Personal Reflective Report – Melissa Smith mas97

The objective of this report is to outline my involvement in the group project and to give a detailed description of the tasks assigned to me, how I completed them and any issues I encountered whilst working, this includes issues with the work itself and any issues I had with the team.

My role in the project was Deputy Manager, the responsibilities that came with this role included tasks such as:

* Assisting in assigning tasks to team members
* Managing over teams whilst the team leader was engaged elsewhere
* Meeting with the client alongside the team leader
* Assisting in decisions on design and implementation

These duties took a reasonable amount of time despite not being work related tasks and I feel I could have accomplished more towards the actual program had it not been for this role, however these duties were necessary for the team to correctly work as a unit.

The other tasks I had outside of my role were almost purely documentation, things such as writing up sections of the design document, test specification, project plan and the final report, read over said documents when they were altered to assess whether or not they remained within the specification and alter then according to feedback from the client. One of my other assigned tasks was to be part of the Quality Assurance team of our group, this included going through sections of documentation I had not worked on, with the rest of the QA team to find faults and report back so they could be altered to bring them up to the standard necessary; the QA team also had to check the website and the app to make sure that they met the specifications set by the client.

The issues I faced whilst part of this team where mainly communication problems, there were a few team members that not only contributed very little, but we had major issues simply contacting them whether this was done on purpose to avoid the team or whether there were simply issues with the methods of communication used I do not know. We did have some major issues with communication between teams, the problem arose when there were parts of the project that relied on others, for example, when the web and app teams had to communicate between themselves in order to get the parts working together correctly and the team leader and I ended up having to be the middle men as the teams simply weren’t communicating properly or in places weren’t communicating at all. Another example of the communication issues of the team is the QA team reviews of documents etc. there was a review that ended up being cancelled as some of the QA team didn’t arrive at the meeting, with no explanation as to why, and the document being reviewed had not been submitted for review.

Aside from communication errors the only other issue we had as a team were absent team mates, this was not unexpected as it is even within the risk analysis for the project however there were a few repeat offenders who simply did not turn up regularly and didn’t contribute enough to validate their absences from meetings.

There were some mild issues with the actual creation for the project, there were some problems with lack of skills in certain areas this meant that team members had to work together more closely and pick up skills they didn’t have quicker than would have been comfortable, this was not a large problem however it did stunt the growth of the project more so than we would have liked. Technical issues were present, there were some issues with the server and accessing it became rather tricky for a while but the issue was quickly fixed.

I feel that I have done my best for the team and the project and whilst I wish I could have done more towards the technical side of things I believe that I upheld my duties well and that I helped balance the team and ensured that peoples skills were being properly utilized. I also feel that I aided in the prioritising of the project and that my working alongside the team leader has allowed him to focus more on the project and the technical aspects whilst I worked with the people involved and maintained motivation.

I do however believe I could have done more to aid tension between the team as there was some animosity between a few of the members that I was unable to recognise until later on within the project and I think I could have spoken to the individuals in question in an attempt to calm the issue. I also understand that whilst there were always going to be parts of a project I am unable to contribute to due to lack of skill, there were areas of the project I admit I could have been more involved in such as the website, with mild skill in the area I could have participated more than I have.

As a whole I believe our team has been mixed in its performance; when we started out as a team things were slow and difficult to get individuals to co-operate with one another however once the project had gotten beyond the beginning stages the individuals who bothered to contribute and attend were outstanding, the communication issues aside, the team members created work that was above and beyond what they were asked for and they worked without complaint and whilst all teams have a few individuals that are unfavourable, most of our team members were punctual, polite and worked without question.

My feelings also stretch to the team leader, who at the beginning was slightly awkward and unsure of his place amongst the team, he has grown throughout the project and proven himself to be a brilliant leader. My role as deputy leader could have been an arduous one, it is easy for a leader to simply treat deputy management as just another team member, however I felt I was treated with respect and given tasks that were in accordance to my role; I was not ever downtrodden or lessened for being deputy or for being the only female on the team, I was only ever treated as an equal and a valued member of not only management but the team as a whole.

To conclude I feel the entire experience has been a positive one, the project has been a huge success as to showing my strong points and what I still have to work on. It has also been a success in showing the other team members what office life is like and how to efficiently work as a team, I feel my previous experience with office work was a large benefit to my team and to my experience within this particular team and I believe the app and the website created out of this project to be a shining example of the work that can be created when a team works together properly.