ASSIGNMENT 1

Subject: Managing a Successful Computing Project

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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**	
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Class	GCD0821	**Assessor name**	Ngo Ngoc Tri

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

Grading grid

P5	P6	P7	M3	M4	D2

☐ Summative Feedback:		☐ Resubmission Feedback:
Grade:	**Assessor Signature:**	**Date:**
Internal Verifier's Comments:		
IV Signature:		

Table Content

LO3 Present the project and communicate appropriate recommendations based on meaningful conclusions drawn from the evidence findings and /or analysis.

P5. Analyse research and data using appropriate tools and techniques for the chosen project

In Assignment 1, PAYN has conducted a quantitative and qualitative survey to consult customers and conduct analysis of results.
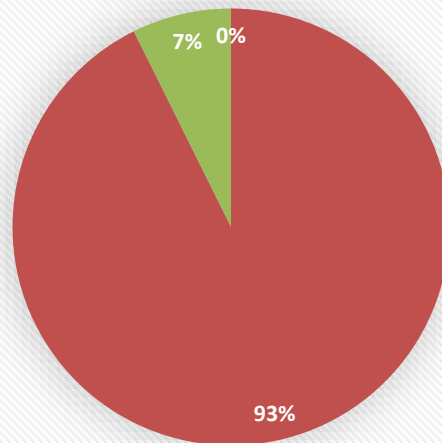
Survey

- **Quantitative Research:**

1. Evaluate the time you spend on payments with PAYN compared to before

Rating Level	Number of people surveyed	Total number people surveyed	Percentage of people surveyed
Faster	139	150	93%
Lower	0	150	0%
Constant	11	150	7%

2. Do you think we should vigorously develop artificial intelligence into the field of payment as the needs of users increase and competition becomes more intense?

Criteria	Number of people surveyed
Strongly agree	72
Agree	48
Neutral	29
Disagree	8
Strongly disagree	3
Total	150
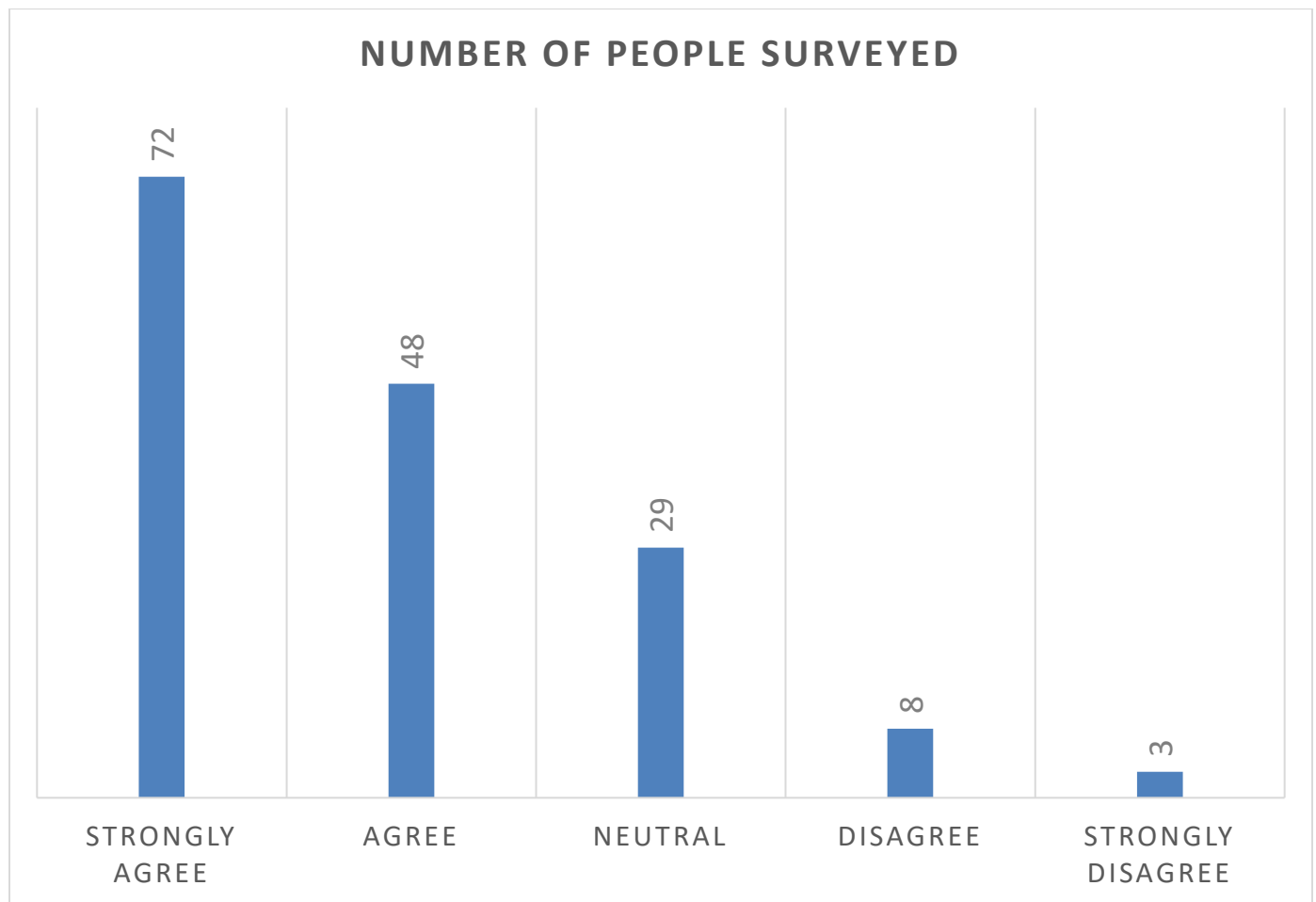
NUMBER OF PEOPLE SURVEYED

3. The need of artificial intelligence to enhance the effectiveness of organizational activities and payment operations

Improvisations	Number of employees	Total no. of employees	Percentage of employees
Artificial Intelligence	62	150	41%
Cloud Computing	42	150	28%
Social Media	28	150	19%
Internet of Things	18	150	12%
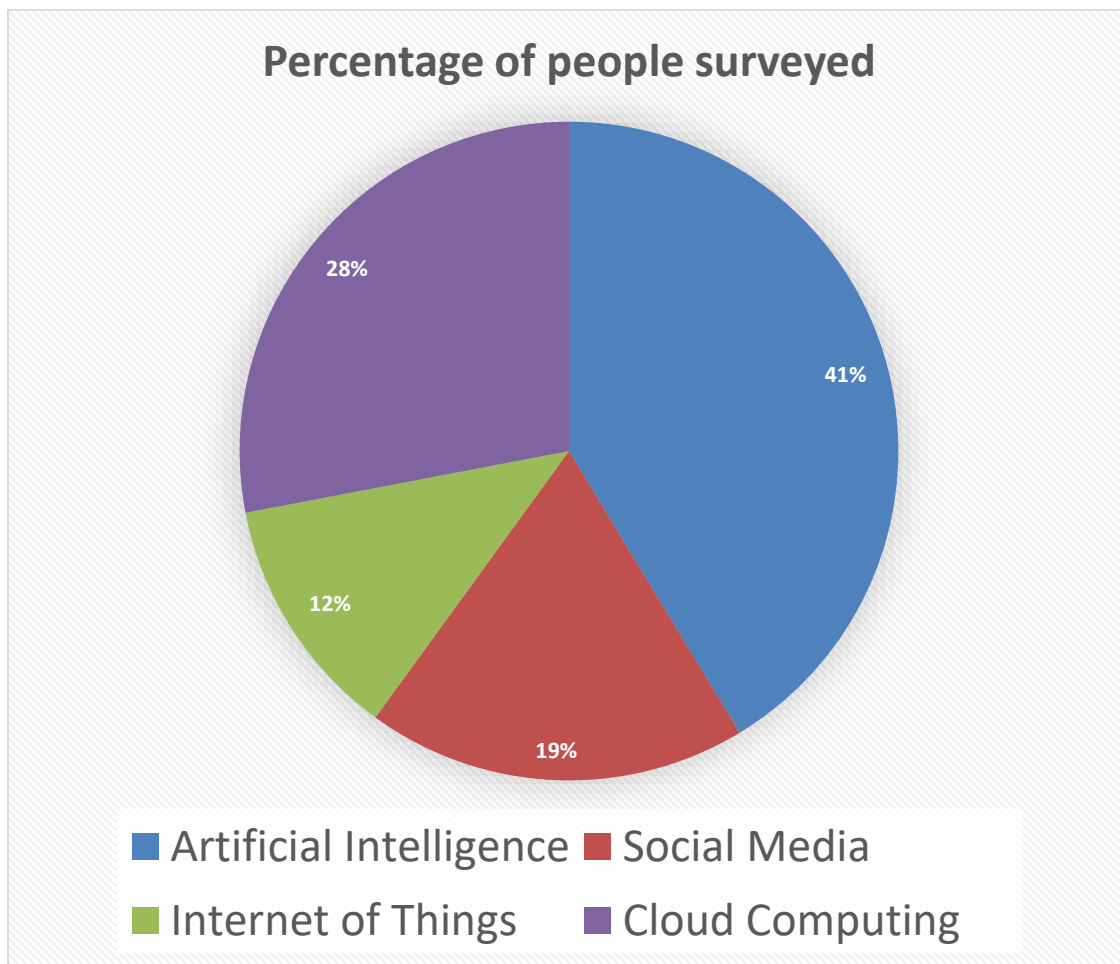
**4. The prospect of artificial intelligence in improving the improvisation quotient and expansion of PAYN**

Characteristics	No. of employees	Total No. of employees	Percentage of employees
Saving the cost incurred	36	150	24%
Reduction in the time required for providing the services	18	150	12%
Reduction in the error percentage	66	150	44%
Mechanization of the processes	30	150	20%

NUMBER OF PEOPLE SURVEYED

SAVING THE COST INCURRED	36
REDUCTION IN THE TIME REQUIRED FOR PROVIDING THE SERVICES	18
REDUCTION IN THE ERROR PERCENTAGE	66
MECHANIZATION OF THE PROCESSES	30
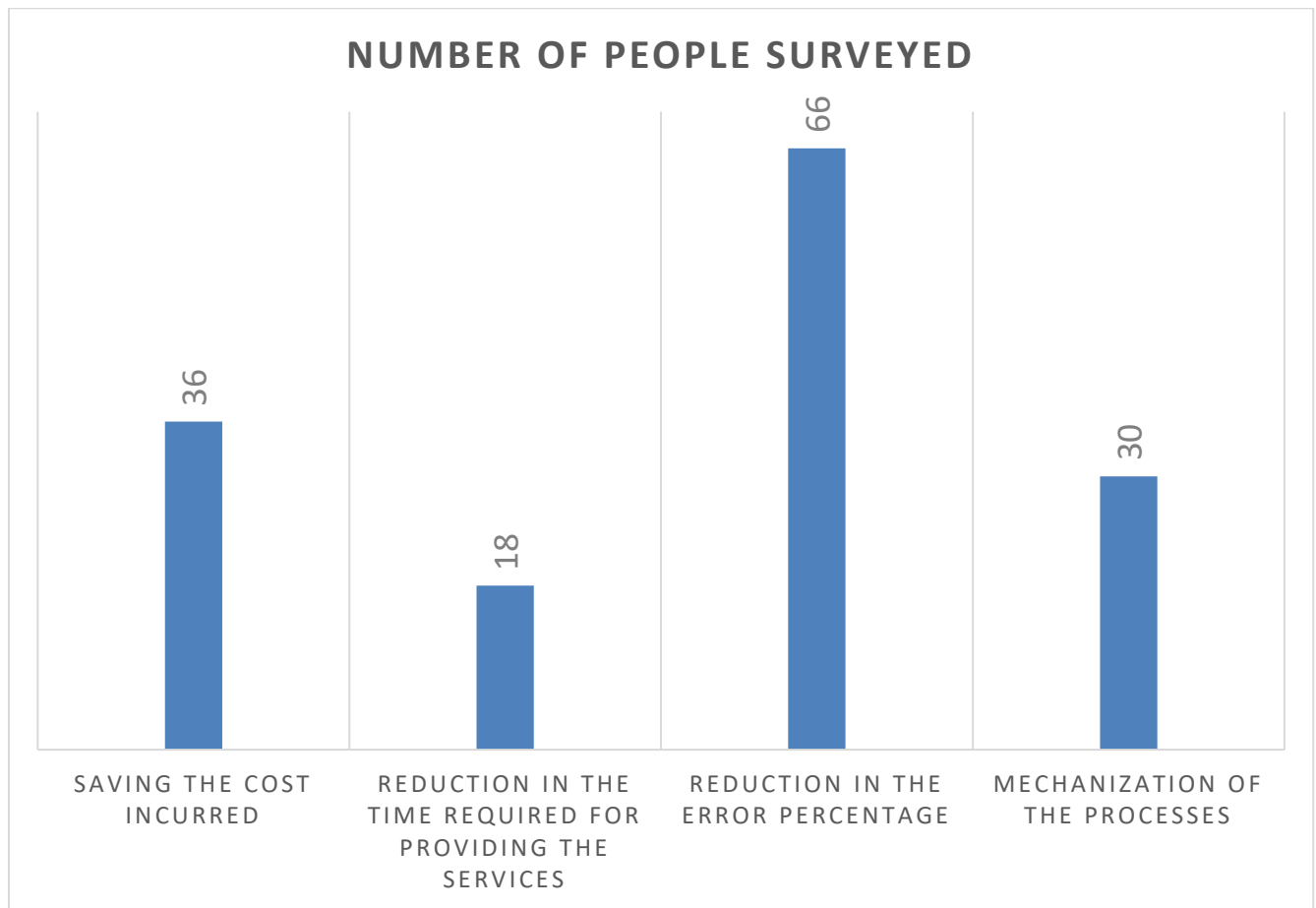
- **Qualitative Research**

1. What will be the benefits of implementing Artificial Intelligence in the operational processes of PAYN?

Manager 1: The 1st manager said that that the scientifically improved procedure in Artificial intelligence would reduce the risks of duplicity and other problematic processes, which affect both employees as well as the customers, stated the 1st manager

Manager 2: The artificial intelligence method will help the organization in cutting down unnecessary utilization of workforce and helps in securing the funds for future use

2. Describes the level of customer satisfaction before and after the artificial intelligence is applied to PAYN.

Manager 1: Customers are very pleased because of the very fast response speed of the system

Manager 2: The second manager said that customers are less complaining when new technology is applied. They also have fewer errors than before

3. Besides AI, what do you think the next time we should continue to study in the future?

IT manager 1: Cloud computing is worth considering. The current large number of customers and partners we need is huge storage.

IT manager 2: I think the Internet Of Thing is a priority. We can control departments and machines remotely

Analysis

- **Quantitative Analysis:**

1. Evaluate the time you spend on payments with PAYN compared to before

When surveying customers and employees comparing the new payment system with the old one, most of them think that the new system is faster (93%), a small part of the surveyed people said there was no obvious change. Notable (11%), no one thought slower

2. Do you think we should vigorously develop artificial intelligence into the field of payment as the needs of users increase and competition becomes more intense?

When surveyed that should artificially apply artificial intelligence to the payment field, 72/150 people said that it should be done strongly, 48/150 people said that it should be done, 29/150 people meant neutral, 8/150 disagree and 3/150 disagree strongly

3. The need of artificial intelligence to enhance the effectiveness of organizational activities and payment operations

The necessity of artificial intelligence to enhance the effectiveness of organizational operations and payment operations, 24% of respondents believe that AI helps save costs, 12% think that AI reduces time needed to provide services, 44% said it reduced the error rate, 20% said AI helped mechanize processes *4.*

4. The prospect of artificial intelligence in improving the improvisation quotient and expansion of PAYN

When surveyed about the prospect of artificial intelligence in improving improvised quotient and expanding PAYN, 24% of those surveyed said that AI helps save costs, 12% think AI helps to reduce time The time needed to deliver the service, 44% said it reduced the error rate, 20% said that AI helped mechanize processes.

- **Qualitative Analysis**

The first manager said that the benefits of AI would reduce the risk of duplication and other problematic processes, affecting both employees and customers, the first manager said. The second manager also agreed that artificial intelligence will help the organization to reduce the use of unnecessary workforce and help secure funding for future use. Regarding the level of customer satisfaction, the first manager is happy because after using AI, the customer is very pleased because of the very fast response speed of the system. Besides, the second manager said that customers are less complaining when applying new technology. They also have fewer errors than before.
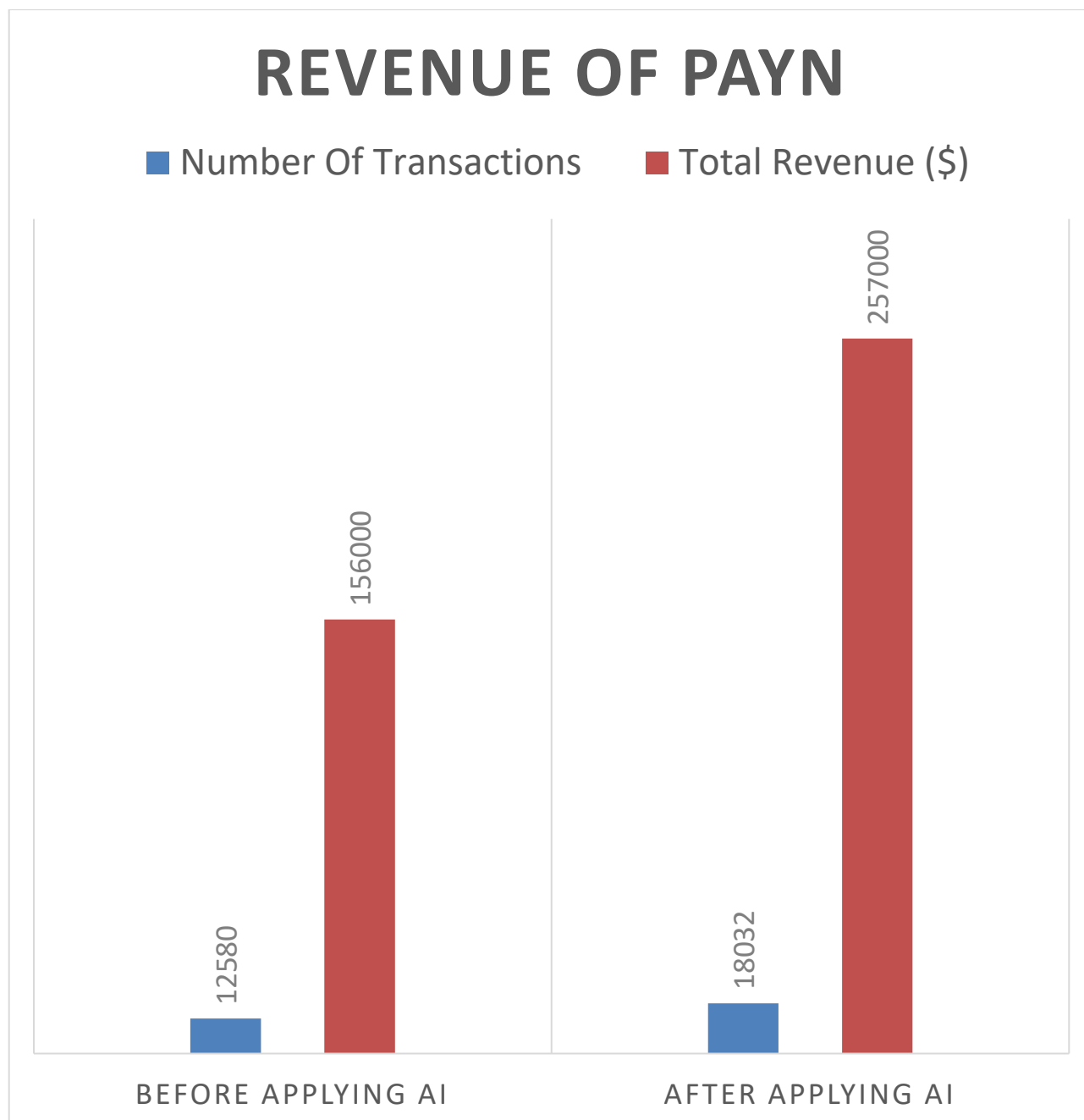
PAYN's IT department also proposes that besides AI, cloud computing or Internet Of Thing technology is also worth considering to store large amounts of customer information and PAYN can also control remote machines.

Conclusion: From qualitative and quantitative judgment, we see that PAYN customers and employees appreciate artificial intelligence applied to payment systems.

P6. Communicate appropriate recommendations as a result of research and data analysis to draw valid and meaningful conclusions for the chosen project

The survey helped to understand the opinions of PAYN employees and customers. PAYN's employees and customers have supported the incorporation of new technological advances in PAYN's operations to enhance the organization's business. Employees want to combine the Artificial Intelligence system because they believe it will help strengthen the services offered to their customers. This system also helps keep their customers' information safe with a high level of security. Both managers and employees agree that technological progress will improve the organization's operations and help them reach their customers more effectively. Managers and employees have certain concerns with technology gaps because the Artificial Intelligence system can be affected by viruses, hackers or other factors. Organizations will be required to maintain very strong network security to protect the system. Employees must be trained, so they can use new technologies without any difficulties

Besides, we also provide you with a graph showing how strong the PAYN system is when applying artificial intelligence. Data are provided from PAYN and taken by 6 months before applying artificial intelligence and after applying

REVENUE OF PAYN

- Number Of Transactions
- Total Revenue ($)

	Number Of Transactions	Total Revenue ($)
BEFORE APPLYING AI	12580	156000
AFTER APPLYING AI	18032	257000

LO4 Reflect on the value from conducting the project and its usefulness to support sustainable organisational performance.

P7. Reflect on the value of undertaking the research to meet stated objectives and own learning and performance.

Performance Review Template with the information by the learner

1. What was the Project supposed to accomplish? The main goal of conducting research in this project is to analyze the importance of Artificial Intelligence and how these technologies improve the performance of PAYN. This project helps understand how the implementation of AI in e-payments has helped PAYN change drastically.
2. Did the project succeed in its aims/ how do you know? Specifically, please outline any evaluation and assessment undertaken. Yes, the project was successful when PAYN employees and customers agreed to deploy AI. Besides, it also helps PAYN get more new customers and increase revenue strongly.
3. What things do you think worked well and why? Evaluate all aspects of the project (e.g initial inception, project activities and project outcomes) from a range of perspectives. In this project, we have gathered information from many sources to develop Artificial Intelligence for PAYN. Once completed and applied, we have conducted surveys from staff, managers and customers to report results to the company. Most PAYN categories have been completed and the system still works well with PAYN requirements and recommendations.
4. What problems emerged during the project and how were they tackled? Was there timely identification of issues and resolution during the project process? The problem that I encountered in this project was the lack of capital and it was difficult to complete the project on time. Yes, issues have been identified and resolved to help the project complete on time and without capital shortage.
5. What did you learn from undertaking the project? The project was implemented to help determine the importance of Artificial Intelligence of the development of PAYN. Besides, the lessons learned from this project will help us to better prevent risks in the following projects
6. How would you rate your performance as a management consultant leading the project? I am completely satisfied with my performance. My behavior and attitudes helped in contacting stakeholders (such as PAYN electronic payment company, NTN Investment Company, AIG artificial intelligence support company) of PAYN to complete this project.

7. What strengths and weakness of your performance did you identify?

Strengths: My communication skills have supported me throughout the project. My decision-making skills helped me complete this project.

Weaknesses: Time management and budget skills are limited

8. How has this project supported and developed your professional work?

This project helps me develop my knowledge of the latest technologies, especially Artificial Intelligence, to help me develop a strong career in this field.

Conclusion

Each project needs to be managed in such a way that the organization can complete the project within a fixed time frame. And project management helps organizations achieve the project's goals. Because PM focuses on the group's efforts to fulfill the organization's goals despite the project. Stimulate project management to start, implement, achieve and control precise objectives. In this project, PAYN has implemented the project to implement some of the goals that the organization has set. To gain market recognition, increase revenue, receive customer trust, create jobs in the market, etc.

Logbook Templete

Name:
Project Title: PAYN Artificial Intelligence
Date: 6/13/2019
Update on weekly research/tasks achieved **Points to consider:** My team completed the project of creating and developing Artificial Intelligence to enhance the electronic payment tool for PAYN. We have fulfilled the requirements of PAYN on the project and handed over on time. In the process of implementing the project, despite many difficulties and risks, we do not have to change any plans.
Any risks and/or issues identified? **Points to consider:** 　- The really difficult problem for us is time and manpower. Our team includes quite young and inexperienced people. Besides, the time that PAYN requires is quite urgent to develop artificial intelligence (6 months). 　- Because the group is still quite young, when implementing the project, there are some technical problems that make us confused. However, thanks to the support of stakeholders, we have completed the project
Problems encountered **Points to consider:** **What barriers did you face?** -　　Vague Information: some information that I've collected are vague as the organizations don't want to share its internal information with me. -　　Slow communication: communicating inside the organization sometimes gets slow as the people inside the organization are always busy. -　　Ending of the project: sometimes due to some technical problems, projects don't finish in a time that distracts the aim from fulfilling. **How did you overcome them?** -　　I maintained a defined step by step method to solve the problems as they have arrived in my way. Such as while I was having communication process, I took alternatives ways to contact with them. -　　Whenever I got any information, I didn't rush into it. I analyze the whole thing thoroughly and then came into a point to add it in my project. This is also known as root cause analysis. -　　I always kept alternatives as the objective of the organization may change. Thus, I used to keep alternative plans in my schedule to deal with the change.

New ideas and change of project direction

Points to consider:

In some cases, they should change the project strategy. Some technologies may be outdated so they should update them regularly. The system still has some errors and defects that they should handle as soon as possible

Tasks planned for next week

Points to consider:

I learnt a lot of things while dealing with the tasks. How the organizations deal with the stakeholders. Organization's competitive strategies. How I can manage my financial issues, how the company designs its product line etc. The priority of the next task is that we will continue to survey the opinions of customers and employees using the smart system of PAYN. From there, we can detect errors and defects and fix them.

Project plan status to date (on, ahead, behind)

Refrence

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