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NOTE FROM ANTHONY CLAPP – LEAVING THERE HERE UNTIL PUBLISHED

\*\* FOOD FOR THOUGHT\*\*\*

* Only 1 member of the group needs to submit
* 1 PDF Report  
  1 Group Website -> Team Profile info
* Report has everything in it.  
  Report has links to Group GitHub Pages Website (Repo too) -> Group Website links to Individual A1 GitHub Pages
* Collaborate in Microsoft Teams / O365 / Google Drive/Docs / etc.
* Check A2 page has resources and additional info.  
  Check out the Rubric.

**Executive summary**

This report provides background on all the members of XVI, the tools they used, a variety of reports, and their project. Along with this, XVI, reflect on their time together working as a team.

Group XVI have recently teamed up so all members have participated in a range of tests in order to determine compatibility; you will also find a brief introduction on each member of the group.

Further on you will find four reports focused on various Information Technology subjects, a report on Industry Data, as well as an interview with an IT professional.

XVI have been working on a project called “Social Care Chat”, the project can be accessed three ways, through the website, desktop, or application. Social Care Chat allows the elderly or those with a disability, to video call and interact with their loved ones with ease.

Finally, in the group reflection, the team goes through what they learnt, what they found surprising throughout the process, how technology allows for effective online collaboration, and individual activity. This was done to determine what went well, what didn’t, and what we could do better next time.

Last edit Ness 12/07 – 4:22pm

**Introduction**

XVI collaborated through the use of technology to plan, allocate and discuss different components of the tasks at hand. The group decided on four subjects to investigate and report on such as Raspberry Pi, Cloud Services & Servers, Cyber Security and Machine Learning. The group proceed to interview an IT professional so they can better understand the good and bad of the IT industry, as well as obtain Industry Data. In doing all of this, XVI, were able to commence with further planning of their “Social Care Chat” project with the new learnings and understanding of the IT sector; enabling them to plan in further detail and continue to leverage off technology to achieve results more efficiently and effectively.

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**Meet the team at XVI**

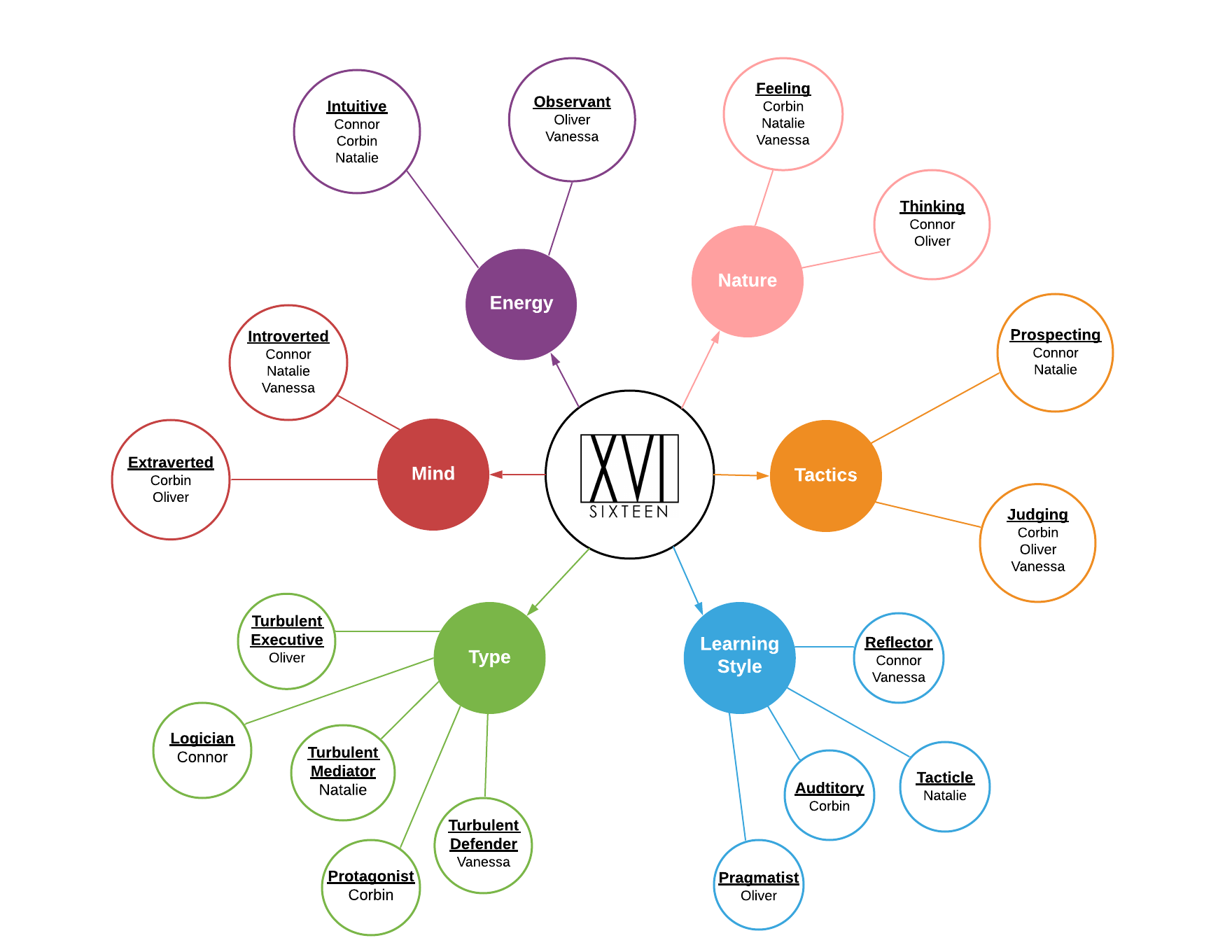
****I’m Connor, ID s3866963, and I'm a part of XVI. I was born 25 years ago in Ryde NSW and raised all over Australia by a single mother and technology. Currently living in Merriwa NSW with my fiancée and our giant sook of a furbaby Turbo. My passions include gaming, modding anything and everything to do with my PC, playing my guitar when I remember it exists, binge-watching whatever series has caught my attention for the week and travelling to find yummy new vegan foods and exciting new vaporizer juice flavours. I’ve had a very strong interest in IT for as long as I can remember, but the main things that have motivated me into studying it have been modding my gaming consoles, from the PS1 all the way through to the Switch, coding both mine and all my friends’ MySpace themes back in the day and just generally getting a PC, the openness and freedom of the PC platform just completely opened my mind after being on consoles for so long.

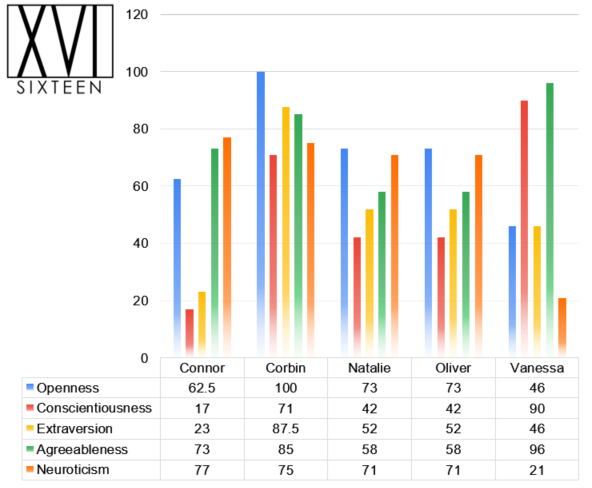
****I’m Corbin, ID s3855159, and I'm a part of XVI. Hailing from Melbourne City and originally from Country Victoria, Corbin now lives on the sunny Mornington Peninsula. He works in tourism management and is always pursuing a new side-hustle. Corbin is an enormous music lover and spends most of his free time singing and playing guitar, involving himself in social or philosophical discussions and playing the newest hit game on his ps4.

****I'm Natalie, ID s3505918, and I'm a part of XVI. I’m 24, Italian-Australian and I was born and bred in the northern suburbs of Melbourne. I enjoy modding my PC, playing video games, learning new skills, languages and watching RuPaul’s Drag Race. Since I can remember, I’ve always been in love with technology, from pulling apart electronics to hacking my game consoles and everything else in between. One of my big passions is making things and I consider myself a part of the maker community. I have taught myself to solder, 3D design and print and I enjoy woodworking. Recently, I designed and manufactured my own PCBs for a project in which I was modding a DS console to run inside an original Gameboy case. In the future, I would love to combine my love of design, making things and technology together as a career.

I’m Oliver, ID s3861675, and I'm a part of XVI. I am 16 and was born in Australia. I enjoy playing video games, watching shows, going out with friends and using software such as Unity to explore cool ideas. I have always enjoyed using technology whether it was creating my own retro arcades with raspberry pies or making small fun games in Unity to mess around in with friends. I have never made a game with a series intent to either sell it or release It but I have made multiple to share with friends and play together for the next week seeing who can get the highest score. IT leaves almost no limits to creativity and that’s why I like it so much, I would love to get a job as a game developer in a company, but it has also been my goal to work either by myself or in a small team just having fun whether it is by YouTube or making Indie Titles.

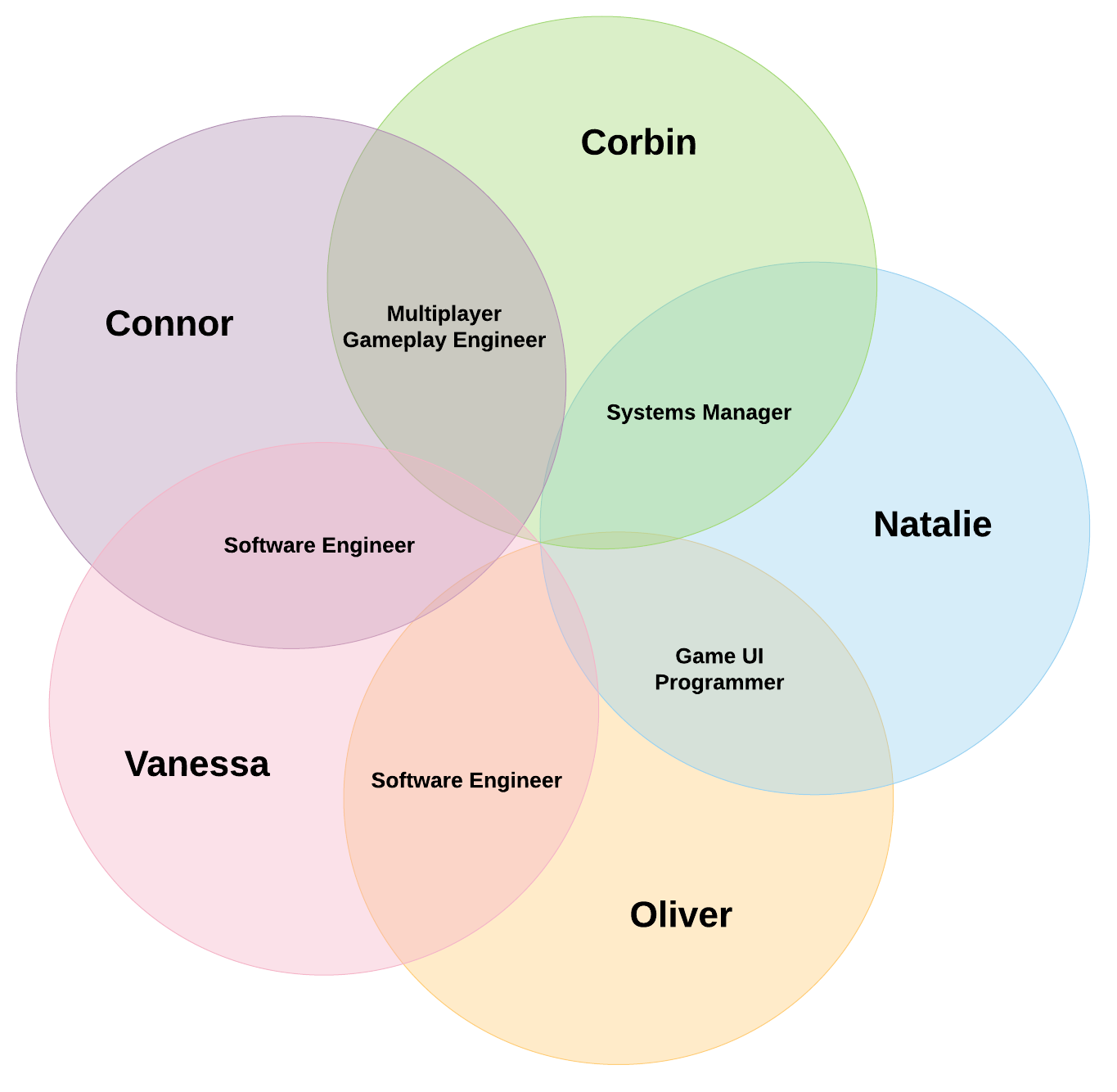
I’m Vanessa, ID s3864452, and I'm a part of XVI. I am 28, born and raised in Australia in a cute little country town that goes by the name of Orange! I grew up dancing to rock ‘n’ roll music and singing Shania Twain, I’m still quite the country girl to this day but living in the suburbs of Sydney with my boyfriend, Chris, and furbaby, Layla. Snowboarding is my passion, I enjoy being outdoors but seriously love being a homebody as well. I have been working for a tech company now for over a year and during this time I have seen our software change drastically and always improve, ensuring the best experience for the end-user. I am looking to develop my skill and knowledge in order to pursue a career in Software Engineering.

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\*\*\*IDEAL JOBS TO GO SOMEWHERE HERE\*\*\*\*

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**Tools**

Webiste: <https://teamxvi.tk/>

GitHub: <https://github.com/nataliecursio/XVI>

As a group we have used a variety of tools in order to complete the tasks required. We have collaborated daily via Discord chat and caught up frequently via Discord voice chat. In doing so, this has enabled the team to engage on a personal level which then allows us to work comfortably as a team.

Initially we used Google sheets to collate data for our assignment, after which we transitioned over to GitHub to and proceeded to commit our work to the repository using Microsoft Word. A couple of the members in the team used GitBash to push to the repository.

Visual Studio Code was to create our website and Photoshop to create our logo. Lucidchart and Microsoft Excel were used to create our graphs.

Despite the level of activity in GitHub, the effort from each individual in the team has been tremendous. Throughout our journey of working in a group, we have all remained transparent regarding the status of our work (we had a few personal hurdles to overcome) and held each other accountable to deadlines. We provided each other with feedback on what was done well and what could be done better.

As a group, XVI, have successfully collaborated effectively to produce excellent work to the best of our ability.

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**Industry Data**

**Interview with an IT professional**

As we are in the early stages of our learnings of Information Technology it is invaluable to gain insight from individuals working within the IT sector on what their job looks like day-to-day and the challenges they face. I had the pleasure of interviewing Grant, a Senior Solutions Engineer.

**Can you tell me about the industry you work in?**

I work in the accounting industry, making one of the most popular cloud accounting products for small businesses.

**What does the job of a Senior Solutions Engineer look like?**

I perform customer research and get involved in the design of solutions and their implementation. I also regularly present to clients and produce materials to help educate them on emerging technologies, industry trends and how our company is working with these to stay at the forefront in our industry.

*“Collaborating with other IT professionals is essential to working efficiently”*

**What other kinds of work do you have to do?**

A part of my job is customer facing. I regularly work with clients to understand their needs better and develop solutions to help make them more efficient at their day to day jobs. I also represent the business at events, speaking about technology and the trends that are impacting the accounting industry. I also get involved in projects that are not IT centric, such as the development of training materials.

**What aspects of your work do you spend most time on?**

Currently I am working mostly in project and development work. This involves meeting with customers, understanding their needs and then making decisions around product directions. From there I work with a team to implement changes and deploy them back to customers in the shortest timeframe possible.

**So where would you spend most of your time whilst working on projects?**

It depends on what phase of a project I am in. In the planning phases, I spend the most time interviewing clients and consolidating research. When it comes to implementing a solution, I will spend a lot of time alone programming with regular short meetings with other engineers. I also interact with my colleagues (predominantly software engineers, but also designers, product managers, sales managers, and others) to collaborate on solutions.

*“This really exemplifies how IT has transformed not just rapidly, but also in a direction from a more isolated role to a role that requires much more collaboration and teamwork”*

**Do you interact with other IT professionals?**

Collaborating with other IT professionals is essential to working efficiently. Many times in software development you will encounter hard to solve problems that can take you many days to solve, but if you know someone who has solved a similar problem they can save you a great deal of time. I also get involved in development projects that have multiple engineers working on them and I need to collaborate with the others closely (meeting at least once per day) to make sure we are not wasting our time working on the same things.

**What do your interactions with clients look like?**

I deal with clients regularly for research purposes. I spend a lot of time interacting with clients to understand their needs and capture their feedback on newly developed features. I have also been involved in the sales process for some clients and provided technical demonstrations of our product. I also sometimes get involved in customer service issues when there is a technical problem concerning something closely related to projects I have been involved in.

**What aspect of IT do you think is most challenging?**

Keeping up to speed on the latest technologies has become more difficult as my career has progressed. There are a lot more frameworks available now and while they provide great efficiencies, they require a big commitment to learn. The pace of change has become so fast that it is very difficult to stay on top of everything new.

***“****The one thing that is really important is to never stop learning*

*– it’s important to stay up to date****”***

**Which aspects of your work as a Solutions Engineer do you find most challenging?**

I have never liked dealing with office politics and this has always been a burden to me. In IT, many people are logically minded and the best ideas tend to win more often than they do in other parts of business. When other stakeholders involved in decision making, they may want to make decisions without having a deep technical understanding of the problem or any proposed solutions. Part of my job is to work with these people so that they are better informed on such aspects and less inclined to make decisions based purely off personal biases or a desire to gain political favour with others. Unfortunately, I’m not always successful!

**Can you share an example of the work you do that best captures the essence of the IT industry?**

One feature I developed recently really highlighted the ways that working in the IT industry have changed so much in just the past 10 years. I created an export functionality. Ten years ago this would have involved me working primarily by myself – I would have made code changes to a monolithic code structure and they would have gone into the next release cycle, which may have been once every 3-12 months. Today, a large web product is usually written in a containerised fashion, so I had to find an existing plugin where I could have my code hosted. Once I discovered a suitable plugin, I had to pitch my work to the team that owned it to make sure they were happy for me to extend their work to include my new functionality. Once I started building the code, I was able to get new releases out every two weeks, so I could start testing changes with beta testers and get feedback very rapidly. None of this would have been possible if we didn’t have a large team that oversaw our deployments and infrastructure using Kubernetes services. This really exemplifies how IT has transformed not just rapidly, but also in a direction from a more isolated role to a role that requires much more collaboration and teamwork.

***“****The pace of change has become so fast that it is very difficult to stay on top of everything new****”***

**Do you have any advice for graduates?**

There are so many opportunities in IT. I was worried early in my career that I was tiring of it, but it is so easy to pivot and get involved in different areas. The one thing that is really important is to never stop learning – it’s important to stay up to date, so if you find you’re not passionate enough about something you’re working on, see how you can pivot to be learning about things that do interest you.

As a Senior Solutions Engineer, Grants, work is ever-changing dependent on the project being worked on as well as other requirements throughout the business. Grant has the advantage of working directly with the end-user to understand what’s working and what’s not working. Grant’s role is essential to the business as he works to improve the overall experience and effectiveness of the software based on the research obtained from clients.

Throughout the interview with Grant it became apparent that the progression of the IT sector impacts all IT professionals significantly and that it is of utmost importance to continuously stay up to date with current trends and to never stop learning.

Last edit Ness 12/07 – 4:22pm

**References**