**Minutes of Meeting for Diploma Overview**

**Date/Time : 9:00AM 27/07/2016**

**Chair : Brockman Searle**

**Secretary : Brockman Searle**

**Present : Brayden, Mark, Carlo(late), Jake, Kane, Kieran, Cameron, Ramin, Brockman, Caleb(late), Troy**

**Apologies : Roman, Rhiannon**

**Time Comments**

**9:00** Meeting opened

* Meeting is defined as an overview for the Diploma course

**9:05 Establishment of Agenda Items:**

1. Clarification sought for James White’s units (Cameron)

* Ramin ask if any SLA agreements have been submitted
  + Only Jake has submitted a document
    - No reply from James

1. Clarification sought for Intranet Project Brief (Jake)

* Confusing compared to previous (cert 4) project briefs
* Clarification needed on subjects within the project brief document

1. Clarification sought for Rodney Sutton’s units (Kane)

1. Clarification sought for Fresh Desk (Cameron)

* Perceived insufficient instruction on Fresh Desk
* Clarification needed on the goal/details of the project
* Instruction needed on the technical details of the software

**Time Comments**

Consultation on Agenda Items

Group discusses that James’ unit has not been explained

* Cameron mentions that there is no timeline for the project
* The initial setup of the SLA was not very informative
  + The task of creating a SLA document was given without the what\how of the document
    - Ramin outlines the purpose/goal of the SLA

**9:10am** Ramin talks about the dynamic of Diploma

* [Caleb and Carlo arrive]
* Diploma is a simulated workplace
  + Lecturers are upper-management
  + Students are line-managers
  + Cert 3’s are staff
* Diploma students should behave as if they are employees
  + If there are any questions they should be directed to the lecturers
* Ramin talks directly to Kane about treating this environment like a workplace and how to act as an employee

Jake brings up the lack of info on the current business strategy

* Ramin: “Exactly”
  + Interview the stakeholder regarding the lack of info
  + Will send current business strategy document to the groups that have requested it

Jake mentions we need to interview Jo regarding web design for the intranet

* Ramin explains that should be done in the next 2~ weeks

**9:15am** Jake asks when the project brief should be submitted

* Ramin suggests talking to Jo Hawkins before finalising the brief
* It’s suggested that Week 5 will be the due date for the project brief

**Time Comments**

Kane expresses concern that Rodney Sutton’s level of database expertise is an impediment to communication re the requirements of the database project

* Ramin explains that Rodney’s role in this scenario is as the client project owner – a high-level manager that typically is not expected to be an expert in database design or programming.
* That the Diploma students need to get out of a mindset of communicating only in technical terms, as the expectation in the workplace is to frequently communicate with non-technical clients on a conceptual level in language to which the client can relate

**9:20am** Ramin asks how the group dynamic is

* Caleb: “Ours is a super group”
* Troy: “Group is alright in my opinion”

Fresh Desk Confusion brought up by Ramin

* Cameron mentions the fresh desk software has been dropped on us without explanation on how to use it or what to use it for
* Concerns voiced by the group, there was not enough info given regarding the fresh desk project

**9:25am** Fresh desk

* Caleb brings up the timeout issue both at SR-TAFE and when logging in at home, preventing creation of a sandbox account on Fresh Desk
  + Group concurs
* Technical problem to be discussed for priority with Rodney by Ramin

Ramin clarifies:

* Choice of Fresh Desk as a widely used and respected I.T. ticketing system
* Agreement with Fresh Desk for allocation of 22 permanent agent seats free of charge (22 x US$480 per seat per year -> a discount of US$10,560 per annum)
* Setup of agents and agent groups enforced by max. 22 agent licenses
* Personal (sandbox) accounts to be used by each Diploma student for familiarisation with the Fresh Desk software and its customisation capabilities
* Once technical issues are resolved, many of the other concerns will no doubt fall away
* Developers in industry usually have the space to suggest and recommend alternative approaches and/or software, which their clients/managers may or may not choose to take on board; however, developers must accept the final decision of their managers/clients, otherwise they are sacked
* The equivalent for being sacked in this environment is to be deemed not to have met the assessment requirements for the Diploma qualification

**Time Comments**

**9:30am** Ramin Suggests using the morning session for fresh desk

* Kane interjects
  + Ramin suggests that it is up to the students to decide what to do during their time at TAFE (??? I don’t recall the context for this)

Ramin suggests a fall-back option in case creation of individual sandbox accounts continues to be problematic: The master Fresh Desk account to be used for modification and testing purposes till a yet to be determined date then wiped clean and after that the project will begin

* Ramin will discuss with Rodney and James about this

Ramin addresses the group,

* “Heck of a good job” considering the radically changed environment and mode of operation compared to what Diploma students have been used to in past semesters
* “Well done”
* Lots of positive reinforcement which the group seemed to appreciate

**9:35am Meeting is closed**

**Meeting minutes to be emailed to all parties involved in the Diploma Course**