Software Development Unit 3, 4.1

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# I can describe rules of engagement for using collaborative technologies

Similar to arranging a meeting that is in person, planning will have to be done when arranging a meeting using collaborative technologies. Here are the following conditions to take into consideration when arranging a meeting:

* The topics that need to be discussed in the meeting (agenda)
* The availability of the required attendees
* The IT access that all required attendees have
* The roles of each attendee and their contribution to the meeting

To bring this to life, I will demonstrate how a virtual meeting over zoom is arranged in my current employment. Working as a UAT tester, I normally need to attend meetings to present a defect in the relevant software. After I’ve recreated the defect, developers normally check to see if there are any error logs so that they can diagnose and refer the defect to the relevant team. To setup the meeting, the Defect Manager would invite all the required attendees to the meeting which normally involve the following roles:

* The Defect Manager - the Chairman or host
* UAT Tester - myself to present the defect
* Developers - to check back-end logs
* Project lead and Team managers - may not necessarily need to do anything, but they need to know the issues in hand in case the defect delays or affects the project negatively

Once all the required attendees receive the invite via MS Outlook, they will need to either accept or decline the invitation. The great thing about MS Outlook is that people can view others calendar to try make sure they are free before sending an invite. A constraint may appear if for whatever reason a required attendee cannot make the meeting since their calendar is not updated. In this occasion, the Defect manager will need to reschedule the meeting for everyone. Another thing to note is that Zoom is integrated within MS Outlook which means Zoom details are automatically sent along with the invite.

Once the date is finalised and all required attendees have accepted, everyone will need to join the meeting at the date and time specified. A potential issue here is if some of the attendees encounter connectivity problems. It may be that they have a very disrupted connection or they can’t connect at all.

Once the meeting has started, it is the Defect manager or chairman’s task is to direct people to what needs to be done. Since he is leading the meeting, the rest of the team need to follow through. During this time, it’s important that attendees contribute to the meeting when it’s their turn and only discuss what is essential to the defect. It is also encouraged to contribute if vital information might impact the project.

Whilst communicating with others, it’s important to follow Netiquette rules and always be respectful and considerate to others. it’s important not to use vulgar language and not be offensive to others, even more so since it’s a professional meeting.

The level of technical knowledge amongst the attendees can also greatly vary. Normally developers will know all the technical terms, but the UAT tester may not be familiar with the jargon. It’s important to try and speak simply and for attendees to ask if further explanation is required. There is a responsibility for everyone to communicate effectively and understand clearly.

Some meetings will normally require a minute-taker or secretary, but the design of my meeting requires capturing the logs more than the discussions. If needed, the video can also be recorded which is easier and more efficient than taking minutes.

Once the defect information is collated with the logs, then the purpose of the meeting is achieved and ended. In some cases, it is not possible to complete the task within the one meeting, therefore a follow up meeting will need to be arranged, and the whole scenario repeated.

The example I’ve provided sets an example of responsibilities of different roles, how they need to fulfil their roles and also the possible issues they might encounter.