

**Name of Client and organisation:**

- Ngo Thai Binh - Netcompany

**Name of Student/s:**

- Ngo Gia Han - 20107793
- Nguyen Bao Nguyen - 20107788
- Quach Hoang Minh - 20107785
- Nguyen Vu Anh Thu - 20108272

Thank you for acting as client for this Research & Development Project. Now that the project is nearing completion we would like some feedback that will assist the team or students in their future development. It is important that we gain feedback about the aspects of the work that were done well and also suggestions for improvement. Please comment the team as a whole and where it is possible the individual students. This feedback will be used by the assessors to complete a picture of the student's performance during the project, and by the students to reflect on their performance during the project and in assessing their future development needs.

**THE PROJECT**

**Could you please comment on the results of the project? To what extent did the student/s achieve the agreed outcomes?**

The results of the project meet the requirements.

**How well did they go about completing this work?**

- They proposed Jira as a project management system.
- They micro-manage the works (we only need to raise concerns when the deadlines are coming/when there are problems).
- They followed the advices well.
- We didn't ask them to go to the office once per week (we only promised them an hour a week), but 60% of them are in the office every Thursday, full time?
- They followed the plan, and they raised problem (and pushing them if clients don't reply).
- The clients (and her testers) approved the works.

**What suggestions do you have for improvement?**

I played the role of a supervisor/project manager. As a project manager, I did horribly, as Nguyen and the team has done a fantastic job in that area, and the results are good, as Trang said. They split the tasks, they pushed for the deadline, they try to involve the assigned teacher into the discussion (though it is only one time). To be fair, I didn't have time for that either.

As a supervisor (please sensor this)

- I don't have a feeling that they are confident in what they've done. I explained why we should go with journals instead of conference papers in the beginning, and what they gave me (in the analysis report), is that they are reading the documents (as I told them where to look for) and followed them blindly, they applied some libraries (without knowing the limitations of them) and giving a report (black box perspective). Let them be known they've done a fantastic job, as they're just freshers, what can we expect? A researcher? A manager?
- Contexts matter, and this is really important regarding the decision on who they want to be. Whether they want to go on with academic track, whether they want to go to work, this is just

the beginning, and let it be told that we've done as much handholding as we can, and the rest is up to them. They have to get into our positions in some years later, and to be honest, I'm not seeing that, on them "pushing back", on them "giving advices".

- Academic wise (Minh)
  - o If you want to go with that path, you have to choose: to either be the strictest of them all (theory wise), or the most generic of them all (data wise). Who do you want to be, I could not get that?
  - o That title means nothing. The company I'm working on didn't even ask for my undergraduate degree. What matter is what can you do for your current title.
  - o If you want to go with an academic path, you have to accept reading tens, hundreds of papers everyday, have a selective mind to know what's good, what bad.
  - o Or you want to go with a managerial path, and I don't see that in you.
- Managerial wise (Nguyen)
  - o This is not my area, so I can only say that you helped a lot, and thanks that you're here. The team proposed jira, the team created the works, the team managed the works. What else can we ask for?
  - o You got an attention in your development and analysis skills (from the interview). There is one thing that you should remember, is that people only listen to the ones they respect, and it does not come from the title. I don't know about other company, but in my/our company, "IT people lead IT people", and you have to be better than the developers to be able to lead them. No one listens to someone they don't respect, and you don't want to be in that position.
- Specialist? (Thu)
  - o Please don't follow thing word by word. People make mistake, including the ones above you. Critical thinking, and question everything are my advice to you.
  - o I still remember the time you bring up Selenium. Let me tell you even a master is trying to avoid it. And you should know the reason why. We're not evaluate you based on what you've done (it only covers one or two screen when it comes to frontend testing, I don't know if that's you're trying to show off that you know that or I don't know, but covering 1% of the work is not getting the work done. We want to cover all of the cases, even if it's the smallest areas that we can).
  - o Critical thinking: I remember when you're asking me about benchmarking the API. I asked you back why. Please, regarding of what you've don't, for better or worse, have a reason. No one listens to you if you just redirect it to some void area that no one can answer.
- Han (the unknown)
  - o I think you're the one connecting the team with the "testers" in the company, you've done well.
  - o You are like the other half that can complete Nguyen's perfection, in the sense that you tried to get it done, you are so active, you solved a lot of questions that I wanted to asked but I did not think about.
  - o You should be more active in your career choice, on who do you want to become, whether it is a technical route, whether it is a managerial route. We cannot be supports for good, and you have to choose it one day on who do you want to become.

**How did the student/s contribute added value or provide professional expertise to your organisation?**

- They adapt to the environments, following advices, be active in pushing solutions.

- They follow Netcompany methodology (please remember A0100 and O0500).
- And they deliver 😊

**In what ways did the student/s show initiative in learning about the wider aspects of IT professional practice?**

During the time they were working with the project, they are working on:

- Researching (all of the documents that they were reading on which algorithm they will choose)
- Analysis (the benchmark document that we prove the environment is not enough to run the prediction algorithms).
- Schedulers (the data fetcher)
- Interface designs
- Consulting (even if that is a bad choice – they insisted that logging through facebook and google are easy-peasy, and logging with username password is the worst thing in the world, hell they were wrong ...).
- QA. They even tried to touch automation (none of them planned to be a tester, so I had to put that down the time they mentioned ‘Selenium’).
- And they managed themselves. I cannot stress this enough.
- They did not plan for testing and bug-fixing as far as I know. And nice-to-have features, there a plenty of improvement factors that we can think of. They really should put this in mind.

**PEOPLE SKILLS**

**In what ways did the student/s adapt to the situation and develop and maintain professional working relationships appropriate to your organisation?**

- They went to Netcompany office to know how Netcompany employees were working on the project.
- They follow Netcompany even though we never told them so.
- They also actively asked Netcompany employees for using their application as the end users.

**In what ways did the student resolve conflicts and manage and deliver to the sponsor’s expectations?**

I agreed with Trang, there isn’t a conflict on team (between team members and managers), and we are respect each other. We agreed on the open talk if there was any issue. Any issue throughout the project time, they raised on the chat channels and the weekly meetings.

**OVERALL SKILLS**

**How did the students’ skills and abilities develop during the project?**

They learnt fast and adapted well with Netcompany methodology. Besides that, they showed good spirits. They were willing to learn and worked hard to complete the project.

**What advice would you offer this team or each of these students for their professional development?**

Mentioned above.

**Signature**

May 31<sup>st</sup>, 2022