Software Development Unit 3, 2.2

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# I can describe what outcomes are needed from collaborative working and whether or not archiving is required.

Following from the previous unit, I’ve itemised the purposes of a variety of collaborative technologies. I’m now going to elaborate on the expected outcome when these are used.

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| **Technology** | **Use** | **Archiving (Yes/No)** |
| Video calling  *Zoom, Skype, Google hangouts* | The expected outcome is that people can use video calling to substitute face-to-face meetings and improve on productivity.  Video calls are used to host meetings between colleagues and people. This is where they will brainstorm, set deadlines and discuss logistics. The meeting will have an agenda to ensure that all relevant business is covered including assigning tasks to the team, discussing successes of previous actions and AOB (Any other business). This will ensure that all matters are handled and assigned accordingly.  Using video calling now has the facility to record the meetings. The recording can be saved and sent to all participants including absentees so they have a copy of the video for reference. In some cases, it might still be easier to have a minute-taker to jot down notes which is faster to read than watching the meeting in full. In addition, these IT technologies allows the facility to ‘share screen’ which allows the presenter to visually display their PowerPoint presentation to the attendees.  Once the meeting is over, the minutes and the recording (or a hyperlink to it) can be forwarded to the attendees for their own record.  It's also important to note that software like Zoom can be integrated with other IT technologies like emails and calendars which makes it easier to send, accept and reschedule meeting invites. The agenda can be itemised in these invites as well. | It is only necessary to archive a video if there is a benefit in keeping the recording. For instance, a step-by-step walk-through demonstration on how to use a certain software. Although this can be written down as a procedure document, it is sometimes more helpful for users to see a video demonstration to remove any misinterpretations.  These videos can be uploaded to the cloud where any member of the team can download when they need to. Each team member can also save these videos in their own personal hard drive.  It is important to note that the recorded video can become obsolete if the software being demonstrate has had a change in user interface. It is important to either replace or delete this as necessary. In addition, if the content has confidential information, it may not be appropriate to save or send the recorded video to a personal device and best be kept within work devices only. |
| Online messaging  *WhatsApp, Viber, Cisco Jabber* | The expected outcome of this technology is to allow people to send and receive urgent messages.  Most teams at work create a WhatsApp group so they can send instant messages to each other. Examples are informing everyone if they’re going to be late for work, ask about whereabouts if they are meeting out, ask for their availability or any urgent messages. The idea is that WhatsApp, Viber, etc. are normally available as a mobile app and since people normally have their phone on them, it’s an easy way to reach someone. | Important files aren’t normally saved in online messaging platforms. Since these messages are normally casual and short and designed for quick text conversations, it’s not ideal to use as an archiving tool.  Although, chats can be backed up which can be done until such a time that a project is completed and there is no need to save the chat. |
| Online Learning  *Adobe Connect, emails* | Adobe connect is useful as a learning tool where the setup has a teacher and multiple students. The expected outcome is that the tutor can deliver lessons online to a number of students successfully, taking into consideration any missed classes.  Overall, it has the following features:   * Whiteboard for tutor to type on for all students to see * Chat for students to communicate with tutor and each other * Share files allows the tutor to share files to learners * Controlled mic so students can communicate to the tutor if needed. * Record the lesson and send the link to the recording to all learners at the end of the lesson.   When the lesson is finished, the tutor is able to send a recording to all the students who may need to review the lesson at their own time. Adobe Connect also saves the recording in away that the shared files are accessed within the recording, so | This is the software we’ve been using for learning this course, and it has proven very useful for recording and archiving lessons, especially for the students that miss them.  I would expect the recordings to be kept until the course is completed, since the students will have no need to review the recordings afterwards. This may be kept in an online storage cloud where students can access at any time.  In addition, any email correspondence between the tutor and the student can be deleted, permitting that all work has been backed up in the cloud, ready for the assessors to review. If this is not the case, it is best to keep the emails as to not lose any work until the course is finished. |