict is not bad in and of itself – it's how we handle it that makes up a team's resilience. I learned about negotiation, and compromise and how at the end of the day, you must find facts that will enable people to see eye to eye'.

We battle-tested this process by documenting disagreements in Confluence and delegating action items in Jira and built a culture where everyone's voice was a thunderclap, and decisions were tangible. This process fostered trust, and the team gelled much more during subsequent work.

ACS Code of Professional Conduct (Ethics & Values)

During this project I made a show to ensure that the work which I was carrying out was consistent with the ACS Code of Professional Conduct and specifically the virtues of Trustworthiness, Competence, Disinterestedness, and Social Consequence.

A case where these values were starkly applied was in our priority of accessibility. Because the ACS approaches putting the public interest first, I made a special effort to ensure that our interface met minimal accessibility standards. This was evident throughout in the frequent use of high contrast elements, clear feedback cues and predictable navigation pattern(s) to enhance inclusivity for users with varying levels of technical competence and accessibility competencies.

Transparency and accountability mattered in team dynamics and estimation. I was forthcoming when I struggled technically (namely what I had difficulty with early on — working with Jira for task tracking, and making the most of Figma components). Instead of faking it, I asked my teammates for help and did extra work to get up to speed. This practice further built a team culture where obstacles were shared openly and overcome together.

When it came to improved quality of life, we've always kept in mind how our solution would take some of the daily tasks away from a TRADIE worker. Whether it's making Incident Reporting easier to navigate, helping ensure quicker communication with the Contact Directory or wherever, I have always had the end user in my sights!

In addition, we followed the principle of capability. On some items, such as Email Server Checklist UI component (SCRUM-73), I did some research for that to best practices how system security verification checklists work in government etc. The need to achieve relevance, accuracy and clarity in the state-of-the-art report could support users' expectations and responsibilities for competence.

This project also gave me a taste of how theoretical ethics intersects with the high-stakes application in real life of some of these values. It further solidified my conviction that the technical work must be based on integrity, transparency and accountability – values I want to adhere to as I make professional progress.

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AI Declaration

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