Report 1

Work Integrated Learning – MonicIT

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

Executive Summary

This report will give a short overview of my first thirty days of industry-based work as a software engineer. In the first thirty days of placement, I found myself working for MonicIT, a small software company in Brisbane CBD. At MonicIT I was able to move quite quickly up in the company, starting off as a tester for their android app to one of the main developers of the company. This meant that I found myself participating in a variety of different tasks. Being a small company I was able to get a lot of mentoring from the senior developers. I gained a lot of experience in my first thirty days of my placement at MonicIT, not only technical skills, but I also learned the everyday duties and tasks of professionals in my field.

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# 1.0 Work Place

## 1.1 Introduction

Before commencing my work at MonicIT, I had little to no experience besides my studies at QUT in my Bachelor of Software Engineering. Midway through my fifth semester of the degree I saw an opportunity for a tester position at MonicIT and I decided to take it. At that stage I had completed more than half of my degree and I felt that I had already gained many vital skills and this provided me with the confidence of fulfilling the position. Many of the subjects I undertook at QUT involved working in teams as well as an individual. These subjects gave me the experience I needed to know what is required when working in a team and taught me the crucial skills of teamwork. They taught me not only that communication is key, but also how to communicate effectively. The individual aspects to these subjects helped me to become a stronger problem solver, which was certainly something I needed if I wanted to be a member of a team in the industry. By that time I had received outstanding grades for those subjects, with a GPA of 6.6875.

## 1.2 Employer Organisation

My first thirty days of industry-based work were undertaken at MonicIT. MonicIT was founded in 2008. They started off by providing customized software to companies but later began focusing on software for limousine companies as the founders saw some real potential in the market. After a limousine company owner approached them with interest for software to assist them to run their business, they did some more research and found that many limousine companies were in need of this kind of software. After that, they decided to spend all their resources on creating this software for limousine companies. Just like all their other software, Limousine Management System (LMS), was written as a Ruby on Rails web app. MonicIT decided to take this software a step further and began creating an android app for limousine drivers to use that would communicate with the LMS.

My main responsibilities and duties at MonicIT during my first thirty days of placement revolved around ensuring that the android app worked as expected. This involved running tests on the android app against the desired functionality and if bugs were found, to report them in a professional manner to the developers to fix. As the app and LMS were closely linked, this also meant that the functionality of LMS was also tested and sometimes bugs were found there too. Initially the testing involved only manual testing, but then moved to automated tests which involved me writing scripts to run the UI.

## 1.3 Work Environment Conditions

Professional Indemnity insurance was designed to protect workers against legal costs and claims for damages to third parties which may arise out of an act, omission or breach of professional duty in the course of your business (Aon, 2014). A majority of the web applications that are being implemented can be considered e-commerce applications (Schafer, Konstan, & Riedl , 1999). E-commerce application have to be not only impeccably correct, but also heavily secure. Any breach of these can result in damage to the third party (clients). It is vital for software engineers to have professional indemnity insurance. For my placement at MonicIT, it was crucial for an inexperienced professional as myself to have this.

Workplace health and safety is not a major issue for software companies but certainly needs to be considered. MonicIT’s office is located on the top floor of one of the highest building in the Brisbane CBD. Workplace health and safety was certainly a part of the building and MonicIT, as a customer of the building, needed to abide by any of defined rules regarding workplace health and safety that were set for the building. The building had stairs to use in case of a fire and in every room was a diagram detailing the meeting place in case of a fire and how to direct yourself there. It was important for workers at MonicIT to be aware of the procedures in case or emergencies. Fire detectors were present in every room of the building and were tested regularly.

Intellectual Property is used to describe the results of creative and innovative endeavours (Dutfield, 2008). Intellectual Property is a vital part of any company and certainly crucial for software companies. At MonicIT it was made clear from the start through the contract that any work that is done using MonicIT’s resources were the property of MonicIT. For developers it is important to know and understand this and MonicIT made it very clear in the contract.

Quality Assurance is any systematic process of checking to see whether a product or service being developed is meeting specified requirements (Rouse, 2014). It is crucial for any company to have quality assurance when creating a product for customers. MonicIT valued quality assurance highly. My main duties during my first thirty days of placement at MonicIT revolved around ensuring that the product was meeting the requirements. This is vital for customer satisfaction and thus revenue for the company.

# 2.0 Work Activities

Work Activities

## 2.1 Major Activity and Reflection 1

Major Activity and Reflection 1

## 2.2 Major Activity and Reflection 2

Major Activity and Reflection 2

# 3.0 Conclusion

Conclusion

# References

Aon. (2014). *Professional indemnity insurance.* Retrieved August 12, 2014, from AUSDANCE: http://ausdance.org.au/articles/details/what-is-professional-indemnity-insurance

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# Appendicies

## Appendix A: Work Log

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## Appendix B: Reflective Notes

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