GitHub Repository URL
https://github.com/s3661869/FribaAssignment

GitHub Pages URL
https://s3661869.github.io/FribaAssignment/

Report Content

Personal Information:
Name: Friba Dowlatshahi
Student ID: s3661869
Student email address: s3661869@student.rmit.edu.au
Photo:

Basic information:
I was born in 1998 in Jaghori Afghanistan and moved to Australia in 2005. I am from the Hazara ethnic group. I was 7 years old when I left my home country. When I moved to Australia I had absolutely no idea how to speak or write English, so basically, I started from zero. My mother tongue is Farsi which I speak at home. I completed my primary school and high school in Australia. Currently, I am in my final semester studying Bachelor of Business Information systems at RMIT. I am the first from my family to get into a university which is very accomplishing and rewarding. One fact that people may be interested to know about me is that sometimes I collect a lot of cups in my room. This is because I drink a lot of tea and the cups just seem to float everywhere around my room. Additionally, I enjoy a good Netflix binge but can also be found on long road trips with friends or on a big shopping haul.

Interest in IT:
- **What is your interest in IT? When did your interest in IT start? Was there a particular event or person that sparked your interest? Outline your IT experience (if any).**

My interest in IT grew when I was doing VCE at High school. I was very amazed by the ever-changing world of IT and it constantly keeps advancing. I realised that every activity we undertake in our lives involves some sort of IT usage and it's very important to have IT skills. This is because I believe having IT skills ensures that that work is done efficiently. Furthermore, I think technology offers a lot of different tools and software making it easier for us humans to easily solve many problems. Based on my experience with IT and business subjects at high school, I decided to take further studies in a field that involves both IT and business. Hence, I thought the Bachelor of business information systems was the perfect choice for me. I genuinely enjoy studying in this course and feel motivated to discover and learn more about IT. Also, I believe having IT skills are very beneficial for the workplace.

- **Why did you choose to come to RMIT?**

I choose to attend RMIT because I had some friends who attended this university. So, based on their experience and the discussions I had with them they described RMIT as a wonderful educational institution to be taking further studies in. So, based on my research about the university and open events which I attended, I thought RMIT was the place for me. Another reason why I choose to study at RMIT is because it is a reasonably convenient location. I believed RMIT is the right university for me in helping me succeed, while using available resources and learning new ideas and skills.

What do you expect to learn during your studies?
- Improved teamwork skills
- Improved communication skills
- Better time management skills
- Develop on problem solving skills
- Enhance on my problem-solving skills

Ideal Job:

Description of position

This job advertisement is for an IT support Analyst to joining the expanding business William Buck.

The duties involve:
- Managing the everyday performance of the computer systems within the business
- Assisting the staff members in the business when they have a technical problem
- Installing, configuring desktops, laptops, and other technology devices such as a printer
- Maintaining the network and server and security checks
- Looking after the backup system such as performing regular backups, and making sure that it's being done successfully
- Documenting every work performed
- Teaching and showing staff IT program's/Software's
- Troubleshooting and fixing hardware and software problems
- Implement and manage user logins in Directory and third-party systems
- Raise major issue to higher IT department

Job Link

https://www.seek.com.au/job/51802176?type=standard#searchRequestToken=3f844 39f-bcee-42ff-ab06-556f86712273

Screenshot of Job Advertisement

IT Support & Helpdesk

William Buck

⭐⭐⭐☆☆ 2.9 overall rating ([34 employee reviews](#))

[More jobs from this company](#)

So, this is William Buck:

We believe in Changing Lives!

Forget the 'number crunching' stereotype, this firm is 100% people focused. Our bold brand promise 'Changing Lives' recognises the difference our people make in the lives of their clients, colleagues and wider community.

'Changing Lives' is more than just a brand promise, it's part of everything we do.

William Buck has fast growing a reputation as a place that provides a professional and friendly working environment with a great culture, benefits and clear and progressive career opportunities.

We're going places!

The Opportunity

We currently have a fantastic opportunity for an IT Support Analyst to join our growing IT Division.

Working closely with the IT Manager and broader IT team, you will be responsible for providing PC and network troubleshooting support for approximately 200 users across Sydney CBD and Parramatta.

As well as demonstrated technical knowledge, we are seeking a friendly, collaborative team member with fantastic customer service skills, and a problem-solving attitude.

Qualifications Required

This job requires tertiary qualification with a minimum of 3 years of experience in a similar position. The applicant must have excellent IT skills in the areas of desktop, network, operating systems and the network protocol. The recruiter is also seeking someone who has experience in customer service, problem solving and time management.

My ideal job would include using my exceptional customer service, communication skills and IT experience. I would like to work directly with students, teachers or colleagues in different departments to help solve their IT problems and improve their skills in IT. Similarly, a business such as this in the job advertisement above would also suit me. In return, this experience will have a positive effect on me as it will ensure I improve on my problem-solving skills when performing my job. Hence, an IT help desk is a job I desire. Although I may not have the 3 years experience for this job advertisement above, I have the option of joining an entry-level job and then building my way up to a position such as this.
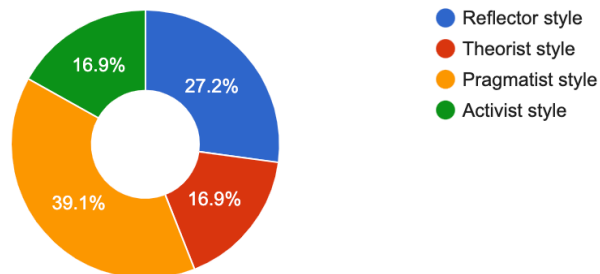
Profile:

1. **The result of an online Myers-Briggs test**

Mind
This trait determines how we interact with our environment.

77%   23%
EXTRAVERTED   INTROVERTED

Your personality type is:

Protagonist
ENFJ-A

Energy
This trait shows where we direct our mental energy.

56%   44%
INTUITIVE   OBSERVANT

Nature
This trait determines how we make decisions and cope with emotions.

37%   63%
THINKING   FEELING

Tactics
This trait reflects our approach to work, planning and decision-making.

71%   29%
JUDGING   PROSPECTING

Identity
This trait underpins all others, showing how confident we are in our abilities and decisions.

56%   44%
ASSERTIVE   TURBULENT

2. **The results of an online learning style test**

Learning styles pie chart

- 🔵 Reflector style
- 🔴 Theorist style
- 🟠 Pragmatist style
- 🟢 Activist style

16.9%   27.2%   16.9%   39.1%

Matching learning styles

Learning style	match	%
Pragmatist style	0.308	
Reflector style	0.214	
Theorist style	0.133	
Activist style	0.133	

3. **The result of one further online test**
   Big Five Personality Test

Results summary

Your results from the IPIP Big Five Factor Markers are in the table below. The table contains a raw score and also a percentile, what percent of other people who have taken this test that you score higher than.

Factor	Factor label	Raw score	Score percentile
I	Extroversion		74
II	Emotional stability		70
III	Agreeableness		62
IV	Conscientiousness		89
V	Intellect/Imagination		28

Big five personality trait scores calculated by openpsychometrics.org

Trait descriptions

Factor I	Factor II	Factor III	Factor IV	Factor V

Factor IV is labeled as **Conscientiousness**. Individuals who score high on this factor are careful and diligent. Low scorers are impulsive and disorganized.

- **What do the results of these tests mean for you?**
  The results of the online Myers-Briggs test have identified my personality type as a "Protagonist" ENFJ-A. Results showed that I am a person with the extraverted, intuitive, feeling and judging personality traits (16 Personalities 2021). Also, I am a forthright type of person who loves assisting people. My perspective is backed by the creative energy (56%) to achieving objectives (16 Personalities 2021). Similarly, based on further research about my personality, I identified that Malala Yousafzai who is the youngest Nobel prize winner and who I truly inspire also has a protagonist personality type. Protagonists are tolerant, reliable and a natural leader (16 Personalities 2021) this means I can confidently take leadership roles.

  Based on the learning style test, I have discovered that I am a person who desires to learn in a pragmatist style. The results show that pragmatists like to try new ideas, experiment, act fast and confidently on ideas while getting straight to the point instead of having long discussions (Emtrain 2016). There are specific learning methods that a pragmatist prefers such as practicals and case studies (Emtrain 2016).

Finally, the last test that was chosen to be undertaken was the IPIP Big five personality tests. As we can see from the above table, the highest I scored was in Factor IV. This factor is labelled as Conscientiousness. People such as me who score high on the IV factor are considered to be careful and diligent (Open-Source Psychometrics Project 2019). I believe this is a true characteristic of me.

- **How do you think these results may influence your behaviour in a team?**
  Based on these tests that I have undertaken, now I have a better idea of my styles and abilities while making it easier in taking the right responsibilities. I have realised not just what my strengths are, but I have also discovered the areas of my weakness. I know exactly that my personality type is a protagonist and how I best fit in a team.

- **How should you take this into account when forming team?**

Since I have been identified as a protagonist, I can create a team using different people with various personality types. This way it will help ensure that the team achieves the maximum because I believe great teams are also about personalities not just about skills. I believe I can be a team leader since I have a protagonist personality style. Also, I will be able to confidently say what my ideas are when working in a team. What role to take when working in a team and perform my best while undertaking tasks in a method I work best in.

Project Ideas:

Overview

For my project idea, I have come up with the idea to implement a mobile application for my sister's new business being a dance school. I have decided to develop a mobile application for her. This app will be android and have various functionalities. Its features will include capabilities such as sending announcements to all stakeholders. Sending messages to specific class groups as well as individuals. Also access to the timetables, and a link to the About Us page that links to the website or Instagram page. The app will have different user roles for students and teachers who have different access to specific things.

Motivation

This app will be beneficial for the school and its stakeholders such as parents and students. Furthermore, one of the advantages of developing this mobile application is that the app will ensure that school activities run efficiently. This means instead of using a lot of time on one activity, the business can use that time on making improvements on some other required tasks. Although the existing method of communication which is via postal letters are far cheaper and easier than an actual mobile application. However, these letters have been going missing or there has been a huge delay in receiving them. Furthermore, the overload of letters being sent constantly may also bother parents causing them to ignore the letters being sent out. The school has identified that one in three communications are getting lost. This results in a low number of attendances in school events.

Description

The developed mobile application will consist of specific features such as an announcement platform for parents and students and the wider community. This will be useful for making announcements for events, reminders and other important information. A linked database will be included as part of the feature, this will be used to store user information such as personal login details, messages etc. The associated database that will be used is yet to be discussed with the team. The app will also be capable to send messages to groups and individuals. The app will be further developed to display student timetables. This will be very useful for both teachers and students. The app will also have a feature where students/parents can watch uploaded tutorials and/or performances. This will be categorised either by class or events. When the app is first opened it will have a pop up of the logo/name of the school followed by an about us page. On the "About Us" page, it will also have a link that takes the user to the school Fb page or Instagram page. The "About Us" page will consist of information about the school as well as the teachers. Then the user should be prompted to a page that will have the option of logging in either as a student or as a

staff/teacher. This is because the student and teacher accessibility controls will be slightly different as a teacher will have the option to control access to data or make changes or specific updates to announcement's, timetable and upload of videos. Students can login with their provided id's and they will have the option of saving their credentials making it easier for the next time they login. Furthermore, the style and colour scheme of the mobile application should match with the schools existing logo and primary colour or existing business card or broachers. The app logo is to be in line with its current colour and style. Overall, the app will be developed in a user-friendly manner ensuring that users feel confident in using it. Once the app is developed, the team will gather a group of users to test and comment on the app. This way it will help the project team to make improvements on defects/bugs if required.

Tools and Technologies

Google Drive will be a good option to use for storing assignment and project documentation so that all team members have access to it. The team is also required to create a WhatsApp or Microsoft Teams' group to communicate effectively throughout the development of the project. Then the team is required to create a Gantt Chart using an online template or another program. This will help ensure that the team gets tasks delivered on time and the project gets completed on time. Additionally, a markup/wireframe of the project idea is to be created by the team before beginning any coding of the application. If required, the team will also create a pdf file using Microsoft office containing instructions on how to use the mobile application. A popular mobile app database such as MYSQL or Redis will also be used to store data. Further discussion is required about which specific database is to be for data backup. RMIT canvas will be used to refer to information about the project. Based on research, I think the Android studio may be the right software to use for the coding of the app. A physical device such as an android phone may also be required to use as an emulator. This can be useful when testing the app. Laptop computers are to be used when performing all project tasks and communication. Microsoft Outlook is also to be used to communicate between team members and the tutor if we need to clarify anything. Also, an external device may be required to back up just for safety or GitHub can also be used regularly for backup of work just to prevent loss of work.

Skills Required
- Good communication skills
- Time management skills
- Risk management skills
- Critical thinking skills
- Tech-savvy
- Designer skills

It will be feasible to find the required software and hardware required for the implementation of this mobile application. As part of the hardware that will be used for backup of work, I have a USB hardware device that I can lend the team to use for the project. And the rest of the software's that are required are pretty much what we students use every day such as Microsoft Office applications. Other software's such as android studio can be easily downloaded at no cost. Likewise, Database software can also be downloaded for free.

Outcome

As the school currently has no access to this type of application, it's doing everything manually, which means it takes a lot of their time. Anytime leftover from this can be used on improving other areas of the school. Moreover, this app will be very useful for both the school and its stakeholders. Furthermore, communication will not be lost or ignored, and it will also be easier for the school to send out announcements.