**Group 9 – “Last Minute”**

**Introduction to Information Technology**

**COSC2083**

**Assignment 3: Our IT Project**

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**1. Team Profile**

1.1 Team name

* Last Minute, we literally formed this team at the very last minute.

1.2 Personal information

* Phuong Hoang (S3885751):
* My name is Hoang Duc Phuong (s3885751), and I am now a student at RMIT University in Melbourne, Australia. Even though I am twenty years old, this is my first year at RMIT. My family and I are devout Christians, so we devote an hour on Sundays to attending church services. I had just returned to Viet Nam last year due to the pandemic, which occurred while I was studying in Australia for two years at the time. I have already completed my first semester at Swinburne University in Australia, however I have decided to leave the university and return to Viet Nam. In addition, I am a person who is full of energy. In the meantime, I participate in a variety of activities, including tennis on Mondays, Wednesdays, and Fridays, and soccer on Thursdays. If anyone is interested in joining me, please contact me through my school email address: s3885751@rmit.edu.vn or my phone number: 0824933333
* Nwar Alain Hazmi (S3915079):
* My name is Nwar Alain Bin Hazmi, people generally call me by my second name Alain/Alan. I have lived in 5 different countries, Malaysia (5 Years), Korea (1 Year), Sudan (3 Years), Singapore (12 Years) and now Vietnam. Prior coming to RMIT, I used to work as an IT engineer for four years in total. I am interested in Cloud computing technologies and I wish to dive deeper while undertaking my degree. I enjoy playing the piano, boxing and playing first-person shooter games on my laptop.
* Minh Nguyen (s3915233)
* My name is Nguyen Hoanh Minh (s3915233), I’m currently studying my second semester in RMIT University here in Saigon. Before that, I’ve spent 2 years studying in the US, my Senior year of high school and my first year of university as an Electrical Engineering Student. I’ve spent most of my high school years working on IoT, STEM and robotics projects, including participating in related clubs, too. Due to covid, I was forced to return home last year. I’ve worked in minor roles as a Market Research and a Product Operations intern. It was through my time in Product Operations that I found my interests in IT. My dream job in the IT field is currently still in its early stages, but so far, I’ve found interest in software development, and I hope that through studying here, my dream job would be more concrete. Some of my hobbies are: playing my classical music on my guitar, listening to music, running (daily), swimming and playing video games.
* Khoi Tran (S3916827):
* My name is Khoi Minh Tran and this is my second semester at RMIT University. I have studied aboard in United States for almost four years and have lots of experience in English. I choose RMIT because I get used to learn everything by English, also I can have a chance to keep improving it and RMIT can guide me to choose IT job that suit me best since I have not decided it yet. I love playing soccer, badminton and playing games.
  1. Group processes

**Weekly Online meetings**

To facilitate online collaboration on this project, we utilize Teams as the primary communication medium. For instant messaging communication and file exchange among team members, a weekly online meeting is used. These sessions involve instant teamwork, we may have more than one meeting each week to address problems or make choices quickly. For example, we worked out the design for the project on the internet before gathering in person to debate and make adjustments to our project.

**Weekly Offline meetings**

We arranged a weekly meeting before each instructional lesson right from the start of the project. This meeting will be used to keep everyone up to date on the project's current status and any new developments. This meeting is critical in order to improve the project's efficiency and efficacy.

Furthermore, offline meetings are utilized to clarify and address our issues by questioning lecturers during class. As a result, the entire team can catch up on the answers to the current issues.

1.4 Career Plans

* Hoang Duc Phuong

Graphical user interface, website

Description automatically generated

As a security team lead, I was expected to design, develop, analyze, debug, and maintain an information system's security infrastructure, all while reporting to the Security Team Lead. As part of the Security Team, I'll work closely with other members to guarantee that the infrastructure is protected. I will also offer cyber threat alerts and trends, undertake analysis of damaging or suspicious behaviour, and identify possible security threats.

Contrast with teammates:

Alain usually provides a solution to his clients and customers whether I am working with my teams or groups to protect the infrastructure. In comparison with Khoi and Minh, Khoi will work as a back-end of Software development and Minh will work as a front-end. Problems are solved and new projects are created by combining the efforts of the front and back ends of the development processs.

* Nwar Alain Bin Hazmi

Graphical user interface, text, application, email

Description automatically generated  
  
I will be working in one of the biggest companies in the technology industry, Microsoft. This position appeals to me as I will be handling issues providing solutions to customers/clients within Microsoft 365 scope.

Contrast with teammates:

The similarity is that we all will be working with a group of other IT professionals. From what I understand is that I will be managing and providing solutions to the customer based on their infrastructure it will be different with Phuong Hoang as he will be managing the security side of things such as doing penetration testing. In comparison with Khoi Tran and Minh Nguyen, they will be working on software development which is different from my role as I only come in to play after the development phase is done.

* Nguyen Hoanh Minh

Graphical user interface, text, application

Description automatically generated

I will be working in one of the more notable tech companies in Vietnam, FPT, as a Software developer (Front-end dev). As a front-end developer I will be working with on the specification and conception of back-end solutions in a microservice-based (multiple small services) landscape and developing 4.0-based web technologies. I will be working in scrum teams using the agile software development method. For senior levels, I would have the additional responsibility to coach junior team members to help them reach their maximum potential.

Contrast with teammates:

Similar to my job position, Khoi will be working on Software development in the back-end. Both front and back end jobs usually work together in the development to solve problems and create new projects. In contrast, Alain will be working on supporting, solving clients problems and providing them with solutions. On the other hand, Phuong will be working in the security section, specifically the cybersecurity of the Information System, this includes every job and position that uses IT to work. Because our group will be working in IT-related jobs, if we all work in the same company with our preferred job positions, there’s a high chance that we’ll all be working with each other in one way or another

* Khoi Minh Tran

Graphical user interface, text, application

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I will be working as a Backend Leader in one of newest bank named Tyme in Vietnam and the main language is Java. As the team leader, I will guide my teammates to do their best job, I will have responsibility to review and test or fix their code. Also, in this position I must make everything more performance and reliable. And in the hard case, I must have professional problem-solving skills which a leader must have to lead everyone so the team will not be stressed or overwhelmed.

Contrast with teammates:

Compare to other teammates. in this position I want to have it requires many years of experience and lots of conditions when other teammate dream job does not require many years of experience which they immediately might have after they graduate. When I must work for many years in different companies to get more experience and after that I might get that job. With Minh Nguyen position, we might work together in the future because Front-end and Back-end always work together also we are doing software development. On the other hand, Alain will support the client by giving them the best solution and he will meet more customers than my job when mostly my job is trying to write the best program. Also, Phuong Hoang is a security leader who will try to protect our program or information in the company and check if there is any suspicious activity that is trying to get into our system.

**2. Tools**

2.1 Team Website

* <https://nwar96.github.io/Group9-COSC2083/index.html>

2.2 Team GitHub

* <https://github.com/nwar96/Group9-COSC2083>

**3. Project Description**

3.1 Overview

In terms of our idea, we would like to establish a website or app where gamers can discover teammates to play with. In terms of the website, we will make a link that folks can easily copy and paste. Also, gamers must sign up and enter information such as their name, the game they play, their account details, and a personality to choose from (play for fun, grind hard, etc.) so that the website or app can discover others to play with. Furthermore, it may display people's ratings and remarks from other players, allowing others to determine whether that person is friendly.

3.2 Aim

Creating a website or program like PlayerDuo, Discord, and others is beneficial for gamers, however this website does not demand payment to play with others. Since the Covid-19 epidemic occurred in Vietnam, we know people may go out as usual right now, but some individuals believe it is still unsafe. Also, with the advancement of technology and the quality of many games, we believe that many people now choose to play online games and socialize online. Therefore, we believe it will be beneficial if we establish a website where people can look for someone to play with since it is more enjoyable and that allows you to meet new people and build new connections.

3.3 Plans and progress

When you use our website service, clicking on the link or typing the exact website link will take you to our home page. On our main page, the logo or name of the website will be shown in the upper left corner to ensure that clients are visiting the correct website. It will also contain log-in and sign-up buttons in the upper right corner for easy access. If you have already checked in, it will display numerous rooms with many individuals waiting in them, and you may request to join in to play with them. When our website is new and unpopular in Vietnam, we will put a "How it works" guide on a bar for new visitors who are unsure what to do on my website. "How it works" will walk clients through the process of signing up, logging in, entering their information, and so on. When you join up and log in, you will be asked to input your location, what games you play, and other information so that we can identify the best-fit gamers or rooms for you. Following that, we will have "Features," where you will see what my website is capable of. Well, on our websites, we will have private messaging to make it simpler for people to connect and talk, and it will offer several rooms for people to request, as well as games next to them so people can see what games they are playing. Finally, we will offer "Supports" where clients may seek assistance and send emails to us to resolve issues with the website or the players with whom they play.

3.4 Roles

|  |  |
| --- | --- |
| Roles | Description |
| Marketing Manager | The duty of a marketing manager is to promote a company, product, or service. They ensure that the company's messaging is effective in attracting new consumers and retaining existing ones. |
| Project Manager | Planning, coordinating, and leading the team's execution of this project while ensuring that progress is made on time in accordance with the deadline. |
| UX Designer | The designer is also in charge of bringing the pages to life with the help of the wireframes that were built to mock up each page. The designer is responsible for designing site concepts, templates, and visual design for the website. |
| Website Developer | The website developer (or development team) builds up the website using the web strategy, content, and design. In this job, the developer creates the website's code, runs various tests, and ensures that any defects or difficulties are addressed appropriately. The website is created by the backend developer. |
| Infrastructure Engineer | Infrastructure Engineers are in charge of planning, constructing, implementing, and managing IT infrastructure employing cutting-edge technologies based on the requirement of the project. |
| Software Engineer | Developing software, as well as planning, creating, and testing applications based on project specifications. This is to allow easier workflow and alleviate tasks for UX and Website developer |

3.5 Scope and limits

|  |  |
| --- | --- |
| Activity | Description |
| Obtain a good domain name | * Impress the user * It's simple to remember and spell. * Create a suitable domain extension |
| Purchase secure, scalable website hosting with good tech support | * A dedicated server plan implies that the physical server machine is completely dedicated to the website. * If the technology is ideal, it can handle all the website's resources and is more secure than a shared hosting package. |
| Prominently display a clear description of your business | * Showcase the logo or banner on the home page. * At the bottom of the main page, explain who we are and what we do. * Alternatively, it will be in the "About Us" page link. |
| Implement the best content management system | * Create and manage digital content |
| Choose a good e-commerce platform | * Because our website is new, choose an e-commerce platform to introduce. * Promote our website (what it is about, what it does,) * Increase the profit. |
| Create an interesting, memorable, and engaging website user interface | * Make certain that the visuals are compressed and optimized for quick loading. * Examine the competition's websites to see how they've been built and optimized. * Investigate the website's target audience to determine what they want from our site and make it simple for them to get it. |
| Optimize the website for search engines | * Using social media to drive traffic to your website (LinkedIn, Twitter, Facebook, Pinterest, etc.) * Website code that is optimal. * Quick loading time |
| Regularly create and publish quality content | * Publish high-quality articles and/or blog entries on your own site as well as on external sites that link to it. * To get visitors to return to your website on a regular basis. |
| Install webmaster tools | * Simple to follow Visitors to the website on a daily, weekly, and monthly basis * Visitors' average time spent on the site * The number of views on each of our website's pages |
| Implement a website maintenance plan | * Allow website visitors to leave feedback on our site. * Use traffic statistics to understand more about your audience and how to best serve them. * Make certain that all software is constantly up to date. |

According to the author Allison Bowlus, the author points out that we need 10 steps to make a pretty good and secure website. As you can see every step on the table above shows how we will do to create a website and maybe at the beginning we will not have much functionality on our website like we show above. But in the future, we will improve our website to make our customers feel safe about the hacker and interested in our website. Not only does the customer feel like that we absolutely will feel that too because we can secure our data in the safest way possible and are happy to see customers coming to our website much more every day.

3.6 Tools and technologies

According to our research, to establish a website, we need website scripting, a web browser, a file transfer protocol, and so on. Contact forms, interactive buttons and controls, website databases, and shared material between web pages are all required in website scripting (What is Needed for a Website? - Code Conquest, 2021). Because each web browser generates HTML and CSS in a unique way, you must guarantee that your website displays and runs properly in each one. We also need web hosting, which is a service that keeps your website files (HTML, CSS, images, scripts, and so on) on a server for anybody to access. A domain name is the address of your website (for example, facebook.com). Another type of protocol is a file transfer protocol (FTP). You must use FTP to transfer your website files from your computer to the server that will host your website. To put it simply, this is the process of uploading files to the Internet.

For our site creation, we will be using our ATOM ide to create website, as any other website we will make use of HTML and CSS as the base and we want our content to be dynamic, therefore we will be using Java and also will be using JavaScript like creating animation.

Diagram

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First page we will have a sign-up page, then moving on we will have a login credentials, add info where you can add your accolades or achievements you know bragging rights. Third is we have like what games is your interest to find likeminded teammates. once that's done you have 3 separate rooms based on the games you have picked, so you have try-hard you know immortal ranks or Faceit level 10, or you are more of a chill type of gamer, so you can just enter a casual room, and if let's say you just want to discuss on the game like build you can enter others.

Diagram

Description automatically generated

As for our infrastructure, we will host our site on GitHub, simply create GitHub repository and enable pages just like how Dr Long has taught us in his lectures. next is we will use an SQL database to store like user data info, we will create a database within Azure (Infrastructure as a Service) IaaS. By using admin credentials and authentication key to connect to our site and the SQL Database.

Graphical user interface, application

Description automatically generated

This can be achieved when we ported our website from the GitHub repository and make use of the App Service within Azure Infrastructure.

Since we are connecting with 3rd party sites, we will make use of their functionality for example twitch has embed channel where permanent link on discord and a steam custom URL. this will be embedded with our site to ease our users to connect to others with their accounts.

3.7 Testing

Our critical goal is to create a website for gamers, so we have to update every time whenever we update a new code or configuration. Therefore, we decided to use automated web app testing. A software process that ensures quality by ensuring that the functionality of a particular online application is working as planned or as per the requirements is known as web testing or web application testing. It is possible to find flaws on the web at any moment, whether it is prior to a release or on a daily basis.

With automated web testing we can use automated cross-browser testing, we can confirm that our web application performs as intended across a variety of browsers, on both desktop and mobile platforms. This is crucial because browsers are updated on a fairly regular basis, which means that by the time we are ready to deploy our application, it may not function as intended in the target browsers we have selected. Users may be utilizing the most recent browser version while running on an outdated operating system, to name a couple of examples. As a result, automating crow-browser testing ensures that our web application remains compatible with the specified versions of operating systems, browsers, and devices on an ongoing basis.

Furthermore, we also need to have functional testing. Though after unit, integrated, and test procedures have been completed, a single end-user can cause the entire system to crash in minutes with a single click. This frequently occurs as a result of the user performing an action that the programmers did not anticipate. The use of automated tests, as described by the requirements, will help to guarantee that the web application operates as intended. Functional test automation, on the other hand, cannot completely replace the human perspective. In order to deliver a great user experience, we should constantly augment our automated test cases with exploratory testing in addition to our automated test cases.

After passing all of the necessary tests for our website, including those for functionality, usability, interface, compatibility, performance, and security, we were able to launch it without any issues. Users will be able to access the website in its entirety once it has been fully published. However, we must continue to evaluate the website on a daily basis because mistakes could appear at any time.

3.8 Timeframe

Chart, waterfall chart

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Kickoff would not take as much time, it’s just a day for introduction and to know what role one has during the meeting. GitHub setup would not take as much time as well as it we are just preparing a buffer is as if our software engineers encounter an issue. Our software engineer will be the one spending the most time for the site creation about 54 days to complete. Our infrastructure engineer can start working one the SQL database setup while waiting for our software engineer to complete the main site. Once SQL database is created and main site creation is complete, there will be integration within the site and SQL database and we also have a buffer to fix any issue if they arises. After that in week 17 we will start rolling out the site to a few key members or influencers to further advertise the site. Once that’s done, we will officially roll out with the rest of the general public.

3.9 Risks

The first risk that we possibly encounter for our project is database corruption. When the system is accidentally shut down, a power surge or blackout occurs in the absence of a backup power supply, or the system crashes while the Access file is open, this can occur. The disadvantage of this cause is that it manifests itself without any prior notice, warning, or indication. Not only can this result in database corruption, but it can also result in data loss. Furthermore, one of the most common causes of corruption in the ACCDB and MDB files is an attack by a computer virus or malware of the modern era. In addition, this is a common reason for our access database to become corrupted. Because they contain very sophisticated algorithms and instructions, the viruses that circulate today cause greater damage. There have been instances where the attack has been quite severe, and it has been known for data to not be recoverable. This is among the most difficult causes of corruption to deal with since it is so widespread. Due to the fact that developing codes to prevent the viral attack involves substantial research, it is not feasible at this time.

The second risk that we have encountered is high traffic for our website. Every feature on a page necessitates an HTTP request in between the user's computer and the host server in order for it to show properly. As a result, pages that contain a large number of scripts or data are much more likely to take longer to load. In addition, due to the limited bandwidth available on shared plans, our site may be penalized by the hosting company if it consistently consumes more than its permitted portion of server capacity. If other users' websites are experiencing large visitor volumes, the reliability of our website may deteriorate as a result of the high traffic strain on the server on which our website is hosted.

3.10 Group Process

**Weekly Online meetings**

To facilitate online collaboration on this project, we utilize Teams as the primary communication medium. For instant messaging communication and file exchange among team members, a weekly online meeting is used. Because these sessions involve instant teamwork, we may have more than one meeting each week to address problems or make choices quickly. For example, we worked out the design for the project on the internet before gathering in person to discuss and make adjustments to our project.

**Weekly Offline meetings**

We arranged a weekly meeting before each instructional lesson right from the start of the project. This meeting will be used to keep everyone up to date on the project's current status and any new developments. Furthermore, offline meetings are utilized to clarify and address our issues by questioning each other in person. As a result, the entire team can catch up on the answers to the current issues.

**Change Management & Change Management Board**

Change Management seeks to minimize the risk associated with Changes, where we define a Change as "the addition, modification of removal of anything that could have an effect on IT services". This includes Changes to the IT infrastructure, processes, documents, supplier interfaces, etc.

Distinguishes between three different types of Changes:

* Standard Changes: Pre-authorized, low-risk Changes that follow a well-known procedure.
* Emergency Changes: Changes that must be implemented immediately, for example to resolve a Major Incident.
* Normal Changes: All other Changes that are not Standard Changes or Emergency Changes.

3.11 Skills required

You must be proficient in HTML and CSS to create a website. The reason for this is because HTML and CSS are the core languages of websites, and you will need both to create a functional one. HTML without CSS not only looks poor, but it may convey the idea that your site has a fundamental problem.

3.12 Outcome

If this idea is a success, we will create a large gaming community. People will form several associations with others; they may meet friends or lovers. Individuals will leave the streets, allowing the authorities to easily heal and control other people who are suffering Covid-19. Some people, we know, do not believe in internet dating, but if you are lucky, you could meet a nice individual up there. If you are wondering how we know that we will tell you. So, we have a lot of online friends with whom we play games, and we have met them in person as well. They are unexpectedly kind folks who care about one another. They educated and assisted us in a variety of ways to help us become a better person in life, which we much appreciate. So, we hope that individuals who are going through a tough time may join online and play online games with each other to be happy in life and make a lot of friends, so they do not feel lonely.

**4. Skills and Jobs**

For website projects, the most critical goal is to protect the website. Therefore, cyber security engineer positions cannot be missing from our company. Prevent cyberattack from cyberspace are the responsibility of cyber security engineers, who are responsible for securing an organization's system against these threats. Their job description includes a variety of responsibilities, such as developing and implementing secure network solutions, conducting assessments and ethical hacking, managing audit/intrusion and network security systems, architecting, and engineering/developing trusted systems into secure systems, among other responsibilities. One of the key responsibilities of a cyber security engineer is to analyze, identify any illegal access, and propose solutions in the context of cyber security in an organization's system, among other things.

Operations managers oversee the organizational activities of businesses. These professionals are talented managers and leaders. They might support operational leadership in a variety of departments — from finance and IT to human resources and accounts payable. At both large and small organizations, operations managers supervise, hire, and train employees, manage quality assurance programs, strategize process improvements, and more. Operations managers are ultimately responsible for maintaining and increasing the efficiency of a business, agency, or organization.

An infrastructure engineer collaborates with businesses and organizations to design and manage digital networks. My job may entail collaborating with databanks, internet connections, and virtualization platforms to resolve any issues that may arise inside their systems. Infrastructure engineers can also collaborate with the firm or client to ensure that their digital networks are designed to correspond with the company's aims and objectives. Their job frequently includes multiple major activities, such as performing normal maintenance or preventative measures, assessing networks and documenting any failures, and developing and implementing network repair plans.

Marketing managers organize and manage the marketing campaign to raise awareness of and generate demand for products and services. They are also involved in researching the market trends and finding target and potential customers, and in our case target and potential users. As web marketing manager for my project, I will be developing and implementing web-based marketing strategies to promote our website and attract new users. Marketing managers are also responsible for planning marketing strategies to deliver marketing goals.

**5. Feedback**

* Hoang Duc Phuong
* I consider myself extremely fortunate to be a member of this club. Nwar Alain Hazmi's outstanding leadership abilities enable us to successfully complete the job despite our initial difficulties. Khoi Tran carries a great deal of responsibility on his shoulders; he consistently completes the group's tasks ahead of the other members and with pinpoint accuracy. Minh Nguyen plays an extremely essential role at this point, as his input is critical to the completion of our group assignment.
* In my perspective, my group has done a fantastic job so far on the project, especially considering the little time we have and the fact that several of the deadlines are coming up at the end of the semester. However, if we want to be better in the future, our organization should put in more effort to improve its time-management abilities in the present. Even though we were able to complete everything on schedule, we still have not received a demo product for our website, which is disappointing. On the other side, I discovered that my team members are exceptionally skilled at talking and presenting in front of a group of people. Furthermore, despite the fact that we are terrible at time management, everyone completed their portion of the project on time. This has taken me completely by surprise. We do the majority of our activities and planning on the Teams platform, and we do not rely on GitHub much because we have found Teams to be a much more user-friendly tool for us to use as a repository.
* Nwar Alain Bin Hazmi
* Overall, a positive experience; everyone participated equally and provided a helping hand to those who were having difficulty with the project. Phuong Hoang assisted in the coordination and scheduling of team meetings. Minh Nguyen provided timely contributions to the assignment's content requirements. When it came to meetings, Khoi Tran was professional and prepared with his input.
* I believe that everyone in the team should improve on our time management as even though we have ample of time we still procrastinate to the very end to complete our third assignment. I have learnt that within the team, we are confident when it comes to presentation as from what I see from the first 2 teams that have presented they were not as confident as we are which is surprising. I understand that within the group is that we are flexible when handling things although everything came in at the very last minute. I think since we are using our MS Teams as the main collaboration tool, we have not used the GitHub as much as it is more sophisticated and not as user friendly as MS Teams to make changes within the repository.
* Nguyen Hoanh Minh
* Our team has done a great job in planning and working on the assignment, everyone did their best to contribute to the group assignment and to help each other through the process. Nwar Alain Hazmi had a great display of leadership, leading the team through the project. Phuong Hoang has helped in planning and organizing our meetings in an appropriate timeframe for all team members. Khoi has made great contributions to the project and the team as a whole.
* Overall, I think that our team has done a great job in working on the project. We’ve managed to overcome the difficulty of working on a tight deadline despite the other course project deadlines, assignments, and final tests that we had. While trying to complete the project quickly to give a demo on the demo day, as both Alain and Khoi have said, we really needed to work on our time management next time. During the demo day, the first two team did a great job of demoing their project, which did affect my confidence a bit when we got up to present. Even if we haven’t been able to show a product of our project, I nevertheless think our team did a great job of demoing our own project and working on this project overall.
* Khoi Minh Tran
* I feel like everyone is trying their best to help each other and put effort into the group assignments. Nwar Alain Hazmi is doing a wonderful job as a team leader whenever we have a meeting, he always shares his screen and guides everyone into each part in a professional way. Phuong Hoang always tries to contact everyone and schedule every meeting to choose the best suit time for everyone. Minh Nguyen always tries to put his best effort to give his opinion in each part.
* As Alain wrote I also think we should improve our time management even though I know we have lots of different deadlines of other courses to try to finish them off but also, we need to finish the third assignment as soon as possible so we can improve or fix anything we need in the report. In the presentation day, although the first two team before us present surprisingly good and have a nice testing program to use which make, I feel worried a little bit. But that did not make us lose our confidence, our group presented very clearly, and we spoke loud enough for everyone. Overall, we did an excellent job in everything in the assignment.

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