**ITM 90B Reflection on Project Management**

ITM 90A/B is coming to the end now and we get to look back at the work we have accomplished thus far, and how we have gotten here. It has been a great learning experience working with a dependable team that contained members who all shared a common goal in the same way. Previously having taken ITM 750, I had learned a lot about working in a team and how to get the most out of it. Luckily for me most of my group members are the same as they were in that course. There have been many things I have learned when it comes to working with teams that will be very useful in the future. I will be discussing the action plan that we had implemented and how we had executed it. I will also be assessing my own performance and what I had learned from the whole experience.

In ITM 90A our action plan had a couple things we could possibly improve on in the areas of project management. First of we wanted to improve our communication and human resource management. This was mainly because as the semester went on, everyone’s schedules started changing. Not everyone was able to meet as frequently as we had before, and we wanted to ensure that everyone is able to respond efficiently to messages in our WhatsApp project group. We wanted to ensure that everyone sees the messages and responds to messages in a timely manner. We just did not want anyone replying to a message three days later because that is not very efficient at all. At the beginning of this semester we had made it clear amongst ourselves that we will try our best to reply to messages within 24 hours. We ensured that everyone kept by this and if for any circumstances they were not able to, they would just communicate with us as to why they were not able to. Everyone was fairly understanding and on the same page. For the most part, throughout ITM 90B, everyone was on top of their messages and rarely failed to meet the 24-hour mark. The rare occasions that they failed, there were reasonable explanations as to why they were not able to.

From my ITM 90A experience, I had realised that I was not voicing my opinion as much as I should. I felt that I was often too shy to speak up and present any new ideas. I did not hesitate when it came to asking questions that I may have had, but I never voiced new ideas or spoke my thoughts. I knew that this was something I wanted to improve and throughout ITM90B I made sure to always be vocal and communicate any ideas I may have had. After being more vocal and seeing that all the group members were supportive of any ideas that I may have had, it really encouraged me to be more open and share more. With this being done, I was able to be much more productive and feel involved in the decision makings of the team. I had also intended to better my time management. With full time school and working 25+ hours a week, it was very difficult to find time to manage everything. I had set myself a goal of adding tasks to my phone calendar in order to remember all deadlines and allow for enough time to work on tasks in advance. I usually found myself doing group work the night before or the day off which I found to affect the final product of my work. With managing my schedule in a timely manner, I was able to see where exactly my time is going exactly and plan ahead for deadlines. This was very helpful as Ragavi also created a full schedule of all the various tasks and various deadlines that we wanted to meet as a group for ourselves. By following this action plan, I was able to stay on top of my contributions to the group for the most part.

Working on this capstone project has really taught me what works well in a team and what does not. I was able to learn some useful skills in project management and how to learn from one another. Working in a capstone definitely is not like working in groups of many of the other BTM courses. With the capstone project, everyone knew that they must put forth their best effort because everyone had the same end goal in mind. This was definitely a new experience which will definitely go a long way in the future to come. Most projects, we had a problem and we just had to simply come up with a solution. With the Capstone, as a team we had to find the problem, and also find a way to solve it. This was something that really got everyone thinking with various ideas. It allowed us to experience a real-life situation. From the beginning we had to find something that could be improved in a real business. This was not like any other project because it was real money and real businesses that play a role in all this. Throughout this whole project, I was able to understand how important proper communication is. Communication is one of the most important things when it comes to group work. Everyone needs to be on the same page and have the same end goal. Communication with the client was also something that was very important. Something that we really wanted to maintain was a good communication system with the client. We wanted to ensure that they are aware of everything that we are doing and what is yet to come. This way, they were able to provide their ongoing feedback with the ideas and steps that we had in mind. In order to do this, we held group meeting every couple of weeks and also tried to hold at least one meeting a month with the client. Holding these meetings really allowed us to communicate amongst one another and to stay on track with everything. We were also able to get help from any other team members if they had any questions.

This capstone project has really given me the opportunity to experience real world situations and have an understanding for the way businesses operate. I was able to learn firsthand the steps that need to be taken in order to implement something new into a business. These are some skills that I personally see myself using in the future. It is essential to have some project management skills as many jobs require us to work in teams with other people. Being able to perform at a high level in those circumstances is essential and is something that I am grateful to have learned. When it comes to working in a team, there will always be challenges along the way, however it is our choice on how we want to overcome them. I also learned that if there are any mistakes that are made along the way, we must take initiative for our actions and try to correct it. Everyone in the team must be willing to learn and help one another in order to grow and learn together.