

Assignment 3: Our IT Project

Team Profile

PLASSS-TECH

Personal Info

Peter Johnson



PLASSS-tech

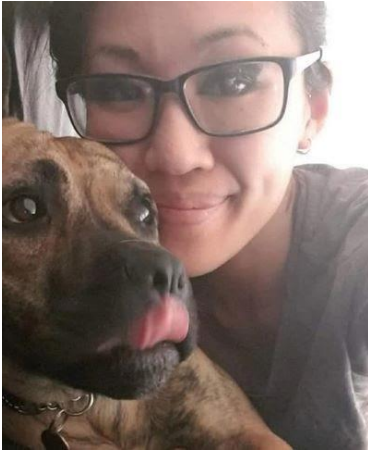
Student number: s3883080

I am a 37-year-old male born and currently living in Adelaide, South Australia. My nationality is Australian and I have Swedish/Irish Heritage. I speak English as well as bits of Italian and Swedish. Currently, I have no employment history in the IT sector but I did complete a certificate III in Network Administration at Adelaide TAFE in 2002.

I have a keen interest in Information Technology, particularly within the Cybersecurity field. I have a wonderful family with a wife and we have 2 boys both under the age of four that keeps us a bit busy. I have come from a Warehousing and Logistics background (with around 20 years' experience) and would often work a second job as a Music Teacher (guitar) at a Music school in the evenings.

Currently, I am working with a large automotive company and I am doing tasks such as servicing/fixing large diesel engines and doing purchasing. When my boys aren't keeping me busy, I also enjoy playing cricket for my local club in the summer and I enjoy watching motorsport and football.

Laura Lam



PLASSS-tech

Student number: s3882572

My name is Laura Lam and I was born and raised in 'Four-Seasons-In-One-Day' Melbourne, Victoria. The only language I speak is English (Currently learning Java if that counts har har). Before my switch to IT, I was a chef and studied a Certificate 3 in Commercial Cookery at William Angliss.

My interest in IT began from when I played video games as a child. I loved the feeling of accomplishment in completing challenges, exploring different worlds and playing with my friends. I decided I wanted to teach myself how to program as well as have a creative outlet, without a cost penalty. I currently don't have any professional experience within the IT industry, but I am hoping that will change with the completion of a Bachelor of IT.

Alicia North



PLASSS-tech

Student number: s3886144

Nationality & Culture: Australian

Education to date: Diploma of Information Technology, ITIL Foundation Certificate in IT Service Management

Language spoken: English

Interesting fact about me: I never studied anything to do with computers at high school.

Around the time I finished school and entered the workforce, I suddenly developed a keen interest in IT. I was forced to learn the basics of computing and from there my curiosity continued to grow, as did my skill set. To my amazement, I had the ability to pick things up and learn quickly, I soon realised that computers and software were not that difficult to use, this was a real turning point in my developing interest in IT and my education pathway.

Now I have a strong passion for IT, dedicated over 10years working in the field, and I have operated in many roles where I assist others to develop their skills using different technologies in the educational sector.

Sabina Maharjan



PLASSS-tech

Student number: s386637

I live in NSW and have been residing in Australia for the last 13 years. My home country is Nepal. I am Hindu and the language I speak at home is Nepalese, besides this I can speak Hindi and of course English. I am studying Bachelor of Security Studies at Macquarie University. I am a very spontaneous and creative person. In my leisure time, I like to do handcrafts and I have self-taught paper quilling by watching YouTube videos.

Talking about IT, I do not have an IT background though I am an active technology user. My interest started ever since Apple launched the iPhone, to be honest. I like the application and convenience that the iPhone has provided in my busy life and I always wondered how those applications are created and connect with other devices through one iCloud system. I like to analyze and resolve more hardware issues. I do not see myself as a computer programmer.

Scott Gaskin



PLASSS-tech

Student number: s3799302

I immigrated to Australia 8 years ago. Managed to get around quite a bit and used to live in a camper van. Finally, have settled in Melbourne and have running water again.

I am currently studying Bachelor of Business @ Rmit via Open Uni. This is my 8th unit. Wish I could speak another language, if I could choose one it to wake up and be able to speak it would be Japanese.

A hobby of mine is watching my favourite sport, Football (or as Aussies call it, Soccer). This requires you to be awake at all hours of the night to watch EPL games in the UK.

My interest comes from a want to learn how to code to help optimize business processes. I've always have had a keen interest but did not have the exposure growing up to develop my skills. To broaden my current IT skill set, I will be completing all 5 of my elective units for the course.

I'm undertaking this program to get a start and see if I can get a greater understanding and some extra skills. I also attended a IOT meeting on how the IOT can be used to track waste levels inside bins reducing wasted transport costs and I was hooked in.

Symeon Despinidis



PLASSS-tech

Student number: s3889431

I am a 21-year-old first year student who completed the year 12 HSC back in 2016. My current plans are to go to Western Sydney University to study a Bachelor of Information and Communications Technology in early March 2021. My hobbies include, but aren't limited to, playing sports, video games, and socialising with my friends whenever possible!

My interest in IT stems from its exponential growth and importance within the modern world. The field of Cybersecurity is interesting to me as privacy and data are more vulnerable now than ever and being able to help both individuals and large businesses will provide a sense of fulfilment. IT support also stands out as a fulfilling role with being able to troubleshoot tech related issues and resolve them for the average computer user.

I have no formal IT experience or qualifications; however, over the past 6 weeks I have been learning to utilise tools such as GitHub and Microsoft Teams, and learning how to write HTML & CSS. HTML has been very fun to learn as it provides a very rewarding feeling once you see your code turn into a tangible webpage. I am willing to push myself and learn about all aspects of the IT field.

Group Processes

For Assignment 2, we all believe and feel that this was overall a positive group experience. As a team we all had the same goal/focus on achieving and completing this assignment. Our team demonstrated exemplary desired team qualities whereby members were able to openly ask for assistance and it was no trouble at all for another member to step up and assist.

The new changes we'll be implementing for Assignment 3 will be to have an earlier start on tackling the larger portions of our project and paying close attention to details around task allocation, to avoid work duplication. This will enable better organization between team members to complete our assignment within the given timeframe.

Career Plans

Our group members specialise in a wide variety of fields within IT. We have a cybersecurity network specialist, a learning technologist, game programmer, ICT support specialist, supply chain manager, and a compliance solution consultant and implementer. Each of us will be branching into different aspects of IT, however, many of the skills between the jobs are universal and required by all employers within IT work. Base skills such as communication, problem solving and organisation are utilised constantly throughout all career paths, alongside more specialised skills, such as MS Windows usage, building relationships, and technical support.

Some of our groups' ideal jobs also require specific tech related skills. To give some examples of this, Peter's job (cybersecurity network specialist), requires proficiency in Cisco Technologies, and a strong understanding of Windows and Linux client-server system environments. These skills can be contrasted to Laura's (game programmer) needed skills, which include a minimum of 5 years with C#, Unity and Unreal Engine programs.

The demand for all career paths of our group members is predicted to increase over the next few years and will continue to grow as more businesses and fields become reliant on IT work and assistance.

Tools

GitHub Public Repository URL: Updated to new Repository on Website

GitHub Pages URL: To be added to final Submission

MSTeams: Have started a notes DOC for this

MSTeams Recordings: Updated videos to date

Project Plan

Overview

The aim of this project is to develop a Kids Storytime Application called: Lesen. Our app will allow parents to record stories for their kids and play it back at bedtime. We will be aiming to record a short story to present to an investment audience. Once we present this to the investment audience, we will be looking for a capital investment to expand our app to over 1000 books.

The funding will go towards getting licences for copyrights on books, sourcing server space and for some recordings of some other voices such as soothing voices for relaxing bedtime stories.

The motivation behind this project is that there is no other product like this one the market. We have identified a gap in the market and are aiming to get in first with this technology. The importance of this project is that it can be used for people who work away such as mine site workers, so that young children will still be able to connect with their loved one's voices.

It would fit within the current IT trends such as Learning Technology. This is an emerging trend with the rise of people learning from home since the pandemic, and it will be evermore increasing in the coming years.

By working on this project, it will show future employers and investors that we are able to work as a team unit, we have well developed learning skills, the ability to adhere to deadlines, coordinated coverage of project items and strong communication skills.

The things that set us apart from competitors is our personalisation and the fact that parents have ultimate control over what the child can hear, see and learn.

Detailed Description

Aims

Project plans & progress – Lesen

As outlined in assignment 2 we are creating a Kids Story Book Application that will allow parents, grandparents, and other family members to pre-record the reading of books for children. Since the feedback we have made some slight change to the project and have decided as a group to change the name to Lesen.

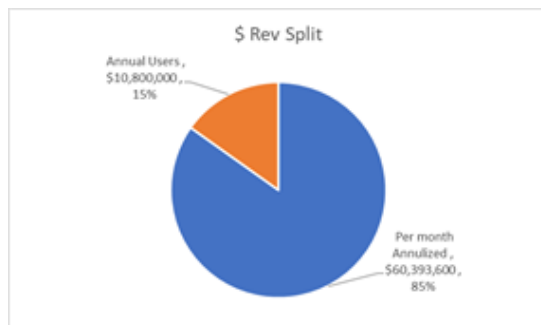
Lesen is German for Read, it can also be interpreted as a play on words as the products is aimed at kids listening to stories pre-recorded. There was also a call out of the revenue side of the product that we have rectified and will explain in greater detail in the progress page.

Application revenue stream

We plan for to offer this product at a monthly subscription fee of \$6.99 per month or \$60 as a annual subscription. There is also a friend referral program that if you refer a friend you can get 30 days free use of the product. There are 4.5 million children in Australia (AIHW) and if we can achieve a 20% uptake in the use of Lesen it would equate to 900,000 subscriptions per year.

Further breakdown with 80% expected to take up monthly billing & 20% taking up annual billing. Below we have graphically represented this trend.

Annual users would make up 15% of our annual revenue stream & Monthly users 85%.



Current scope

The project is to get a theoretical timeline to proceed to the next steps. As we are currently in the funding stage of this project, we must create a detailed project plan to present to investors with the aim of securing funding inside the next 6 months.

We may hit a dead end with funding as we have not yet secured a capital investor and may also have issues around the completion date as 16 weeks to complete a project of this scale.

Project fatigue is also a factor we are working across with the vast number of IT projects in the pipeline for this working group. The current workload sees all team members juggling a min of four assignments projects. This is one of the key call outs that we are making that may affect the deadline.

- AIHW. "Australia's Children, Australian Children and Their Families." Australian Institute of Health and Welfare, 3 Apr. 2020, www.aihw.gov.au/reports/children-youth/australias-children/contents/background/australian-children-and-their-families.

Plans and Progress (3-4 Pages)

****Under Construction ****

Following, is our detailed story of how our IT project began, how it is progressing and what stage we are at now.

This project has taken shape by a hardworking team agreeing to expand and build onto the Kids Storytime Smartphone App.

From Assignment 1 through to Assignment 2, this project has started to take shape and is now gaining life.

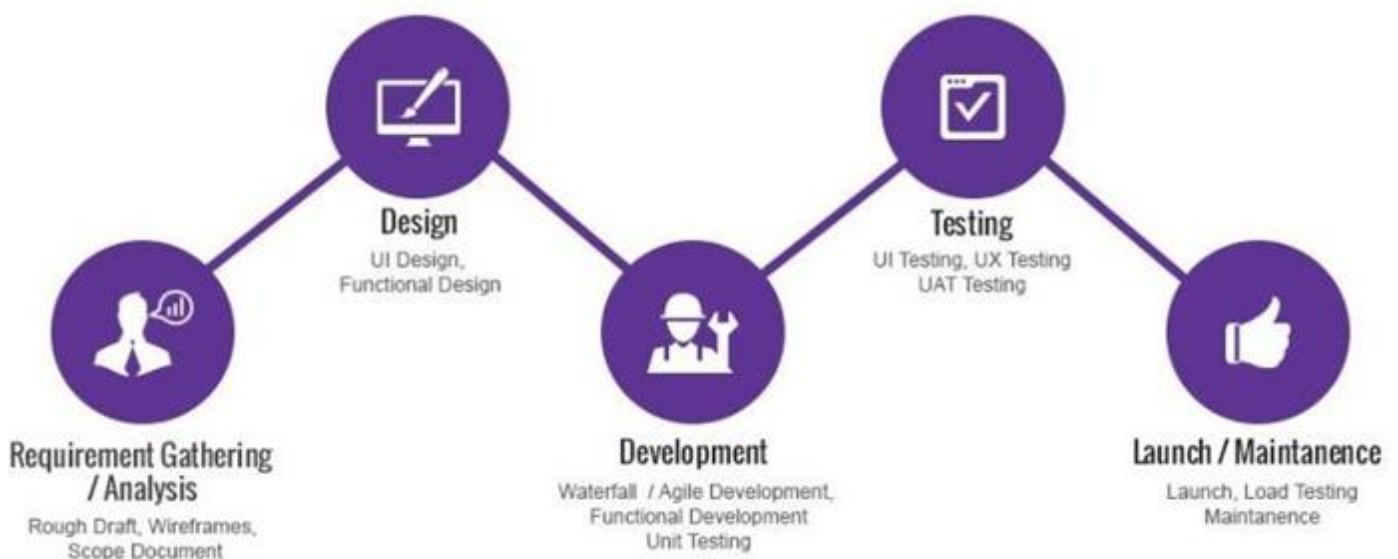
From the start we have researched the market, seen who are and what our competitors are doing, and have now reached the stage where we are ready to take the next steps, and start development.

Initially our app was called, Read, Record and Replay, but we have reconsidered the name and have come up with a new and exciting improved name: *Lesen*

Now the A1 and A2 have created the foundation of this project it's time we finalised the research and progress this idea into development and deployment.

We identified that like everything, we need a plan as to how we are going to achieve our goal. We have identified the following roadmap, as per below, to be our roadmap for this journey.

Based on our teams' skills and talents, and our understanding of current IT Industry trends, we are following this strategy to achieve our products vision.



<https://bizsofttech.wordpress.com/2017/10/11/various-phases-of-the-mobile-app-development-lifecycle/>

Requirement Gathering / Analysis

We have...

- successfully identified the Overview of the application (including the topic, motivation and landscape), gathered and analyzed the required details (documented in previous section).
- documented the Aim, our project has clearly been described, including some goals, the Scope contains more detailed information.
- developed a draft wireframe (sample in following pages) but is in the very early draft stages. The wireframe identifies how the navigation and features will work.

Hurdle - Currently experiencing issues with software, as an alternative and a workaround to ensure that a wireframe has been produced, we have developed the wireframe using MS publisher.

****Few more frames to be added.**

Design

We have...

- created a draft UI Design template, identifying theme colours and graphics.

Hurdle – Again, we experienced issues with software and template packages, as an alternative and a workaround to ensure that a UI Design was produced, we have designed the template using MS publisher.

****Few more frames to be added.**

Development

We plan to...

- technical specifications – challenges of logistics, saving money ways. Developer
- Assess products to purchase rather than build – outsourcing, products and services, hosting (Cloud)

Hurdle - We have no money to fund the development and hosting of this project so we are pitching to future investors for buy in, our marketing presentation will be the tool we will use for that.

Once funds have been secured, we can pick up with following the detailed plan, to finalise and execute the development of the app.

Testing

We plan to ...

- undertake further detailed testing, this is documented in our Testing section (following)
- Undertake Quality Assurance – test application on mobile platforms iOS Android online offline – UAT

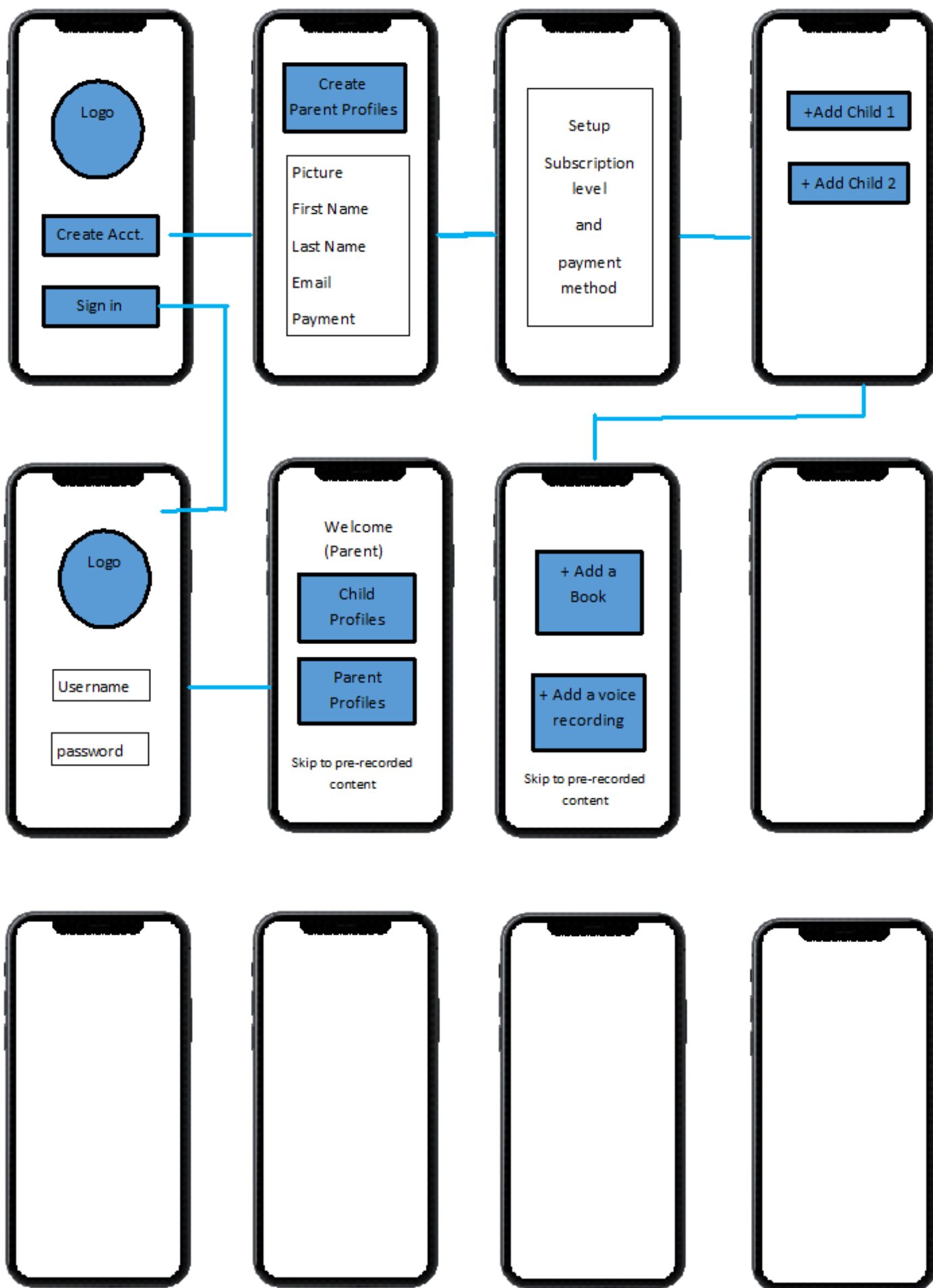
Launch / Post Launch Maintenance

We plan to ...

- Deploy – go to market, have good visibility and function for customer,
- measure our success, using KPIs, to see if the app performing as expected, speed, reliability, adapting/using app look at analytics to measure success
- gather feedback – listen to your end users, gain feedback, ask your customers, what features to do next
- provide customer support – value customers, to help customer 24/7 Virtual Assistant/Chat bot after hrs
- Salesforce – outbound effort to get customers in. Marketing = visitors = users = members paid
- It is our goal to stay flexible and agile in responses to the rapid changes in the mobile industry to ensure continued success.

Wireframe Drawing

The following wireframe is a rough drawing of how the app features and navigation will work.



Design Template

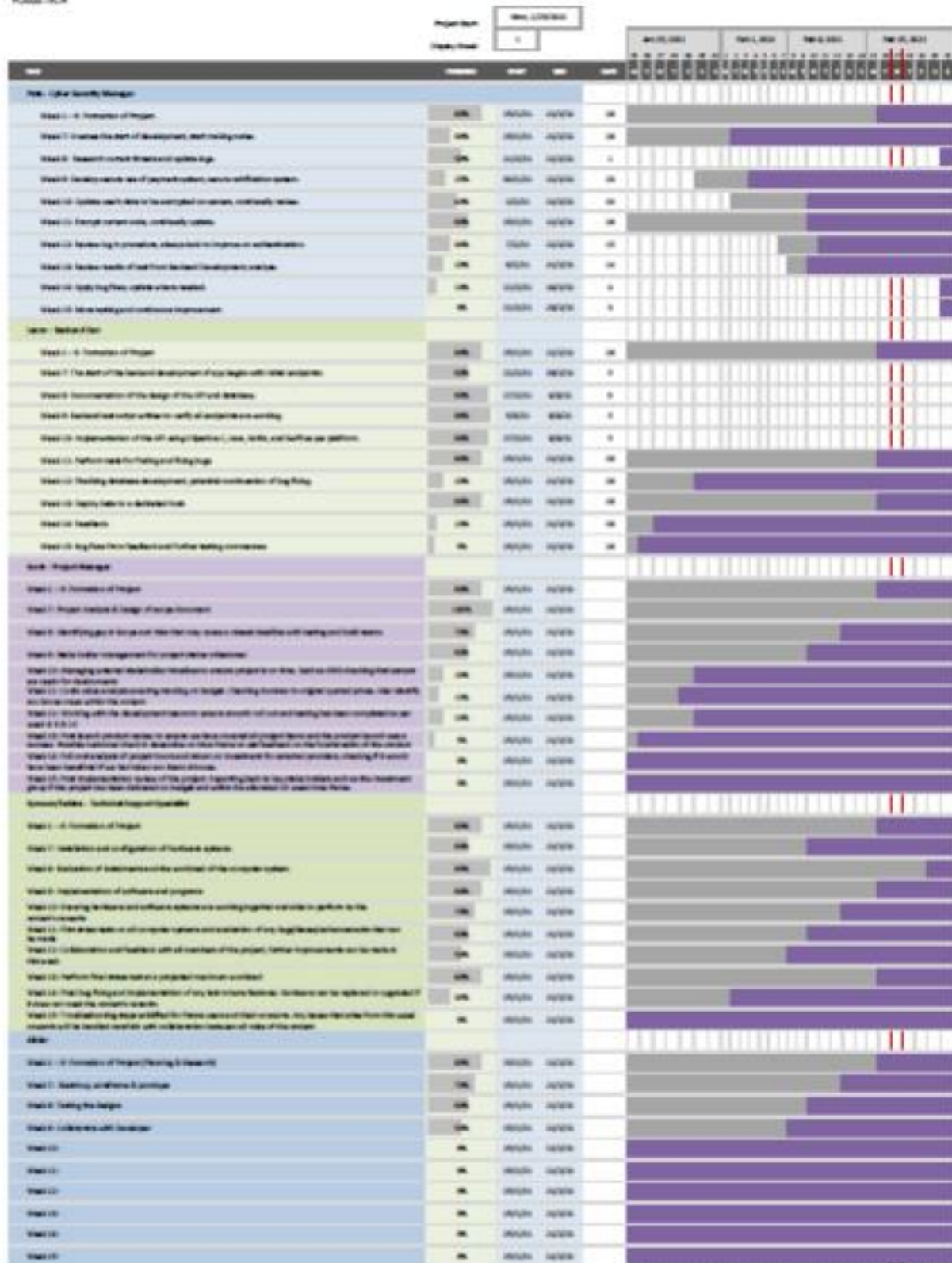
The following template is a mock-up of how the app will look, in regard to colour and style.

*** Design Template to be inserted here ***

Picture of Proposed Gantt Chart. Will add the Excel file into the files section in Teams.



PLANNING TECHNIQUE



Roles

To support the progress and development of the app, roles as per below have been identified and defined as critical to the process.

Project Manager – To ensure the project meets deadlines and budget constraints, ensures a stable flow of deliverables, manages routine.

Senior Backend Mobile Developer (iOS and Android) - Responsible for development of iOS and Android app, delivery of prototype in product development environment, projects uphold a high standard of functional and technical performance.

UI Designer – responsible for creating wireframes and prototypes, social media campaigns, sales/business initiatives, testing with customers and iterate design based on feedback to produce product, manage design processes end-to-end.

Cyber Security - responsible for the identification, evaluation and reporting of information security risks in a manner that meets compliance and regulatory requirements, aligning with and supporting the risk posture of the app.

Technical Support – responsible for communicating with customers to resolve application queries and/or escalate to appropriate teams for resolution, provide business support and help with the use of our products to customers, contributing to the continual improvement of the support process by raising ideas.

Scope and Limits (1 Paragraph)

****UNDER CONSTRUCTION ****

- Project Purpose
Purpose of this project is to develop a smartphone app for entertainment purposes for parents with young families. The application is to enhance a child's ability to learn through a customised environment fully controlled by the parents.
- Objectives
 - development of wireframe & prototype
 - design of application
 - Development of levels 1-3
 - security
 - Testing
 - Deployment
 - Customer Support
- Exclusions
 - updates that are planned for later development/deployment
 - improvements identified after deployment

Tools and Technologies

- **XCode 12 (Apple)**

XCode is available via Mac App Store website for free of charge. The registered developers can download preview releases and prior version of the suite through the Apple Developer website. It includes editor, compilers and other necessary tools required to facilitate development (Anon., 2015).

- **Java SE Development Kit 15 (Android)**

Java SE is a computing platform for development and deployment of the portable code for desktop and server environment (Anon., n.d.). We can download the latest open JDK release of Java from Oracle for free under an [open source license](#) at jdk.java.net. Due to some updates on the Oracle JDK License for releases starting April 16, 2019, it permits certain uses such as personal and development uses at no cost, but other uses authorised under prior Oracle JDK license may no longer be available (Anon., 2020). Oracle [Java SE Subscription](#) that includes commercial use license and support is available for as low as \$2.50/desktop user/month at the [Oracle Store](#) (Anon., n.d.).

- **Amazon Web Services:**

- ❖ Amazon S3
- ❖ Amazon Advertising
- ❖ Amazon EC2
- ❖ Login with Amazon

Amazon web services also now known as a cloud computing platform used for computer power, database storage and content delivery worldwide. It is reliable, scalable, and low-cost infrastructure platform. It is free to join and can explore more than 85 products with free and pay as you go options (Anon., n.d.).

- **Adobe**

- ❖ Adobe Analytics
- ❖ Adobe XD
- ❖ Adobe Target
- ❖ Adobe Reader Mobile SDK

Adobe software provides creation of multimedia and creativity through PC, Mac, iOS, and Android. Products and licence are available to purchase through adobe website and price varies based on the product selected (Anon., n.d.).

- **Stripe or PayPal Commerce Platform**

Stripe and PayPal are used to handle online payment processing. These platforms are most popular, easy to register and can get connected with all customers around the world. Both payment method has same flat-rate processing fee of 2.9%+ \$0.30 or a fully customizable service fee for \$25/month (Motola, 2020).

- **Microsoft 365 for business**

Microsoft 365 software suite enables productivity solutions with advanced security options at a price that is right for our project. It helps stay connected with employees and customers whether we are working remotely or onsite. There are variety of plans designed to compare and choose based on user needs starting from \$6.90 user/month (Anon., n.d.).

As a customer, all our team member has used PayPal and Microsoft 365 for personal and work use. PayPal is the most popular and old method of online payment. It is free to sign up for and use for buyer, easy navigation, and secure way of payment. It has made online shopping easy and fast. Microsoft 365 is used daily at home, school, and work which helps us to create, view, edit and share documents with team quickly and keeps track of our relevant documents for easy access. It is accessible anytime from anywhere without worrying about lost formatting and supports on Android, iOS, or Windows devices. In fact, for our group assignments, our team are collaborating and sharing materials through Microsoft Word and arrange meeting and chat via Microsoft Teams.

Testing

For this application to work well it will have to be systematically tested. This is so that bugs can be found and problems can be fixed before the application enters the market. Nobody wants to have an app that doesn't do what it claims it will do, so we want to minimise the risk of failure with extensive testing.

Testing applications can come in many forms, initially; we would like to test the application on multiple devices. This will include Smartphones and Tablets and across a multitude of platforms. We will have to research the most common forms of devices and the operating systems they use to ensure the product works as it should on these devices. During the testing stage, it is also beneficial to run these applications through a simulator on a computer. These simulators (such as Reflector 3) can mimic the way a mobile device runs the program (Testbytes, 2019) and could give a relatively clear indication if the app is working. More testing could include making sure the app is compatible with various modes of the device including portrait and landscape and if the app can run on different settings in the Operating System. We could also test to see if the app runs in the parameters of the system with a performance test of the device under different workloads (Software Testing Help, 2021). When we are happy with the results of the app we will be prepared to move onto the next stage of development.

Timeframe (Table format (15 weeks) – One row for each week. First 6 weeks describe progress so far, remaining 10 is how the remaining time would work)

We'll contribute individually on what our timeframe will be per role and then put it all into a table.

Pete - Cyber Security Manager

Week 1 – 6: Formation of Project.

Week 7: Oversee the start of development, start making notes.

Week 8: Research current threats and update logs.

Week 9: Develop secure use of payment system, secure notification system.

Week 10: Update user's data to be encrypted on servers, continually review.

Week 11: Encrypt current code, continually update.

Week 12: Review log in procedure, always look to improve on authentication.

Week 13: Review results of test from Backend Development, analyse.

Week 14: Apply bug fixes, update where needed.

Week 15: More testing and continuous improvement.

Laura – Backend Dev

Week 1 – 6: Formation of Project

Week 7: The start of the backend development of app begins with initial endpoints.

Week 8: Documentation of the design of the API and database.

Week 9: Backend test script written to verify all endpoints are working.

Week 10: Implementation of the API using Objective C, Java, Kotlin, and Swift as per platform.

Week 11: Perform tests for finding and fixing bugs.

Week 12: Finalizing database development, potential continuation of bug fixing.

Week 13: Deploy beta to a dedicated host.

Week 14: Feedback.

Week 15: Bug fixes from feedback and further testing commences.

Alicia: UI Designer

Week 1 – 6: Formation of Project (Planning & Research)

Week 7: Sketchup and wireframe drawings

Week 8: Develop style guide and template

Week 9: Create Mock-ups design template and renderings

Week 10: Testing the drawings and designs - collect feedback

Week 11: Collaborate with Developer and team to implement template design

Week 12: implement any suggested improvements prior to release

Week 13: Deploy in collaboration with developer and team

Week 14: Feedback - process and update with fixes

Week 15: Further planning and design for improvements for next release and future updates.

Scott : Project Manager

Week 1 – 6: Formation of Project

Week 7: Project Analysis & Design of scope document

Week 8: Identifying gap in Scope and risks that may cause a missed deadline with testing and build teams

Week 9: Stake holder management for project status milestones

Week 10: Managing external stakeholder timelines to ensure project is on time. Such as AWS checking that servers are ready for deployments

Week 11: Costs value analysis ensuring tracking on budget. Checking invoices Vs original quoted prices. Also identify any Scope creep within the project.

Week 12: Working with the development teams to ensure smooth roll out and testing has been completed as per week 8, 9 & 10

Week 13: Post launch product review to ensure we have covered all project items and the product launch was a success. Possible customer check in depending on time frame to get feedback on the functionality of the product since launch.

Week 14: Full cost analysis of project hours and return on investment for external providers, checking if it would have been beneficial if we had taken any items inhouse.

Week 15: Post implementation review of the project. Reporting back to key stake holders such as the investment group if the project has been delivered on budget and within the allocated 15-week time frame.

Symeon/Sabina - Technical Support Specialist

Week 1 – 6: Formation of Project

Week 7: Installation and configuration of hardware systems.

Week 8: Evaluation of instalments and the workload of the computer system.

Week 9: Implementation of software and programs

Week 10: Ensuring hardware and software systems are working together and able to perform to the project's capacity

Week 11: First stress tests on all computer systems and evaluation of any bugs/issues/enhancements that can be made

Week 12: Collaboration and feedback with all members of the project, further improvements can be made in this week

Week 13: Perform final stress test at a projected maximum workload

Week 14: Final bug fixing and implementation of any last-minute features. Hardware can be replaced or upgraded if it does not meet the project's capacity

Week 15: Troubleshooting steps solidified for future users and their concerns. Any issues that arise from this week onwards will be handled carefully with collaboration between all roles of the project.

Risks

- Staff member quitting
- Software not compatible
- Legal and copyright issue
- Security breaches
- Lack of planning
- Financial blowout
- Run over schedule
- Miscommunication

Group Processes and Communications

Understandingly, when doing group assessments, communication between members is always key to successful projects. PLASS-tech is made up out of 6 members from different backgrounds and are even separated by different time-zones. When we started our project together, we decided to set goals and expectations straight away and that having at least two meetings a week between all members was beneficial (Bonnie, 2017), but what would happen if there was a communication breakdown between members? Well simply, we have been using Microsoft Teams to communicate with each other from having the meetings to using the chat feature and, we are even using it to link our git-hub projects. A good feature of Microsoft Teams is that we are also getting emailed when a meeting is to take place so that if for some reason someone forgets that a meeting is coming up, they will see it in their outlook inbox. If a group member missed a meeting or stopped using Microsoft Teams we could also contact them through their RMIT email. In the short time we have been working together I believe that we have developed a great sense of familiarity with each other and that can only strengthen our project (Cornell University, 2016).

Skills and Jobs

Plasss-Tech: Senior Backend Mobile Developer (iOS and Android)

The Role:

The team at PLASSS-Tech are currently developing a children's audiobook app, and we are searching for a permanent, full-time developer to join the team!

As a Backend Mobile Developer, you'll work in a cross functional team of UI/UX designers, cyber security architects, technical support specialists and engineers to build our mobile application, Lesen. The app will be built in the Android ecosystem (Kotlin, Java) and iOS (Objective C, Swift)

Your responsibilities will range from designing the API and database, to architecture, to developing payment processing systems. You will be a self-motivated Mobile Developer with a keen eye for detail and problem-solving skills. You need to have strong communication and interpersonal skills and bring your experience in mobile development frameworks.

Skills:

- High proficiency coding in Objective C, Java, Kotlin, Swift.
- Experience and understanding of Object Orienting programming and design patterns.
- Proficient understanding of GIT version control
- Knowledge of Android and iOS development practices and familiarity with the individual SDKs.
- Familiar with Xcode and JDK/Eclipse.
- Ability to write clean, high quality code.
- Excellent debugging and optimisation skills
- Excellent communication skills

Requirements:

- Bachelor's degree in Computer science, I.T or equivalent field.
- Minimum 3 years' experience with native iOS development in Swift, and Kotlin for Android.

Plasss-Tech: Project Manager Position Description

About the role

We are currently seeking a skilled Project manager to join our team at Plass-Tech. Currently we are going through an amazing expansion of current service offerings our Kids learning application. The role as project manager will be for a fixed term for 12 months and assist Plass-Tech in implementing the out new application.

As the project manager, you will have full control of the budget of this project. You will also be fully accountable for delivering the project on time and on budget. A high performing well organised professional with excellent time management skills will be suited best to this role.

Key responsibilities include

- Leadership of a PMO team to oversee varied IT project streams
- Develop frameworks to ensure effective coordination of program and project assurance activities
- Work closely with business leads to track and manage progress
- Control the master schedule and track resources
- Provide guidance and advice as well as independent validation to ensure effective project delivery and progress
- Facilitate the identification and quantification of key project risks and develop mitigation strategies and ongoing management of risk profiles
- Establish reporting and provide dashboards as well as other project metrics
- Project financial and accounting duties as required

Experience and skills needed

- Projects, preferably in IT, and programs experience
- Stakeholder management and influence at Executive level
- Analytical thinking individual with complex problem-solving skills
- Interpretation and presentation of project data to all levels of management
- Financial acumen - CA or CPA desirable
- Adept at project and change management – PRICE 2 or equivalent qualifications
- 5 + in project management field

Plasss-Tech: Cyber Security Manager

The Role:

The Cyber Security Manager will have the role of applying security solutions to the development stages of the application and throughout the implementation process. Being an application designed for children, the software will have to be thoroughly searched for risks and vulnerabilities. The cyber security Manager will also have to overlook the day-to-day operations when it comes to running this software to finding possible incidents and breaches, and finding solutions to these issues. It will be required for this Cyber Security specialist to resolve these issues in a quick and timely manner as not to disrupt our traffic.

Skills:

- Precise and technical knowledge of operating systems and networks.
- Applying analytical skills and problem-solving skills.
- Advanced knowledge of firewalls and data encryption systems.
- Ability to do security audits.
- Keen sense of intuition in order to pre-empt security breaches.
- Knowledge of intrusion detection techniques.
- Continuous revision and improvement to current policies.
- In-depth knowledge of programming languages including Python, TCL and Powershell.

Requirements:

- At least 2 years' experience in a similar role.
- A Degree in Cyber-Security as well as Cisco related certification (CCENT, CCNA).
- CEH, CISSP, GCIA, GIAC certification considered an advantage.
- Experience programming with Android (Kotlin) and IOS (Swift) systems.

Plasss-Tech: Technical Support Specialist

About the role

As a Technical Support specialist, you will be assisting end user with operation and functionality of software application purchased from our company. You will be responsible for diagnosing and troubleshooting any hardware or software faults and will solve the issues either by email or over the phone, dealing directly with our internal staff and customers who have technical problems such as trouble with their email accounts, forgotten passwords or viruses.

Key Responsibilities include:

- Installation & configuration of a computer hardware operating systems and applications
- Maintain, troubleshoot and repair computer systems including remote installations
- Logging the queries of customers and employees and educating them about the application usage.
- Analysis of call logs in order to discover any underlying issues or trends.
- Diagnosing and solving hardware or software faults.
- Testing and evaluating new technology.
- Performing electrical safety checks on the company's computer equipment.
- Responding to calls and email in a timely fashion.
- Following instructions, either written or in diagram form, in order to set up a system or fix a fault.
- Provide expertise and technical knowledge about an application or suite of applications.
- Answer queries and resolve issues with software applications and escalate or close tickets as necessary.
- Train users on specific applications and documents.

Required Skills and Qualification:

- Bachelor's degree in Computer Science or Information Technology or have relevant experience.
- Minimum 2 years' experience in information technology or technical support
- Extensive familiarity with Windows operating systems and hands on experience with Web Applications and programming languages such as HTML, CSS, JavaScript.
- Strong communication skills, patience and empathy.
- Exceptional phone manner and active listening.
- A minimum of 12 months in a 'Customer Facing' role, in a helpdesk or an application support environment
- Proven problem solving and critical thinking skills
- Excellent people management skills to collaborate with colleagues, engage a diversity of people including senior stakeholders.

Plasss-Tech: UI Designer

The Role:

Are you an exceptional mobile app designer with experience, qualifications, and interested in becoming part of a growing team?

PLASSS-tech a small startup company, is looking for a qualified UI Designer who will have skills in User Experience and Interaction Design, to evaluate, facilitate and design all features contributing to requirements, concepts, screen designs and user flows that ensure the user is at the center of our products. Ultimately, you should be able to create a functional and attractive digital environment for our company, ensuring great user experience.

Responsibilities include:

- Working together with the client and UX designer to establish a common vision.
- Researching your target audience and getting to know the user personas.
- Designing screens, buttons, scrollbars and other navigational elements
- Prototyping and testing.
- Liaising with developers to ensure correct implementation.
- Staying up to date on emerging technologies.

Skills and Qualifications desired:

- Experience in end-to-end and execution from insight and concept to go live.
- Demonstrated capability partnering with developers.
- Proven experience working with UI or Product design function with a lean, agile startup environment.
- A Graduate Certificate of UX and Web Design would be highly desirable or equivalent.
- Minimum 5 years' experience as a Frontend developer.

Feedback

****SparkPlus****

Group Reflection

Pete

For Assignment 3, I believe we were able to pick up where we left off in Assignment 2 and grow together as a group. I think that particularly towards the end of this assignment, we came together as a team to achieve our outcomes. One complication I ran into while doing Assignment 3 was when I was using Microsoft Teams. I was still located on the chat screen for Assignment 2 for the first week and I was wondering why the group wasn't talking. This was until I found the chat area for Assignment 3 after a week or so and saw a lot of messages I had missed. This could be described as a communication breakdown on my part as I was not aware of the different screens on Microsoft Teams.

What I have learned about working as a group, is that it helps to have different perspectives and opinions from people other than myself. I believe this helps to make sure that we have achieved all the goals in the project. I also think that our GitHub log of activity will accurately reflect our work as we have been getting better at using it while we have progressed through the semester and therefore, become more competent at using it.

Laura

As a team, we worked incredibly well together for our second assignment and that same cohesiveness was evident throughout our progress of both Assignment 3 and 5. Our success stemmed from our constant communication and our determination to get the job done. At the start of our project, due to the mammoth task of completing the two assignments within the same deadline we weren't sure on how to delegate tasks and we could have improved upon that for the sake of efficiency. Despite that, we worked our way toward completion within a timely manner through teamwork and ended up with a product that everyone was happy with.

It was fantastic to see our hard work pay off as evident by the mark we received for our second assignment, and the feedback we were given was also one thing that was surprising. We had a discussion of our feedback as a team and ensured to implement the specific improvements moving forward. In my time with working as a group, I've learned that pooling our knowledge and skills together allows everyone to tackle large and complicated tasks that could not normally be accomplished individually.

Scott

The team has gone from strength to strength to get this assignment done. We have built on the success of assignment two and have put in an amazing effort with the massive workload of the pending assignments due. Teamwork has been the best element for success of this project. I have really enjoyed the fact we can focus on getting the work done but, have always found time to have some fun / laughs during our team calls.

Getting toward the end of this unit and moving on toward my next couple of units, I really could not have worked with a better team. The supportive and engaging nature of all members has been the best thing, if someone needed help there was always help on hand.

The team's strengths have really come out and I feel we have really excelled in this assignment. Great communication from all and have ironed any issues out from assignment 2 with clear processes.

I always ask myself a question at the end of a group assignment: Would I work with this team again? There is a simple answer to this and it's a big YES..

Sabina

Team collaboration and support to each other is the biggest strength of our group. Everyone was interactive in team meeting and through chat messages. We all shared ideas and discussed openly about tasks that required more attention and resolve issues to achieve our goal in a timely manner. After reading assignment 2 group reflection, I was surprised that majority had same concern about early meeting and focusing on major aspect of assignment early to avoid delay and workload at the end of due date. I was very pleased that we have taken that feedback on board and

arranged early meeting and assigned task efficiently and it reflects on GitHub log of activity. Working as a group, I have learnt to be focused and committed to accomplish our goal successfully.

Symeon

Once again, I am very happy with the work ethic of our team and I believe everyone stepped up and put in a great amount of effort. This time around, we started allocated tasks as early as we could, and this helped stay on track much more easily and see the progress in real time. It also allowed us more time to polish and refine aspects of the assignment as we were not rushing to get it all done towards the end.

The only thing I can think of to improve on as a group would be to have set dates/times for our meetings, as sometimes they fluctuated due to availability, but this was not a major issue as we still completed all the tasks and caught up if we missed out on the meeting.

I am surprised that all members of the team remained focused and vigilant throughout the whole assignment process. The team we have is a great combination of skills and personality types and it allowed us to remain focus and produce work to a high standard. Similar to assignment 2, the use of GitHub and Microsoft Teams greatly enhanced our ability to communicate and collaborate together, regardless of physical location or availability.

From this assignment I have learnt that group work is about persistent effort and starting the workload as soon as possible. I have thoroughly enjoyed spending all the time working with my team and I believe everyone has a great work ethic as an individual, and as a team too.

Alicia

Another solid team effort! What an exceptional team, we have all worked outstanding well together and achieved our set tasks and goals, in a timely manner. The way our team communicates and collaborates is a true reflection of our abilities, and our impressive result for A2. Our team's enthusiasm and energy has again been strong in A3.

A small future improvement would be to keep consistency with meeting times, a slight change in meeting time was a very minor issue for a few members, but as a team were able to work around and negotiate a resolution.

Surprisingly, our group work was a lot of fun and all members seemed to display the same positive energy in our group meetings.

No matter the challenge, I have learnt that working successfully as a team and sharing responsibilities, is ultimately a very rewarding process.

Group Reflection

As a group we all believe and feel that the was overall **another** positive group experience.

In regard to each team member's own reflection, we can see that there are some trends in our opinions.

What went well?

- Members have identified that we have successfully been able to take on board our previous feedback and actively work towards achieving desired outcomes. Communication appears to be a team strength we have all identified and should be commended on.
- Team collaboration and assignment of tasks worked extremely well as we have successfully been able to complete all components of the assessment.

What could have been improved?

- Going forward our group has learnt from this experience that it is better to start earlier, especially with large projects like this assignment as it is easy to underestimate the amount of work and time it takes to complete tasks.
- Having consistency with meeting times was also another possible team improvement we could make in the future.

At least one thing that was surprising?

- As a group we were all really quite surprised that we worked so well together, and that we were able to retain our energy and focus through the duration of the multiple assignments.
- How well Microsoft teams worked. It has been a great tool and much easier than Discord, WhatsApp or even using canvas.

At least one thing that you have learnt about groups?

- Our biggest lesson learnt from this group experience is that persistence and having a great work ethic makes for enjoyable and rewarding team experiences. We learnt to use feedback and constructively work with it to make improvements going forward.
- Been organized and starting early has been the key to our success. We formed this group a week earlier than required and this gave us a major advantage in getting started.

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