ASSIGNMENT 2 FRONT SHEET

Qualification	BTEC Level 5 HND Diploma in Computing		
Unit number and title	Unit 06: Managing a Successful Computing Project		
Submission date		**Date Received 1st submission**	
Re-submission Date		**Date Received 2nd submission**	
Student Name	Lê Minh Anh	**Student ID**	GCH190017
Class	GCH0801	**Assessor name**	Han Minh Phuong

Student declaration

I certify that the assignment submission is entirely my own work and I fully understand the consequences of plagiarism. I understand that making a false declaration is a form of malpractice.

Student's signature	Anh

Grading grid

P5	P6	P7	M3	M4	D2

✿ **Summative Feedback:**   ✿ **Resubmission Feedback:**

Grade:	**Assessor Signature:**	**Date:**
IV Signature:		

Contents

Introduction

This article will talk about how I reflect on what I did in the project and how to improve it for the future.

Logbook 1

Name: Le Minh Anh
Project title: Digital Well-being for game League of Legends
Date: 30/11/2020 - 06/12/2020
Update on weekly research/tasks achieved: • Finished ideas, Project Charter, WBS and Gantt chart for planning. • Primary research hasn't finished
Risk and Issues identified: • Using wrong template for Project Charter • Wrong use for WBS
Problems encountered • Fix mistakes in Project Charter and WBS • Create questionnaire and interview question
New ideas and change of project direction • No problem hard to identify or understanding • I performed up to my standard • Project finished safe and sound
Task planned for next week: Finish primary and secondary research
Project plan status on date: On date
Signature: Anh

Logbook 2

Name: Le Minh Anh
Project title: Digital Well-being for game League of Legends
Date: 07/12/2020 - 13/12/2020
Update on weekly research/tasks achieved: • Finished creating questionnaire and survey questions • Conducting survey for result
Risk and Issues identified: • Shallow questions were made • Unexpected result from interviewer
Problems encountered • Create questionnaire and interview question • Implement new idea to project
New ideas and change of project direction • No problem hard to identify or understanding • I performed up to my standard • Next week I want to finish my project on time without errors
Task planned for next week • Finish primary and secondary research
Project plan status on date: On date
Signature: Anh

Logbook 3

Name: Le Minh Anh
Project title: Impact of Digital Wellbeing
Date: 14/12/2020 - 20/12/2020
Update on weekly research/tasks achieved: • Finished Primary and Secondary Research
Risks and Issues identified: • Troublesome interviewer • Questions for survey is vague • Hard to reliable source for Secondary Research
Problems encountered: • Help survey more attractive • People's knowledge on Digital Wellbeing is still lacking
Task planned for next week: Presentation
Project plan status on date: On time
Signature: Anh

Logbook 4

Name: Le Minh Anh
Project title: Digital Well-being for game League of Legends
Date: 21/12/2020 - 27/12/2020
Update on weekly research/tasks achieved: • Finished Presentation
Risk and Issues identified: • Hard to evaluate over-all process • Hard to evaluate statistic information • Misunderstandings occur during presentation
Problems encountered • Evaluate stats in survey and interview • Presentation before supervisor
New ideas and change of project direction • No problem hard to identify or understanding • I performed up to my standard • Project finished safe and sound
Task planned for next week: Self-reflection
Project plan status on date: On date
Signature: Anh

Logbook 5

Name: Le Minh Anh
Project title: Digital Well-being for game League of Legends
Date: 28/12/2020 – 03/01/2021
Update on weekly research/tasks achieved: • Finished Self-reflection
Risk and Issues identified: • Hard to evaluate over-all process • Hard to evaluate statistic information
Problems encountered • Evaluate stats in survey and interview • Self-assessment report
New ideas and change of project direction • No problem hard to identify or understanding • I performed up to my standard • Project finished safe and sound
Task planned for next week: None
Project plan status on date: On date
Signature: Anh

I. Current System

Riot Game is a game company. There are many online games released in market by Riot Game such as League of Legends, TeamFight Tactic, … One of its main products is the infamous League of Legends, the most popular online game in the world at the moment. However, game online main customer is young people under 18. That's the reason Riot Game want to apply Digital Well-being project in the game.

1. Reflection on methods and applications

At the beginning of the project, I met many challenges such as confuse about scope of the project, lack of supervisor. The use of Project Charter and WBS is still new to me and require a lot of time to get familiar with it. After a few days of confusing, I figured out about the importance of WBS and Gantt chart and immediately created WBS and Gantt Chart for my project. After finished Project Charter, WBS and Gantt Chart, I began to identify the characteristics of the customers and start planning a project.

2. Primary Research

Objectives of the primary research are identifying how familiar the customer with Digital Wellbeing and their agreement about my Project. Try to improve my DW program so that it can satisfy more customer.

a. Qualitative Research

Main objectives of qualitative research are finding out the customer's knowledge on advantages of Digital Well-being, investigate the trend right now in the market and lastly, find out if customer has any disagreement with the DW program.

We will use the interview technique which is very effective since the company product will be released in groups of area. In interview, candidates can talk more openly and more detailed about the program. This project can use group interview but we choose not to because it will lose its qualitative because candidates will continuously be affected by each other in a group interview.

The prepared questions for the interview are open, possible to acknowledge about the customer's problems and their desired. Note that question must not go too deep in technical matter since that's not something everyone can understand.

b. Quantitative Research

This research's objectives are identifying the trend in the community, confirming facts on how participants feel about the Digital Well-being and DW program. This survey used Google Form system since it's very friendly with new user. This help saved lot of time spends on distributing surveys. One more benefit is that it will automatically summarize all data in survey into an excel file which will help analysis much better than paper fill like traditional. In order to obtain the accurate information, we need at least 30 forms. The more data is presented, the more accurate our evaluate is. Therefore, the authenticity is promising. The result will be very meaningful for us.

2. Secondary Research

Objectives of secondary research are confirming the knowledge of people in general about Digital Wellbeing. This research will help find out on how people care about digital well-being by using others project/research and answer the question "is digital technologies improve life or distract us from it?".

Finally, I want to see the solution to improve satisfaction of our customers. The source for secondary research is chosen carefully with criteria such as it must stay relevant to my research, from reliable source. If it is a book, it must be published by well-known publisher or international organization. And most of all, it must answer the objective. Most of the data in research could be used for presentation

II. Reflection on process

1. Faced Risk

Other jobs: In the time of 4 week long, I also have done other job as well. This requires a lot of time and therefore delays the projects for a few days.

Sleep Deprived: lack of sleep effect on my focus ability a lot. Since doing both job and assignment take a ton of time, sleep also get affected. I need to reschedule in order to be healthy to perform my best in project.

Security risk: Since we used Google Form to do primary research, the security risk is high because it's a public site and not the most trusted way to do survey.

Authenticity risk: The truthfulness of the participant's answers is questionable.

2. Problems that occurred

Lack of clearance at the beginning: this led to delay of the project since I have spent most of time on the first week. This have been solved by narrowing the scope and ask for advice from supervisor.

Wrong Project Charter template: The template I used at the beginning have many faults but I still blindly apply it to the project. It took quite some time to fixed every fault in the template.

The preparation for the survey and interview: Due to lack of skill, experience and knowledge, it had been rough time for me to finish my questionnaire for interview and survey. After asking for friend and from people with experience in internet, I finally can prepare for my questions without issues.

III. Reflection on outcome

By using some tools and techniques, all deadlines are met and always stay on schedule. This is a positive side in my project as milestones are respected and followed strictly.

All researches bring valuable result, insight and data for my presentation. Most of the data is used in the presentation and answer all the purpose from the start of the project. The secondary research is on

point and reveals many data and information. The qualitative research is being done by interviewing 2 peoples and quantitative research has 30 answers for the form.

The presentation is delivered to the supervisor on time and reveals many usable data and statistics. Even through all deadline is met, the arrange for the project is a total mess and need to be reconsidered in the future project. Doing everything near deadline will only bring down the quality of the project.

The biggest lesson after this project is that I have to come up with better time-management plan and distribute the work evenly with the help of gantt chart and work breakdown structure. This will reduce negative effect like sleep deprived and improve project's quality a lot.

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Student Name	Lê Minh Anh	Student ID	GCH190017
Class	GCH0801	Assessor name	Hàn Minh Phương
Student declaration I certify that the assignment submission is entirely my own work and I fully understand the consequences of plagiarism. I understand that making a false declaration is a form of malpractice.			
		Student's signature	Anh

	P5	P6	P7	M3	M4	D2
Grading grid						

☐ Summative Feedback: ☐ Resubmission Feedback:

Grade:	Assessor Signature:	Date:
IV Signature:		

Digital Well-being Project

LÊ MINH ANH

Introduction

Project Purposes:

-Product improve health and wellbeing

-Is Digital Wellbeing a trending ?

Project objectives:

-Understanding of Digital Wellbeing

-Improve or distract?

Scope

This project will be finished in <u>5 Weeks</u>

Corporate with *<u>Riot Game</u>* to create a new product for digital wellbeing project.

Research

Research method

In order to increase our feasibility of our program, we will conduct few researches in order to obtain our purpose.

The research will have 2 part, Primary Research and Secondary Research.
◦ In primary research, we will conduct an interview and a survey.
◦ In secondary research, we will have a study about digital technologies effects in life.

Secondary Research

Improve or distract?

1. Social Network

Attractive because people can stay incognito.

According to Howard-Jones's research: Positive > negative

In the UK, just over one fifth (22%) of adult internet users aged 16+ and almost half (49%) of children aged 8-17 who use the internet have profiled themselves on a social networking site.

3 aspects: Identity, Intimacy and Sexuality

Identity

Positive: affect on self-esteem, associated with positive responses to profiles and a sense of mastery and control over blogs and homepages.

Negative: User's information can be sold illegally.

Intimacy

Positive: Stimulates teenager's social connectedness and wellbeing.

Negative: Cyberbullying is a thing

Cyberbullying remains an under-researched and apparently prevalent problem, with most surveys reporting that 10- 35% of children have received a cyberbullying experience.

Sexuality

Teenagers turn to the internet for information and discussion about emotional, moral and social issues related with sex.

In the US in 2006, about 2% of sex crimes against teenagers were internet-related and a recent survey of US law enforcement agencies concluded that young people are not at particular risk when interacting on social network sites

Secondary Research

2. The attraction of video games

Most popular pastimes for young internet users is game online.

-Distinguished by a set of personal traits and behaviors. The causes can be intense gaming or loneliness, low self-esteem and lower satisfaction with daily life.

-Not all are negative. One study of 127 children and adults who were self-reported gaming addicts were characterized as generally highly intelligent, motivated and achievement orientated.

-Intense gameplay can create further social anxiety, poorer social relationships and increased levels of depression.

Primary Research

In this primary research, we will corporate with Riot Game to introduce a digital wellbeing program for League of Legends's fanbase.

Our main focus for research will be players in Vietnam's server.

The mini-project will talking about Digital Well-being and our Digital Well-being program for LoL.

Game States

League of Legends is a popular game online that has a big player-base both in Vietnam and global-wise.

Our player-base estimate to have more than a million of players with almost 55% of the player-base still in school-life(teenagers).

Interview

Hoàng Minh Tú

Q: Can you introduce yourself a little before we start the interview?

(A: I'm Minh Tu. Male (obviously), 19 years old. Studying on FPT Greenwich University Hanoi.)

Q: Do u have any understanding about the game?

(A: What do you means? Well, I have played League for 3 years so indeed, I understanding gameplay and game mechanics.)

Q: Do u have any idea about Digital Well-being?

(A: No. Is that a trend lately or an academic novelty?)

Q: We will implement a development (feature, currently on development phase) in order to improve player's life. Do u think it's needed in the game?

(A: If that feature improves the gameplay and players' experience, my answer would be yes. I expect your company to respect players' community when introducing new features.)

Q: We intend to decrease player's reward after certain time of playing. How do u feel about 50% less reward after 3 hours of intense playing?

(A: Hell no. Netflix doesn't charge me more if I binge it for hours. Why do you?)

Q: What do u think can be improved in this project?

(A: Gameplay, that's it. I don't give a shit about Digital Wellbeing.)

Conclusion: This player wasn't so interest in Digital Wellbeing. In fact, he don't want it to be implemented since he thinks it will lower his gaming enjoyment.

Lê Phan Minh Quốc

Q: Can you introduce yourself a little before we start the interview?

A: My name is Quốc, 20 year-old-student from Saigon. Here I am participate in an interview of Riot Game in Vietnam.

Q: Do u have any understanding about the game League of Legends?

A: I do have 5 years of experience in LoL.

Q: Do u have any idea about Digital Well-being?

A: I just have basic meaning of it. I don't really have deep understanding about Digital Well-being and sort of.

Q: We will implement a Digital Well-being development (feature, currently on development phase) in order to improve player's life. Do u think it's needed in the game?

A: I welcome it since I have been played a lot these days, but can't find motivation to stop the game.

Q: We intend to decrease player's reward after certain time of playing. How do u feel about 50% less reward after 3 hours of intense playing?

A: I think it is really good adjustment since I as a competitive player won't find much meaning after 3 hours playing continuously. I think it will be the same for others as well.

Q: If 50% is an ok option. How many hours should we applies?

A: After 5 hours, I think. It's only my reference thought since I always round number.

Q: Same with this approach, what things do u think can be improved?

A: I think we can decrease bit by bit. After 3 hours, the reward will start dropping. After 1 hour -10%, 2 hours -20%, … I think this change won't make player lost much interest in the game as the previous mention.

Conclusion: This player supports our program since he think it's a really good implement that will improve quality of life for the player-base. He also suggests a good idea for our program which can increase our player-base satisfaction of the Digital Well-being program.

Interview conclusion

After 2 interviews, we can see that Digital Well-being is still new in general. We can see 2 different opinions in gaming experience.

The interviewee that accept digital wellbeing usually have reason they couldn't find a suitable time to quit the game if no emergency arrived. That's why this project can be a factor in their decision when the time come.

Not so many players in our server can accept new adjustment that affect their time enjoying game.

A really great opinion to improve our program in the future in the second interview. I think with some adjustments, we can implement our program with less dissatisfaction.
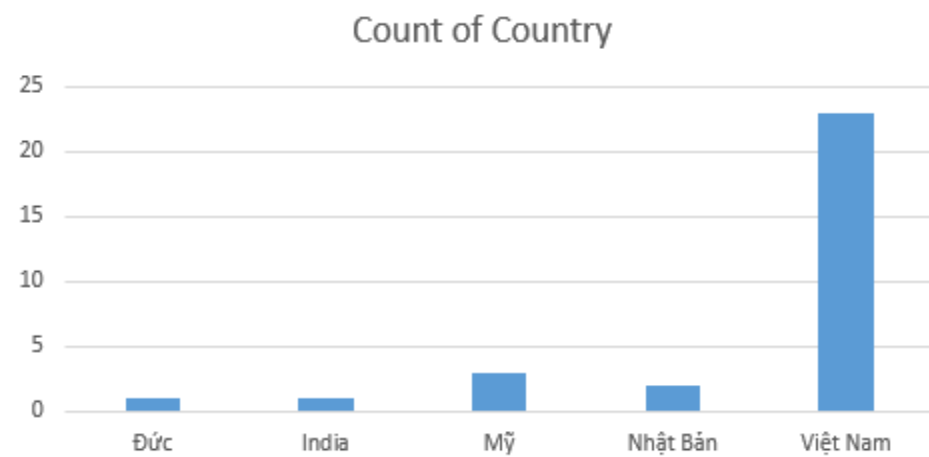
Survey

Participants

No	Name	Country	Age	Gender
1	Nguyễn Đức Trường Giang	Việt Nam	18<x<30	Male
2	Võ Minh Quân	Việt Nam	18<x<30	Male
3	Đỗ Trung Đức	Việt Nam	18<x<30	Male
4	Duke	Đức	18<x<30	Others
5	Hoàng Đức Duy	Việt Nam	18<x<30	Male
6	Minh Anh	Việt Nam	18<x<30	Female
7	Trần Việt Long	Nhật Bản	x<18	Male
8	Duy	Mỹ	18<x<30	Male
9	Lê Phan Minh Quốc	Việt Nam	18<x<30	Male
10	Cường	Việt Nam	18<x<30	Male
11	Hoàng Minh Tú	Việt Nam	18<x<30	Others
12	Phạm Thái Sơn	Việt Nam	18<x<30	Male
13	Nguyễn Hoàng Khánh	Việt Nam	18<x<30	Male
14	Trần Khải Tân	Việt Nam	18<x<30	Male
15	Gia Huy	Việt Nam	18<x<30	Male
16	Đinh Thái Dương	Việt Nam	18<x<30	Male
17	Khánh Trương	Việt Nam	18<x<30	Male
18	An Tỉnh Mỹ Tuyết	Việt Nam	18<x<30	Others
19	Nguyễn Mai Minh Khôi	Việt Nam	18<x<30	Male
20	Sol	Mỹ	x<18	Others
21	Fury	Mỹ	18<x<30	Others
22	Osass	India	x>31	Others
23	Nguyễn Duy Quân	Việt Nam	18<x<30	Male
24	Tống Phước Hoàng Phúc	Việt Nam	18<x<30	Male
25	Nguyễn Minh Tuân	Việt Nam	18<x<30	Male
26	Quang Nguyễn	Việt Nam	18<x<30	Male
27	Nguyễn Phương Nam	Việt Nam	18<x<30	Male
28	Okazaki Tomoya	Nhật Bản	18<x<30	Male
29	Phạm Mai Loan	Việt Nam	18<x<30	Female
30	Tâu	Việt Nam	18<x<30	Female

This survey is mainly for Vietnamese's opinion about Digital Well-being and our Digital Well-being program for LoL, that's why Vietnamese get most of representation in the survey.
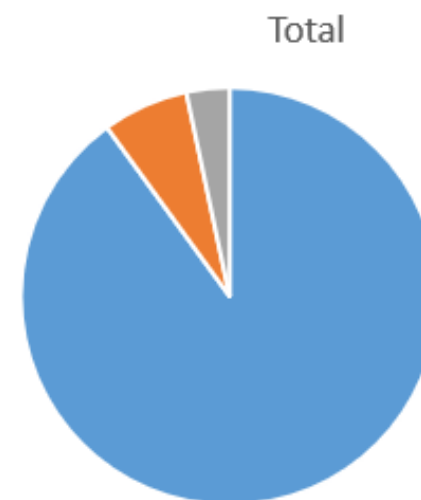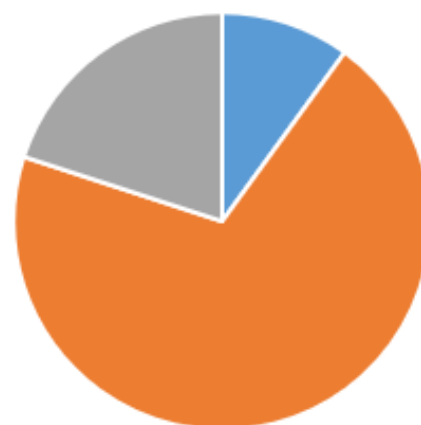
There are some foreigners in the survey.

In order to help our participant in this survey, we give them a basic explain about digital wellbeing form the start. We hope that this will provide help for participants in this survey.

## I have basic knowledge about Digital Well-being *

Digital Well-being: Digital well-being is a term used by health professionals, researchers and device manufacturers to describe the concept that when humans interact with technology, the experience should support mental and/or physical health in a measurable way. The goal of improving digital well-being is to design technology in such a way that it promotes healthy use and proactively assists the user to maintain a healthy lifestyle.

○ Yes

○ No

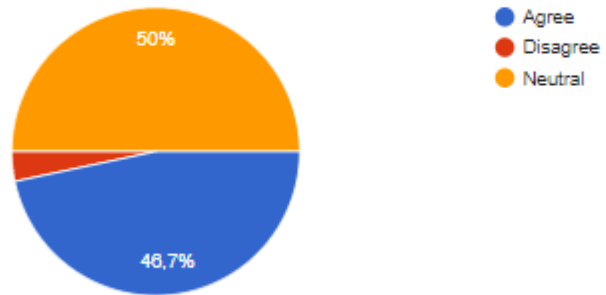### I have basic knowledge about Digital Well-being
30 câu trả lời

- Yes
- No

23,3%

76,7%
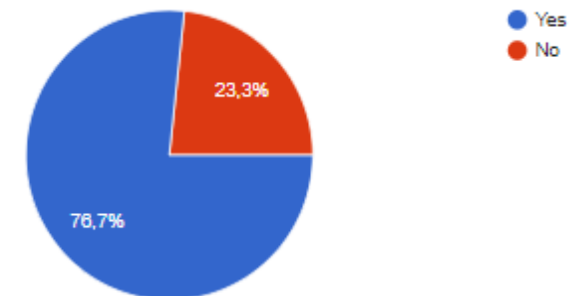
Even through digital well-being is helpful, it's hard to implement in real life

I think Digital Well-being is really helpful for life

30 câu trả lời

- Agree
- Disagree
- Neutral

50%
46,7%

I think Digital Well-being is hard to implement

30 câu trả lời

- Agree
- Disagree
- Neutral

46,7%
13,3%
40%
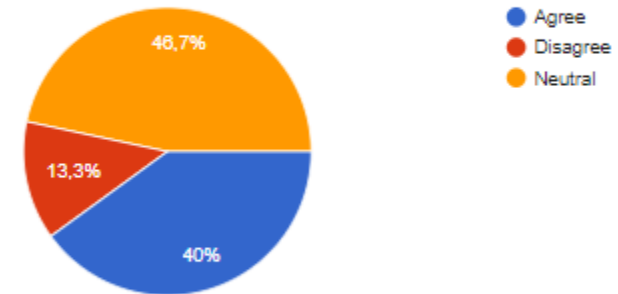
Main survey objective

We give participants a summary of our program so that the survey can be continued without any doubt and misunderstanding.
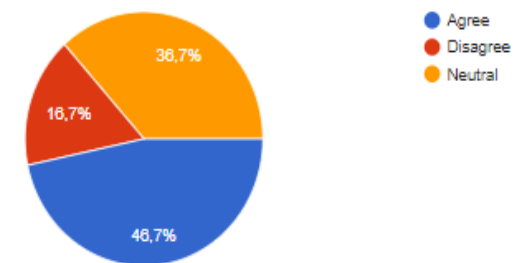
I understand the Digital Well-being program of League of Legends *

Our project for Digital Well-being is that we will reduce reward after certain time of playing game. For example, after 5 hours of playing we will reduce 50% of EXP and rank point, player will find it unproductive and stop playing after 5 hours per day. After 10 hours, all reward will be stopped. This will help our player-base reduce time playing the game but don't exactly stop them enjoy it.

○ Agree

○ Disagree

○ Neutral

I understand the Digital Well-being program of League of Legends

30 câu trả lời

- Agree
- Disagree
- Neutral

46,7%
16,7%
36,7%

Gaming experience after Digital Wellbeing program come to active state and the acceptance of the customer

GE after DW	Acceptance	Age	Count of GE after DW
Agree	Agree	18<x<30	7
Agree	Disagree	x<18	1
Agree	Neutral	18<x<30	1
Disagree	Agree	18<x<30	1
Disagree	Disagree	18<x<30	2
Disagree	Neutral	18<x<30	3
Neutral	Agree	18<x<30	3
Neutral	Disagree	18<x<30	3
Neutral	Neutral	18<x<30	7
Neutral	Neutral	x<18	1
Neutral	Neutral	x>31	1

Count of GE after DW

Digital Wellbeing Program for League of Legends
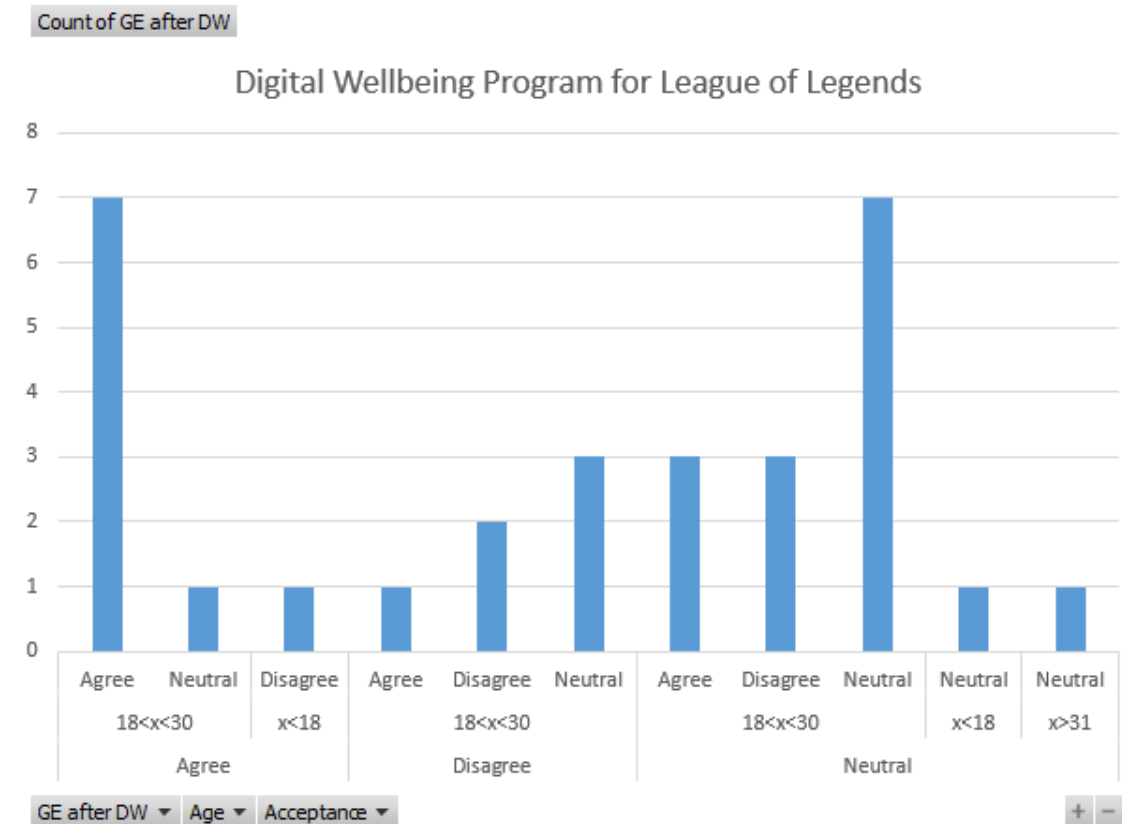
Conclusion after survey

Most of people in our player-base interest in our program is around 18 to 30. Not so many teenagers(<18) think positively about this program.

Most of the participant think it's useful but really hard to implement it.

According to our research, when a person think positive about our program, that person will most likely still playing the game after the implement. If the person disagree or stay neutral with our program, half will still consider play it. This stats show that even through the update will reduce satisfaction, it's still bearable for most of the people.

We can adjust our program in order to get the number of neutral people agree with our program. It will increase our feasibility significantly.

Conclusion

According to research:

Secondary: Even through there are some negative effects but there are also many positive effects of digital technologies. If we don't over-use digital technologies, it will create a significant improve in our life. However it will cause many disadvantages if we use it in wrong way.

Primary: In Vietnam's society, Digital Wellbeing is still a new concept. Almost no teenager show care about it. We need to provide a better understanding about digital wellbeing to teenagers and to society as a whole.

And for the game, the implements will have a big effect on our players and our player-base since it can't satisfy everyone. I suggest we follow the improvement about increase punishment little by little so that there will be less dissatisfaction when our program come to active.

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Thank you for listening