

Unit 8 Reflection

This unit we look for deeply into risk assessment and estimation. I found interesting the paper by Verner et al. (2014) regarding the risk of “global software development”. This was a good paper to go through, because I found several statements to match closely with my experience working on a digital transformation project that involved global software development. Several points stood out, such as language, cultural issues, time zones, mismatch between contract laws and currency concerns.

This unit's reading referenced Enterprise Risk Management (ERM), however I found this topic difficult to fully understand, though conceptually, it is understandable. It seemed to me that the success of ERM is dependent on an organisation's maturity, strategies, and processes used. I considered what role a project manager would play in ERM and think that they do play a vital role in managing risks of an organisation's (IT) projects, but they would not be the people solely responsible for ERM.

This week I presented my summary post for the collaborative discussion around factors affecting user experience. The conclusion I take away is that aesthetics is not a sole design goal of information systems, that human-centric design that foster emotional bonds is a good imperative (Mingione et al., 2020). Regarding human-centric designs, I consider that the more invisible a product is to a user, the better the overall experience. My thought is that, if a product in each domain, operates contrary to base expectations, a user's frustrations will fester and lead to annoyance or frustration and even perhaps, rejection. Therefore, designing a system to be invisible implies meeting user *expectations*, work *with* the user, not against.

The assigned Android developers continued to work on software development implementation, with other team members contributing where possible.

References

- Mingione, M., Cristofaro, M. & Mondì, D. (2020). 'If I give you my emotion, what do I get?' Conceptualizing and measuring the co-created emotional value of the brand. *Journal of Business Research*, 109:310-320.
- Verner, J.M., Brereton, O.P., Kitchenham, B.A., Turner, M. & Niazi, M. (2014). Risks and risk mitigation in global software development: A tertiary study. *Information and Software Technology*, 56(1), pp.54-78.