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Managing a Successful Computing Project

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I, Introduction

I have done research and have the answer to the company's problem. It's time to make a presentation about your research results before the board of directors. Results should be analyzed and appropriate recommendations should be drawn from there.

Finally, I need to write a brief report for the QA department to reflect the entire project process.

II, Logbooks, lessons learnt, reflection of project outcomes and project process

1. Lessons learnt project

The Vinmart Go project is the first project on cashless or cashier purchases. Everything is sold automatically. Therefore, the product encounters many problems such as: Surveying market demand, seeking AI design engineers and motion analysis algorithms, interface design, payment time. The following are the experiences drawn after the problems encountered.

- Make a more detailed plan of expenditures: Expenditures are listed in a general, unspecified manner. Causing investors to have a towel when they want to invest in.
- Choose the right customer segment: Initially the project is aimed at everyone but when testing the project. Users 35-55 they have trouble using the application. They are people who don't like change. So the company shifts the customer segment to young people aged 16-30 years. They are people who like new things and like to experience.
- Adapting to customer needs: When receiving customer feedback about the application. We will gather errors and fix bugs, update applications.
- Staff: at the beginning, the project had trouble finding AI engineers. So, companies have to spend a lot of money looking for and associating with organizations to find employees.
- The survey did not get much important information: when doing the survey, the survey staff did not give general questions to the application.
- Customer care: customers who reflect on services or bugs will be supported 24/24.

2. Worthwhile project management, advantages and disadvantages when working on projects

a. Advantages:

- **Project Plan**

- High quality of the project. Laboratory and external tests show that the project works well and meets the needs of the original investor. 80% of customers rated the product well and had many advantages compared to similar products on the market.
- About communication in the project: the project is arranged in time for meetings of meetings and reasonable exchanges. Communication forms between teams with management teams and teams are used in a variety of ways: face to face, zalo, ...
- Risk assessment and solution team works well. Up to 80% of the risks are found early and there are appropriate solutions. Help the project avoid future problems.
- Resource requirements of the project. The project is assigned clear work and people help each other to complete the project.

- **Produce a work breakdown structure and a Gantt Chart to provide timeframes and stages for completion.**

- The project has a reasonable development time. Project schedules are also arranged scientifically and are delivered on time. Time for specific and detailed activities.
- The project is estimated at \$ 836,000. So the project has an average investment for a project. The project is financially tight. So the money is invested in the right purpose and long-term development for the project.

- **Qualitative and quantitative research methods appropriate**

- Through research we have more information about the weaknesses and strengths of the application to make future application development information. Studies help us find the impact of AI on applications such as payment systems, motion detection systems and data. It helps customers increase store experience. 75% of customers are satisfied with the application.

b. Disadvantages:

- **Project Plan**

- Surveying market demand: Surveying market demand is extremely important. Initially, the project appointed survey by interview and survey methods. But the results after analysis are not very specific and difficult to become the main data to determine customer needs. So we use the Focus Group method. It helps us unify the controversial opinions, give general views and needs to develop the project
- Seeking AI design engineers and motion analysis algorithms: Initially, when developing the application, we thought that it only needed 1-2 AI engineers and finding these engineers was not difficult. But we were wrong, when we started up the idea of having difficulties finding AI engineers. Because this is a new industry in Vietnam. So we have to contact universities and post staff recruitment information. Besides training staff to develop the project according to the set objectives.
- Interface design: The project after being tested has been reflected by customers about bad interface, difficult to use, often encountering interface errors. After acquiring customer feedback. We have fixed errors on the application such as: nice interface and more suitable for users, simplified application functions for easy to use, error on the interface has been fixed.
- Payment time: Customers have problems with the payment system of the application: the payment time is long, often failing "not reach the bank card". We discovered the error after fixing the error. With the "payment time" error we were different by updating the Payment AI system and adding the data server. For error "cannot connect to bank card". We have contacted bank partners to fix the banking system.
- **Produce a work breakdown structure and a Gantt Chart to provide timeframes and stages for completion.**
 - By the amount of money for the huge project. Therefore, the disbursement of investors is difficult. The disbursement period is prolonged and given more conditions to continue investment.
- **Qualitative and quantitative research methods appropriate**
 - The research is not specialized in the field. Only through: interview, focus group, survey. The above studies are not convincing.
 - Lack of manpower for the survey made the survey long.

II, Critical evaluation of the selection of appropriate research tools and techniques for accuracy and authenticity

The research team conducted both qualitative research and quantitative research.

For qualitative research, the research team used two methods: Interview and Focus Group.

These methods allow the researcher to directly control the research. The research team can answer the questions of interviewees or focus group participants when they misunderstand the questions or observe the attitudes of participants

And allow to discover important topics that researchers may not have covered it before, which means that some research questions and pre-prepared information can be adapted when new information appears in the implementation process.

To interview, the team conducted two interviews with four people who started using Vinmart Go.

- **Interview**

For the first time, before they used Vinmart Go, the interview team asked about their experience of traditional shopping and the difficulties of traditional shopping. Then learn about the need to use high-tech applications like Vinmart Go.

For the second time, after 1 month they used Vinmart Go. The interview team asked about their satisfaction, frequency of use and experience for Vinmart Go application.

- **Focus Group**

For Focus Group, the team gathered five people together and raised questions about AI's impact on AI shopping and applications in the Vinmart Go application, directing the team to discuss related content. to research content and record each person's opinion.

- **Survey**

The research team conducted a survey with 100 customers who used Vinmart Go application.

The team asked about their experience in traditional and smart store purchases, their satisfaction, frequency of use and experience.

- **Result**

The comparison of cost, time and efficiency when implementing at Vinmart Go.

From the results of qualitative research analysis and quantitative research group found some conclusions:

Application of AI technology for data analysis and payment will save time and money for users.

AI ability to analyze and pay quickly and increase experience when buying.

Customers tend to spend more money to buy goods when using Vinmart Go.

III, Conclusion

The project is analyzed and points out the advantages and disadvantages of the project, the project development process. The project draws a lot of experience. Thereby helping the company accumulate and use for the next projects.