

# TEAMWORK MANAGEMENT PLAN

COS20001 - User-Centred Design

Due date: 12/1/2024

Team Code (from Canvas): Group 2

Names of contributing students:

- Ta Quang Tung - 104222196
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## CONTRIBUTION STATEMENTS

Name	Contribution
Ta Quang Tung	Section 1 (Background) Section 2 (Team Profile - My row) Section 3 (Team Roles - My row) Section 7 (Risk Mitigation Strategies - Risks 4 and 5)
Nguyen Quang Huy	Section 4 (Task Management) Section 2 (Team Profile - My row) Section 3 (Team Roles - My row) Section 7 (Risk Mitigation Strategies - Risks 11 and 12)
Do Quang Minh	Section 2 (Team Profile - My row) Section 3 (Team Profile - My row) Section 5 (Document Management) Section 7 (Risk Mitigation Strategies - Risks 6, 7 and 8)
Doan Trung Nghia	Section 6 (Communication) Section 2 (Team Profile - My row) Section 3 (Team Roles - My row) Section 7 (Risk Mitigation Strategies - Risks 9 and 10)
Pham Quang Minh	Section 2 (Team Profile - My row) Section 3 (Team Roles - My row) Section 7 (Risk Mitigation Strategies - Risks 1, 2 and 3)

## I BACKGROUND

In this project, the team will work together to research, develop, and evaluate a UI proof of concept for the Freedom Tracker Project, an application that assists caretakers in caring for dementia patients. Dementia is the debilitating degradation of cognitive functions (such as thinking, remembering, and reasoning) that is common among the elderly (*What Is Dementia? Symptoms, Types, and Diagnosis* | *National Institute on Aging*, n.d.). In 2015, it was estimated that there were around 660,000 dementia patients in Vietnam, incurring medical and caretaking costs of 960 million US dollars (Nguyen et al., 2020). Aside from being a burden on society, dementia also interferes with patients' lives and places considerable pressure on caretakers. Dementia patients tend to wander and get lost, act impulsively, and have poor judgment and motor functions.

The Freedom Tracker Project aims to alleviate the pressure placed on caretakers by allowing them to monitor the activities of an early dementia patient without having to be physically around them. As a consequence, dementia patients can live more freely and safely in their homes without worrying their caretakers.

## 2 TEAM PROFILE

Table 1: Team profile.

Student Name	Tech Skills and Resources	Communication	Team Work
Ta Quang Tung	<ul style="list-style-type: none"> <li>Full-stack web and Android development.</li> <li>Web frontend: React, Vue, Tailwind, Material UI, Vuetify, Shadcn.</li> <li>Android: Jetpack Compose and Material Design.</li> <li>Wireframing and prototyping: Draw.io, Figma.</li> <li>Familiar with the Google Office suite.</li> <li>Have daily access to a laptop with an internet connection.</li> </ul>	<ul style="list-style-type: none"> <li>Proficient in English. Has good speaking and writing skills.</li> <li>Prefer to communicate through chat (most active).</li> <li>On Messenger, typically respond within an hour.</li> <li>Need some time to think, so the team should not expect an immediate response to a question.</li> </ul>	<ul style="list-style-type: none"> <li>Very diligent and set high standards.</li> <li>Pay attention to detail and like to proofread the team's work before submitting.</li> <li>Tend to withhold work from other members due to perfectionism.</li> <li>Quite busy this semester.</li> </ul>
Nguyen Quang Huy	<ul style="list-style-type: none"> <li>Experienced in full-stack web and Android development.</li> <li>Proficient in React, Vue, Tailwind CSS, Material UI, Vuetify, and Bootstrap.</li> <li>Skilled in Jetpack Compose and Material Design.</li> <li>Familiar with Google Workspace applications.</li> </ul>	<ul style="list-style-type: none"> <li>Proficient in English.</li> <li>Prefer to communicate through chat (most active at night, 9 PM-1 AM).</li> <li>Friendly and Talkative</li> </ul>	<ul style="list-style-type: none"> <li>Always pay attention to the assigned work and tend to complete things on time.</li> <li>Proactive and knows what to do.</li> <li>Quite busy this semester due to having driving lessons.</li> </ul>
Do Quang Minh	<ul style="list-style-type: none"> <li>Medium skill level in front-end web development with HTML, CSS, and JavaScript.</li> <li>Experience in creating responsive designs and</li> </ul>	<ul style="list-style-type: none"> <li>Able to communicate and write in English at an average level.</li> <li>Friendly, approachable</li> <li>Mainly active on messenger</li> <li>Likes teamwork and is always ready to</li> </ul>	<ul style="list-style-type: none"> <li>Always ready to support and work with everyone to complete the task.</li> <li>Listen to the opinions and suggestions of other members, and</li> </ul>

Student Name	Tech Skills and Resources	Communication	Team Work
	<p>improving user interfaces.</p> <ul style="list-style-type: none"> <li>• Basic knowledge of wireframing and prototyping using tools like Figma.</li> <li>• Comfortable using Google Docs and other office tools for documentation.</li> <li>• Always open to learning new concepts and enhancing skills through hands-on projects.</li> <li>• I prioritize continuous improvement and enjoy problem-solving in web development.</li> </ul>	<p>receive feedback to improve work.</p>	<p>contribute ideas when needed.</p> <ul style="list-style-type: none"> <li>• Always try to complete assigned tasks effectively and on time.</li> </ul>
Doan Trung Nghia	<ul style="list-style-type: none"> <li>• Medium skill level in web development (mostly work with backend using PHP)</li> <li>• Familiar with Google Docs and Word to write documents.</li> <li>• Have basic knowledge of using Figma for UI/UX design and prototyping</li> <li>• Like learning and practicing, could spend most of the time researching and handling tasks</li> <li>• Studying is always my priority.</li> </ul>	<ul style="list-style-type: none"> <li>• Proficient in English. Has good speaking and writing skills</li> <li>• Could communicate by any method: chat, face-to-face, or online meeting.</li> <li>• Funny and don't put any pressure when talking with others.</li> <li>• Could respond quickly.</li> </ul>	<ul style="list-style-type: none"> <li>• Responsibility is always the top priority.</li> <li>• Always care about other teammates.</li> <li>• Complete tasks on time.</li> <li>• Quite busy this semester, since I have to participate in the Project A unit which will take most of my time.</li> </ul>
Pham Quang Minh	<ul style="list-style-type: none"> <li>• Medium skill level in full-stack has experience in JavaScript, PHP,</li> </ul>	<ul style="list-style-type: none"> <li>• Fluent in English communication.</li> <li>• Active during night hours as I have work shifts.</li> </ul>	<ul style="list-style-type: none"> <li>• Would be busy (until after Tet) most of the time due to work shifts occupying most of the time.</li> </ul>

Student Name	Tech Skills and Resources	Communication	Team Work
	<p>Python, and RubyOnRails.</p> <ul style="list-style-type: none"> <li>• Medium level when it comes to front-end designing.</li> <li>• Comfortable using Google-supported websites (i.e. Sheet, Docs, Form, etc.).</li> <li>• Has experience in server and database management. Also hosted a server before.</li> <li>• Able to provide sufficient hardware if needed (CPU only)</li> </ul>	<ul style="list-style-type: none"> <li>• Prefer perfection over lackluster results.</li> </ul>	<ul style="list-style-type: none"> <li>• Would resolve mistakes if there are any within the project.</li> </ul>

### 3 TEAM ROLES

Table 2: Team roles

Student Name	Role	Justification
Ta Quang Tung	<b>Main: Leader</b> <b>Secondary: Editor</b>	Tung sets very high standards and has the desire to achieve the highest possible grade. In addition, his English proficiency enables him to effectively communicate with the lecturer and understand the unit's requirements to lead the team. Tung has also led projects before and achieved good results, and thus is an ideal candidate for this position.
Nguyen Quang Huy	<b>Main: Organizer</b> <b>Secondary: Harmoniser</b>	Huy is friendly and tends to do everything on time. In addition, he is proficient with Google Office Suite and is capable of using it to host and manage all of the meeting notes and team assignments. Huy also keeps in touch with most of the team members in the very first week of the semester, which is why he is suitable for this role.
Do Quang Minh	<b>Main: Editor</b> <b>Secondary: Organizer</b>	Minh has strong attention to detail, which makes him highly suitable for the editor role. His writing and editing skills ensure the content is clear, accurate, and well-organized.
Doan Trung Nghia	<b>Main: Thinker</b> <b>Secondary: Editor</b>	Nghia could think deeply and carefully about a situation which could help him focus on small details and the whole scenario. Providing innovative solutions and analyzing the pros and cons of a matter are his strengths. When a situation occurs, he patiently brainstorms the problem to make it explicit and then raises concerns to his group.
Pham Quang Minh	<b>Main: Harmoniser</b> <b>Secondary: Thinker</b>	Has great communication skills that have become helpful in multiple situations where such a thing is required in delivering the final say or collecting information from other teams, people, or teachers is necessary.

## 4 TASK MANAGEMENT

Effective task management is critical to ensure the success of our project. To achieve this, our team will do the following:

1. **Communication via Messenger:** We have chosen Messenger as our primary platform for communication due to its ease of use and accessibility. Messenger allows us to quickly share updates, ask questions, and assign tasks to individual team members, ensuring that everyone stays informed and can address any issues promptly.
2. **Weekly Offline Meetings:** In addition to online communication, we hold offline meetings during the Friday tutorial sessions. These meetings provide an opportunity for the team to review and reflect on the progress made during the week, discuss challenges, brainstorm solutions, and set clear goals for the following week. Meeting outcomes, such as identified tasks or action points, are recorded in a shared Google Docs file to maintain transparency and accountability.
3. **Early Completion of Deliverables:** To ensure the timely delivery of high-quality work, we aim to complete all deliverables at least three days before the submission deadline. This proactive approach allows us time to review and refine our work, as well as address any unforeseen challenges without the pressure of a looming deadline.
4. **Weekly Worklog Submissions:** Each team member is required to submit a weekly worklog, which serves as a structured record of individual contributions and completed tasks. This practice helps us track progress, identify any disparities in workload, and ensure equitable contributions across the team. For those unfamiliar with work logs, they are essentially tables listing the tasks completed within the week, and a template will be provided to standardize submissions and simplify the process.



## 5 DOCUMENT MANAGEMENT

Google Drive will be the preferred method to manage documents. It has been chosen for the following reasons:

1. **Easy storage and access:** We can store all our documents in the cloud and access them from any device with an internet connection, making it convenient for everyone in the group.
2. **Support for multiple file types:** Google Drive allows us to store a diverse range of file formats, such as text documents, spreadsheets, images, and PDFs, which covers most of our current needs. Google Drive also natively supports Draw.io diagrams, which we may need in the future for wireframing purposes.
3. **Flexible sharing and collaboration:** It enables us to share files easily among team members and collaborate on documents in real time, ensuring smooth teamwork. In addition, since all members have a Google account, they can all easily access the shared Drive.
4. **Security:** We can control access to our files by setting permissions (view-only, edit, or comment), keeping our work secure.

In addition to Google Drive, we may choose to use Figma Cloud or Adobe Cloud to store our design files so that we would not have to move these files back and forth between Google Drive and the design applications. However, since our preferred design tool has not been decided at this stage, we will keep this option open.

## 6 COMMUNICATION

The team will use the following communication channels:

1. **Messenger:** The team will communicate and collaborate mainly via Messenger. We choose this as our main channel because all members use this application regularly, allowing us to conveniently stay up to date with the latest project information. Moreover, Messenger allows us to create polls where members can vote on important decisions (i.e.: choosing a meeting time, allocating tasks, ...)
2. **Google Meet:** We will use Meet to host an online meeting every week on Friday evening where we will discuss the upcoming tasks in detail. This meeting may be skipped in earlier weeks due to the smaller workload, but we will try to have at least one meeting per week from week 3 onwards so that we can have enough collaboration time.
3. **Face-to-face meetings:** We prefer this kind of communication only for in-class meetings, which is a perfect time for our group to discuss and review the work of each member without distraction.
4. **Email:** We will use email for formal communication when collaborating with stakeholders (lecturer, external parties...).

Response time expectation:

1. **Messenger:** Maximum 6 hours for responding to urgent matters, and maximum 12 hours for responding to less urgent matters.
2. **Google Meet:** Every member is expected to attend, although absence is tolerable if the member informs the team one day in advance. Members **MUST NOT** miss more than 3 online meetings.
3. **Email:** Maximum 12 hours to ensure timely communication. If an email is related to an important matter, it must be sent at least one day before the day of the related matter.

## 7 RISK MITIGATION STRATEGIES

Table 3: Teamwork risk table. This table follows the template available at [this link](#).

Number	Risk description	Likelihood	Severity	Rating	Mitigation strategy
1	<b>Absence of Contribution</b>	Possible	Intolerable	Extreme	Reach out to the non-contributing teammate ASAP. If not possible, let them know at the next lecture.
2	<b>Inactive Communication</b>	Improbable	Tolerable	Medium	Try to be more friendly to your teammates.
3	<b>Incompatible Device for specific Workload</b>	Probable	Undesirable	High	Shift the larger workload for our teammates who have more efficient devices. Use VM if no devices can assist
4	<b>A busy member cannot complete their allocated work.</b>	Probable	Intolerable	Extreme	Have a backup member that is ready to do the work in case the main member is busy.
5	<b>A member submits sloppy work.</b>	Possible	Undesirable	High	Allocate work to members at least 2 weeks before the deadline and have periodic checks to correct mistakes and keep the team on track.
6	<b>Time management issue</b>	Probable	High	High	Set internal deadlines 3 days before official deadlines to create a gap to check on mistakes.
7	<b>Limited resources</b>	Possible	Medium	Medium	Refer to more information in books and daily life
8	<b>Gap in skill</b>	Possible	Medium	Medium	<ul style="list-style-type: none"> <li>- Identify skill gaps early and provide training or resources.</li> <li>- Reallocate tasks to team members with relevant expertise.</li> </ul>
9	<b>Conflict when having different perspectives</b>	Possible	High	Extreme	Encourage understanding and empathy. Each member should have respectful communication. Collaborate to figure out the pros and cons of each one.
10	<b>Unclear tasks distribution</b>	Possible	Extreme	Extreme	Clearly define a task, break it down into small segments with explicit descriptions, and then distribute work to every member.

					Members must confirm that they understand the tasks assigned to them.
11	<b>Feedback is late</b>	Probable	Undesirable	High	Host an urgent meeting and perform a peer review to recheck the work before submission
12	<b>Conflict Among Team Members</b>	Improbable	Intolerable	High	Understand the cause of the problems and try to resolve the conflict between members.

## 8 REFERENCES

- Nguyen, T. A., Pham, T., Dang, T. H., Hinton, W. L., Nguyen, A. T., Pham, T. L., Crotty, M., Kurrle, S., Bui, Q. T., Nguyen, H., & Roughead, E. E. (2020). Toward the development of Vietnam's national dementia plan – the first step of action. *Australasian Journal on Ageing*, 39(2), 137–141. <https://doi.org/10.1111/ajag.12755>
- What Is Dementia? Symptoms, Types, and Diagnosis* | National Institute on Aging. (n.d.). Retrieved January 9, 2025, from <https://www.nia.nih.gov/health/alzheimers-and-dementia/what-dementia-symptoms-types-and-diagnosis>