Team Dynamics

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Abstract

Dell Technologies is a leading global technology company that provides technology solutions and services ranging from infrastructure to software and devices (Dell EMC, n.d.). As an intern at Dell Technologies, I got the opportunity to work on an interesting web development project along with three other interns for twelve weeks. My team and I worked well together to accomplish all our goals. We also learned how to overcome challenges in order to deliver a successful project.

Introduction

Dell Technologies, founded by current Chief Executive Officer (CEO) Michael Dell, is comprised of a family of businesses including Dell, Pivotal, RSA, Secureworks, Virtustream, VMware, and the recently acquired EMC in 2016, which marked the biggest tech deal in history (Dell Technologies, n.d.). These organizations are a collective force of innovative efforts with a strong presence in 180 countries worldwide. Dell Technologies provides infrastructure for organizations to expand on their digital assets, transform the Information Technology (IT) industry, as well as protect information (Dell EMC, n.d.). Their mission is to advance human progress by providing greater access to technology for people around the world (Dell Technologies, n.d.).

As an undergraduate student studying Computer Science at Worcester Polytechnic Institute, I got the unique opportunity to pursue a software engineering internship at Dell Technologies in the Storage Department, specifically on the Test Automation and Enablement team. The team works on high-performance storage systems and delivers next-generation tools to improve the efficiency of development operations as well as quality using advanced technologies, tools, and software engineering methodologies.

Three other college interns and I worked on a project to design and develop a website for quality assurance analysts to execute and analyze test cases for various storage projects that are underway for release. We followed the Software Development Life Cycle (SDLC) that involves planning, design, implementation, testing, and deployment. Overall, my team and I worked well together throughout our internship. Key attributes that we embodied were high levels of cooperation and collaboration, time management, communication, problem solving, and

understanding each person's roles and responsibilities. These attributes allowed the intern team

to deliver a successful website product.

Discussion

Teamwork Skills

When the interns and I first started our project we all had the same goal in mind, which was to deliver a successful website product at the end of our internships. All of the team members had the same mindset in that each of us wanted to participate and contribute equally. We made sure to communicate our skills and interests to each other, making delegating tasks easier. After this, we collectively decided that a pair of two people out of the four-person team would each work on the database and front-end user interface. This way, the tasks for each major part of the website would be done simultaneously and only connecting the two portions would be left. After adding the functionality, all the team members started the testing phase to ensure there were no bugs and then deployed the website for internal use.

Since we followed the Scaled Agile Framework (SAFe) methodology, a top-down method to project management and decision-making, managing time and the tasks were effective. We tracked our own and each other's progress using a tool called JIRA in addition to having daily scrum meetings to update our technical lead and scrum master on our status. My teammates and I also made sure to understand what all of our responsibilities were so that we do not perform the same work twice. Our teamwork skills helped us work together with minimal conflicts as well as create a positive work environment.

Challenges

During the development phase of the website, my team and I presented our demo and updates midway through our internship. Some features took longer to implement than previously

planned so we mentioned that it was a work in progress. However, some teammates wanted to

add on more features that they thought would be useful for users to both the database design and

the website that we neither discussed nor got approval during the Agile SDLC phases. The

changes were large and would detour the route of the project. Making these changes would also

mean that my team and I would not have time to finish the project, leading to a lack of quality of

the website by leaving approved features unfinished.

Although we ourselves wanted to implement all the features, we had limited time and

needed to prioritize tasks. The intern team and I immediately had a meeting to discuss what we

could do to overcome the issue. We used our problem solving skills to finalize a scope that

would be achievable. We decided to be upfront about our scope and emphasize which features

we plan to prioritize to the rest of the team. The project manager and the team also approved our

current plan as they understood our concern of not being able to finish the website. We were then

able to work on the required functionalities of the website and progress with the project. The

intern team's willingness and cooperation to fix the issue as soon as possible was a big factor in

overcoming the challenge. Since my teammates and I sat together to offer our ideas for

proposing a direction to the team, we came up with an effective and convincing scope that the

team would approve.

Conclusion

My intern teammates and I worked efficiently and effectively during the duration of the internship. No matter the challenges, we made sure to collaborate equally towards the project goal and take ownership of our parts, keep priorities straight, communicate any findings or concerns, as well as having good problem solving skills. These attributes not only ensured we had a successful project at the end of our twelve week program at Dell Technologies but also helped us develop valuable teamwork skills for use in the future.

References

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