

GitHub Public Repository URL: https://github.com/gaskingsg/intro_shared

GitHub Pages URL: https://gaskingsg.github.io/intro_shared/

PLASSS-tech

Personal Information

Peter Johnson



PLASSS-tech

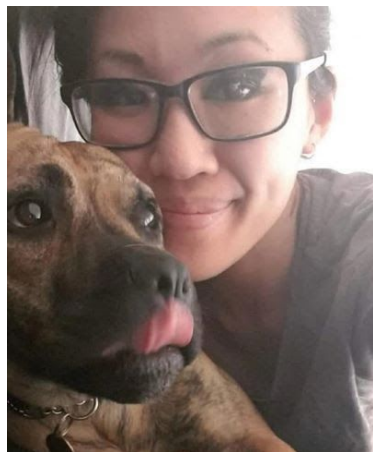
Student number: s3883080

I am a 36-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



Student number: s3889431

PLASSS-tech

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.

Team Profile

Peter Johnson

Myers-Briggs test

I got a test result of Turbulent Defender (ISFJ-T). A Turbulent Defender has many good characteristics. One is that I always try to support people and offer help when I see someone that may need it. I am also very positive and I always try to see the situations in a good light rather than dwell on mistakes. A defender is also reliable, patient and we are always striving to help each other when needed which will come in handy in groups. A disadvantage to the 'Defender' type is the trait of being humble and shy. This probably used to be an issue for me when I was younger as I had a stammer. I don't have a stammer anymore so I don't really see myself as shy anymore so I am hoping it doesn't impact my group.

Learning Styles test

I received the result of "visual learner". Visual learner's strengths are when information is written down or presented in a diagram or graph. I find this particularly true as when I write things down, I tend to remember them a lot easier. Therefore, when I am in meetings I always try to create notes to jog my memory. Also another item I would like to do in this group is to listen to our groups meetings and make notes after. I find this helps me a lot to find out how much information has stayed with me.

Enneagram test

This test listed my result as a Category 1. Category ones tend to thrive on order and they show great commitment and determination in areas that need improvement. A Category one also thrives on helping others achieve their best outcomes and show a fortitude in improving items they think need refinement. A good group trait is that I also can be very encouraging to others when they need improvement. We also tend to be perfectionists, I find this to be partly true as I always believe that if you ever want to do something, you should do the job correctly.

Laura Lam

Myers-Briggs test

The results of the Myers-Briggs test show that I am of the ESFJ personality type, also known as 'The Caregiver'. This indicates that I am a people person, highly supportive of others, have a natural tendency to want to control my environment, and take my responsibilities quite seriously.

Learning Styles test

I learn best through visual means. Some examples include displaying colourful sticky-notes on walls or laptops with rewritten facts, having the TV on whilst studying for better concentration, or using diagrams.

Creativity test

I scored the highest in connection and complexity, which indicates that I can make connections between things wherein the connection is not apparent at first glance and the ability to manage the relationships between vast amounts of information.

Alicia North

Myers-Briggs test

Defender

Learning Styles test

Visual

Creativity Self-Test Indicator

61 out of 80

These personal profiling results come as no surprise to me, I 100% agree with the outcomes and their accuracy.

In a team environment I am generally the quiet one who listens/observes then makes comments and/or then contributes, which is a clear trait of the Defender personality type. Group dynamics and personality types influence a team greatly, by having the right combination of personalities that can be the difference between a high performing cohesive team and/or a team frustrated by others and causing conflict.

As a visual learner and someone who has a creative strength, I strongly prefer to watch or have something demonstrated to me when learning something new, and then I like to add my own style and flair, when moving forward with either completing the task or showing others.

Scott Gaskin

Myers-Briggs test

ESTJ – The Coordinators

Learning Styles test - Auditory Style

I learn best in a quiet environment with little distraction. It also helps me to read out loud to myself and read back over items multiple times.

Third Test - Personality Test

The two results showed that I am confident in my own ability to succeed within my workplace and that I am Achievement driven. I scored 10/10 in the confidence test & 7/10 in the achievement test. Both scores are pretty accurate in how I go about my work and personal life.

I feel these test results are an accurate representation of my personality.

I feel these results will assist with forming a strong team, with a focus on teamwork and collaboration. Our team has been formed since Week 1 and have been in regular communication to start the ball rolling on our team project.

Taking into account the results, it will be key to good communication, with an open two way dialog between all team members to have successful outcomes. The results describe me very well, but as I do not have a background in IT or Coding, I will be taking the lead from another team member on how we can progress. Also, will be happy to share responsibility on leading meetings and keeping track of projects.

Symeon Despinidis

Myers-Briggs test

My results indicate that I am a campaigner ENFP-A type. These results suggest that my decisions are made mainly on gut feeling and intuition rather than logic and careful thought. This gives me a valuable perspective on future decisions as I will likely take a longer pause to think and deliberate, as opposed to trusting my heart straight away.

Learning Styles test

Scoring a 13 for "activist" for the Mumford and Honey LSQ confirms that a hands-on and open-minded style of learning is crucial for me to learn effectively and efficiently. This test shows that if we are doing something

practical such as brainstorming as a group we can gain insight into each other and as a team.

Big Five Personality test

Scoring 83% on the Big Five Personality Test for “agreeableness” also highlights my ability to understand and empathise with people regardless of their issue. Even though I may have not been through the same experience, it is necessary to remain optimistic and actively listen to the individual.

Sabina Maharjan

Myers-Briggs test

The test shows that I have an “**Assertive Advocate**” personality type. Some of the ‘Advocate’ traits are resourceful, creative, and motivated. Assertive individuals aim for a goal and want a successful result and won’t let nervousness color the path to their accomplishments. This personality type does not spend time thinking about their past actions or choices, what’s done is done for them.

Learning Styles test

This test shows that my primary learning style is **Kinesthetic style** which means learning through hands-on experience. The characteristic of this learning is exploring the environment and experiencing it by doing work rather than textbook learning. Enjoy classes with physical experiments and appreciate opportunities to go on field trips.

Team Role test

I took this test to find out which team role suits me best. According to this test, I got selected for 9 roles: **Executive, Explorer, Innovator, Analyst, Driver, Chairperson, Completer, team Player and Expert**. Out of 100 percent, I got 14% of Innovator, Driver, Team, and Expert. Out of these 4, I would pick myself as a Driver and Innovator. The reason for this is I have a strong imagination and desire to be original. I am ambitious and energetic. I can be a motivator and will challenge others at crucial times.

Ideal Jobs

Peter Johnson

My ideal job is to get into the field of Network Engineering / Cybersecurity. I previously studied Network Engineering/Administration at TAFE level and I quite enjoyed it and found it to be intriguing. Network Engineering is a job that requires planning, designing, implementing and maintaining a network system. I have always been quite interested in how computers and people can communicate with each other through network connectivity and the technology and hardware they use. Even the way technology has changed from when I was studying at TAFE level (2002) to now, it has excelled quite exponentially. I believe the world of Network Engineering to be a constantly evolving and expanding job field which I believe makes it more interesting, I love a challenge!



Cyber Security Network Specialist

Boeing Defence Australia

[More jobs from this company](#)

The opportunity

Do you aspire to help build something better? Would you like to work for a company that employs the best talent to develop and deliver world class capabilities and systems to protect Australia and its national interests? Would you like to work on cutting edge projects? Then we would like to talk to you.

As an equal opportunity employer that promotes a diverse and safe workplace environment, one of the country's leading and preferred defence partners, Boeing Defence Australia (BDA) is now recruiting a Cyber Network Security Specialist based in Brisbane.

This position will be supporting some of BDA's key projects and upcoming campaigns - so if you want to be part of a team that is helping to shape BDA's Cyber Strategy, this is the perfect opportunity to build and expand your skills. We are looking for enthusiastic team players from all walks of life who can bring something different and unique to the team.

Responsibilities

- Work as part of a team responsible for implementation of information security requirements, policies, standards, guidelines and procedures.
- Evaluates and responds to emerging security issues. Evaluates capability risk/gaps and takes and/or coordinates action to meet objectives.
- Participates in evaluation of process effectiveness and identifies areas for improvement.
- Delivers sound and timely information security design advice. Can recommend technological or procedural solutions to meet security control intent in support of engineering projects.
- Analyses and documents information security events. Identifies root causes, prioritises threats and recommends and/or implements corrective actions. Tests and deploys risk mitigation processes and tools. Monitors outcomes and takes action.
- Participates in the creation of security policies, audits, assessments.

Education/Qualifications

- Working knowledge of Australian Defence security framework and associated policies and procedures including familiarity with the Australian Cyber Security Centre Information Security Manual.

- Understanding of developing and implementing information security practices in an engineering environment.
- Strong written and verbal communications skills and the ability to clearly articulate complex security concepts to a broad and diverse audience.
- Sound information security knowledge across the following environments is desirable:
 - Network connectivity and configuration.
 - Windows Client-server systems.
 - Linux Client-server systems.
 - Support and maintenance of in-house hardware/software systems.
 - Engineering Change Management processes.
- A desire to work as part of a dynamic team supporting a diverse range of technology
- Industry recognised information security qualification (CISSP, CISM, ISO 270001, IRAP, DRAP, etc.) and or relevant experience.
- **Ability to obtain a Security Clearance** - The preferred applicant will be required to successfully undergo the security clearance vetting process at the TOP SECRET NEGATIVE VETTING 2 level. The preferred applicant **MUST** be willing to disclose all relevant and required information and **MUST** have lived in Australia, or have a checkable background, for at least the preceding **Five** years.

About us

Boeing Defence Australia is shaping the future of aerospace and delivering some of the nation's most important programs for the Australian Defence Force. As a BDA employee, you will join other innovative, ethical people who have the critical skills required to develop and deliver world class capabilities and systems to protect Australia and its national interests. Joining us is a chance to make your mark, working with a diverse team that is united in pushing the boundaries of imagination and excellence.

At Boeing, we innovate and collaborate to make the world a better place. From the seabed to outer space, you can contribute to work that matters with a company where diversity, equity and inclusion are core values. We're committed to fostering an environment for every teammate that's welcoming, respectful and inclusive, with great opportunity for professional growth. Find your future with us.


Culture

We are committed to building a diverse and inclusive workplace. Female applicants, people of Aboriginal or Torres Strait Island descent and ex-defence personnel are encouraged to apply.

Benefits

Laura Lam

My ideal job would be a video game programmer, similar to the Seek advert I've selected. My pathway towards my ideal job starts with having solid knowledge of relevant programming languages (E.g C#, C++, Java, etc) and engines (E.g Unreal Engine, Unity, etc) which I will be learning throughout my university studies. I will intern during my final year or apply for an entry level position upon graduation to obtain the skills and experience to advance to a more senior role down the track.



Game Programmer - Work from Home

LAI Games
[More jobs from this company](#)

About the business

LAI Games is a leading developer of arcade games and products used in entertainment venues around the world.

With roots that reach back to 1958, we have decades of experience working across international markets, and a reputation for innovation and integrity. We design unique, accessible, and creative games and experiences for players in arcades and at home.

We're a global company committed to growing our employees along with the business. We've worked hard to foster an intensely collaborative and creative environment, a diverse and inclusive employee culture, and training and opportunities for professional growth.

About the role

Our talented development team consists of passionate gamers, driven to make the most fun, engaging and rewarding games and experiences for our players. This team is growing, and we're seeking an exceptional game programmer to join us in creating a new Virtual Reality game. Our backgrounds are diverse, but we all share a real passion for what we do.

Our programmers enjoy all elements of development, leveraging their experience, passion, and alignment with the design team to drive the production of almost every aspect of our game development, from gameplay logic and physics, to shaders, audio, UI and beyond. One of the most unique and engaging aspects of our games is the range of technologies and interface devices used to deliver memorable gameplay experiences.


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25 Nov 2020
Asia Pacific
Full Time
Information & Communication Technology
Developers/Programmers

Career insights for Game Developers

Job growth



Year	Job Growth
2019	Baseline
2024	9.2%

Projected over the next 5 years

[Explore career](#)

Alicia North

The Learning Technologist role at Melbourne Polytechnic is an appealing role to me, as the role is in the field of education plus the role is primarily responsible for fostering the learning of cutting edge and innovative technology to a variety of stakeholders (secondary school students, community and industry partners). This role is similar, but of a higher level, to what I have had exposure and experience in.

The skills, qualifications and experience required for the role, as indicated, include

The current skills, qualifications and experience I have accumulated over the years, is inline with progressing towards a role of similar level.



Melbourne Polytechnic is a leading Australian education provider that delivers vocational training and degrees through innovative, practical programs designed to meet the challenges of the modern workplace. With industry-standard facilities at campuses and training centres across Melbourne, Melbourne Polytechnic fosters learning and engagement within its community so students and staff can develop and achieve their goals.

Melbourne Polytechnic has the following vacancy for a suitably qualified person interested in joining a dynamic training organisation.

Learning Technologist

Tech Schools

Position No. 3183

About the role:

Work closely with partner secondary schools, community and industry partners to develop and deliver authentic learning programs that use technology to innovate and prototype. These partnerships will enable students to work with industry on real life problems and create exposure to cutting edge technology and ideas not available to students in their host schools.

This is a unique opportunity to be part of a high performing team creating locally designed opportunities that enable young people to achieve on a global stage.

To be successful in this role, you will be:

- A degree or postgraduate degree or equivalent qualification in education and relevant qualifications or workplace experience in a technology enabled field. Registered VIT qualification or the ability to undertake registration is required.
- High level knowledge and experience in safely and competently use a range of technologies including CNC machinery, microcontrollers, design and imaging applications, AV creation tools, 3D and virtual reality, social media and coding in either an industry or education context.
- A demonstrated ability to lead authentic contemporary STEAM learning design utilizing strategies such as; design thinking, inquiry, problem-based learning and gamification, aligning outcomes with curriculum standards and outcomes.

Please see the position description for full details.

Want to find out more? Check out the position description and submit your application as soon as you can. We will be selecting quickly so you don't want to miss out on this great opportunity.

To Apply

For a position description and other documentation access the Melbourne Polytechnic website:


www.melbournepolytechnic.edu.au/jobs

or the People and Culture Department on: [03 9269 1266](tel:0392691266)

Applications Close: 22 December 2020

Sabina Maharjan

The job application that I found in seek.com is about Financial Crimes/ AML Solution Consultant & Implementer. It's about analyzing and investigating fraud and crime which sounds interesting. It requires banking background and knowledge in the areas of Financial Crimes and AML Compliance. Should be keen on questioning the mind and analyzing data for hidden information. Experience with regulatory practices within the financial services industry including AML, AUSTRAC and FATCA. Additional skills of some programming knowledge like Java and database analytical skills using SQL. I have a banking background and acquire some knowledge around AML and FATCA. However, I am not specialized in data analysis and programming knowledge. So, I would like to gain basic programming knowledge and analytical skills of SQL.



Expired: Financial Crimes / AML Solution Consultant & Implementer

Advent One Pty Ltd
[More jobs from this company](#)

Financial Crimes / AML Solution Consultant & Implementer

About Advent One

Advent One is the Australian and New Zealand Partner for Bottomline Technologies' fraud and financial crimes management solutions. Recognised as 'best of breed' in the detection and mitigation of employee, payment and financial crimes and compliance solutions addressing AML and other regulatory requirements.

We recently celebrated our 20th anniversary with offices in Melbourne, Sydney and Adelaide. We are owned by our employees. Beyond compliance and financial crimes, we are a recognized leader in infrastructure, managed service and cyber security. Our partners are Tier One and include leading vendors such as IBM, RedHat, NetApp, VMware, and Palo Alto. Whilst we cannot name our customers they are also Tier One.

About the Role


Our Melbourne based specialist team is involved in assessing requirements, solution design and proposal writing, presentations, sale and implementation of the Bottomline Technologies solutions. We are experiencing growing demand and need to expand. We need an all-rounder that is good fit for some of our needs with the aptitude to learn the others.

This job is no longer advertised
You can view this job for another 73 days unless the advertiser removes it sooner. Please keep a copy of any important information.

20 Nov 2020
Melbourne
CBD & Inner Suburbs
\$110,000 - \$120,000
Full Time
Banking & Financial Services
Compliance & Risk

Career Insights for Solutions Consultants

Most common salary in Melbourne



\$40K \$110K \$120K
Full time, annual package based on SEEK job ads

[Explore career](#)

- a banking background or knowledge in the areas of Financial Crimes and / or AML Compliance
- a keen analytical and questioning mind with a knack for analysing data for hidden information
- have successfully dealt with and managed customer expectations (even internal customers)
- experience with regulatory practices within the financial services industry including AML, AUSTRAC, FATCA

Additional skills that would be highly regarded:

- some programming knowledge, preferably in Java.
- database analytical skills using SQL

About You




There is no 'right' person for this role .. you may have come from the banking world and looking for a change or you may have a technical background but feel your communication skills make you a better candidate for a mixed consulting / implementation role. Above all else, you will have a 'customer-first' attitude with a focus on the successful delivery of projects and ongoing services.

Our customers are located around the country and you may be required to visit overnight or for a few days at a time.

The application form will include these questions:

- Which of the following statements best describes your right to work in Australia?
- How many years' experience do you have in the financial services industry?
- How much notice are you required to give your current employer?

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Don't provide your bank or credit card details when applying for jobs. Learn how to protect yourself here.
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Share this role
  

Scott Gaskin

My ideal job would be to lead a national company as the Head of Supply Chain. To get to this role, It will take me finishing my degree and having a few years of experience in this field. Currently I work as a Transport Solution Designer and feel this is a good building block to progress further on my career path.

As the head of Supply chain, I would have full control of the end-to-end process of landing goods in the most efficient and most cost-efficient way. To be successful it would require a high attention to detail and amazing depth of knowledge of Supply Chains.

It also require a strong commercial background to ensure profitability. I am currently developing these required skills in my current role and look forward to expanding these vital skills in the coming years.

Head of Supply Chain

The Reject Shop is an ASX listed Australian Discount Variety retailer currently operating more than 350 stores nationally. We pride ourselves on our supportive team culture and understanding our customers, delivering the best value and variety possible.

At The Reject Shop we are MADLY Passionate about helping All Australians save money EVERY DAY! This is our heart and the pure essence of everything that we do! As we continue our journey in helping all Australians, we now have a newly created opportunity Head of Supply Chain.

In this role you will be responsible for the efficient and effective planned flow of stock and resources. With a refined focus on continuous improvement of systems and processes to ensure a streamlined approach and operation. This role reports to the COO and you will play an instrumental role in leading a team across the DC and International Supply Chain/Shipping/Customs department within The Reject Shop.

Our values are the Essence of everything we do.

CUSTOMER OBSESSED

Our customers are at the heart of everything we do

RIGHT TEAM, ONE TEAM

We achieve together, and act with integrity

LOWEST COST COUNTS

We keep costs low and keep things simple

OWN IT, DO IT

We do what we say and do it with confidence

Our team is reflective of the community we are a part of, we embrace and celebrate diversity and are committed to creating an inclusive environment for all our Team Members

This exciting opportunity will be responsible for the following accountabilities

- Plan and implement the overall supply chain strategy
- Collaborate with the sales, operations, and senior executive team to ensure a streamlined approach
- Lead the identification of continuous improvement processes and opportunities and ensure timely implementation.
- Manage and monitor the movement of stock from origin to stores with the Merchandise Plan
- Manage and review the value-add services and shipment of stock through international supply chain in line with company set outcomes and performance measures
- Implement and enforce the establishment, review and ongoing and maintenance of service standards with The Reject Shop service providers to ensure efficiencies are met
- Maintain and monitor the performance associated carriers to ensure cost and service levels are being adhered to
- Negotiate and establish and manage agreements with service providers seeking competitive rates
- Manage approved capital expenditure with an aim to maximise return through improves service or reduced cost
- Ensure the safe operation of all DC's
- Control costs and stock flow through the DC's

To be considered for this opportunity, you should have:

- Bachelor's Degree in logistics, procurement, supply chain management, business management or relevant field
- 5+ years diversified and progressive work experience in procurement, logistics, supply chain
- Strong leadership and proven ability to build and develop teams
- Experience with large scale organisation change efforts and continuous improvement efforts
- Ability to manage multiple priorities within deadline and prioritise effectively while delivering high quality work
- Solution oriented with a high sense of quality, attention to detail, accuracy and meeting tight deadlines

On offer is an attractive salary package, generous team and partner discount as well as being part of a highly motivated team!

If this sounds like you and you meet most of the competencies outlined above, then we encourage you to Join The Reject Shop, to help all Australians save money every day!

www.rejectshop.com.au

Symeon Despinidis

Being an IT support technician revolves around the maintenance and instalment of computer systems and technology. They are also used to troubleshoot and solve technical issues which can be hardware or software related. This job is appealing to me as I would be able to help both ordinary people and larger businesses when they are facing technical problems that they cannot solve by themselves.

IT support technicians must have a wide range of skills and experience in many aspects of Information Technology. Some of these skills may include hardware/software instalment and troubleshooting, programming, networking, and monitoring/maintenance of computer systems. A good IT support technician can work well in groups, communicate effectively, and has great customer service.

IT Support Technician

Private Advertiser

The Company

Fortune 500 Company. General Insurer. Fast growing, dynamic organisation, dedicated to the development of its people.

The Role

As an enthusiastic Level 2 IT Support Technician, you will provide in person and remote support to our Australian and Asia Pacific Offices. You will be supporting servers, office365, network, laptop and desktop hardware and software. Whilst also ensuring that all IT support requests are pro-actively managed and dealt with efficiently to provide high quality IT customer service to all end-users.

Key duties

- IT support / help desk duties (phone, email, remote access, physical visit)
- Incident administration
- User account deployment
- User security access changes
- End user Equipment deployment and administration
- IT Consumables administration
- PC / Peripheral hardware / software error investigation / reporting
- Server / Network Service error investigation / reporting
- Server / Network hardware warranty / fault service calls
- 3rd party Hardware / Software support liaison
- Periodic / ad-hoc meetings with staff to discuss IT directions and solutions
- Availability for some out of office hours support and on call duties as needed to ensure business needs are continuously met
- Some limited travel may be required

The Candidate

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14 Dec 2020
Sydney
CBD, Inner West & Eastern Suburbs
Full Time
Information & Communication Technology
Help Desk & IT Support

Career insights for IT Support Technicians

Most common salary in Sydney

Full time, annual package based on SEEK job ads

[Explore career](#)

The Candidate

Essential

- Relevant industry university/tertiary qualification or equivalent in data networking / IT/ Computer studies essential
- Minimum 2-3 years' experience in a customer focused IT Support role
- Demonstrated experience with level 2 support in person and via phone and email as well as logging, investigating, monitoring and resolution of incidents and requests
- Excellent knowledge of Desktop technical support, including current Microsoft Windows and Office versions
- Working knowledge of Microsoft applications – Windows Server, Microsoft Exchange/Exchange Online, Strong Active Directory skills, Windows Server management, group policies and file and print services
- Working knowledge of networking technologies such as TCP/IP, DNS, DHCP, routing/subnetting, Wi-Fi and Firewall technologies
- Excellent technical diagnostics and resolution skills
- Pro-active approach to problem solving and delivering resolutions
- Working knowledge of Virtualised Server Environments including VMWare
- Excellent communication skills

Desirable

- Experience working with Windows, Citrix environments and CISCO/PaloAlto F5 networking hardware
- Experience supporting Veeam backup solutions
- Experience with JIRA or similar ticketing system

Tools

GitHub Public Repository URL: https://github.com/gaskingsg/intro_shared

GitHub Pages URL: https://gaskingsg.github.io/intro_shared/

MSTeams:

<https://teams.microsoft.com//team/19%3ae327ad48904649a2832ec5bfba619334%40thread.tacv2/conversations?groupId=81c02a85-8416-4c55-9f0a-ad11ef1a11e3&tenantId=d1323671-cdbe-4417-b4d4-bdb24b51316b>

<https://rmitteduau.sharepoint.com/sites/IntroductiontoInformationTechnology2097/Shared%20Documents/General>

MSTeams Recordings:

- 1) <https://web.microsoftstream.com/video/b80ea1a0-65af-449d-9295-3b65d7b1ffa8>
- 2) <https://web.microsoftstream.com/video/dd3e8cea-0f46-48e1-874e-89bdd2d30f7c>
- 3) <https://web.microsoftstream.com/video/71174d35-d7ed-4b94-a6b2-31575f21b8fe>
- 4) <https://web.microsoftstream.com/video/fe9552b3-492a-4c56-bce8-4a81d5752f94>

Industry Data

Peter Johnson

On the Top IT Job Titles from March 2018 (Data supplied by Burning Glass Technologies), Network Engineering rates as the 9th top job with 666 vacancies. This gives me a lot of faith that there will be a demand for this kind of work in the future and only strengthens my desire to become a Network Engineer. Some of the programming languages I will need to learn to become efficient at Network Engineering are Python, Golang, Perl, Bash, TCL, Powershell and of course, Javascript. In the Top IT Skills from March 2018 (Data supplied by Burning Glass Technologies), JavaScript is the 2nd highest desired skillset and SQL (also can be used in

networking) is the first. This gives me confidence that learning these skills should help me gain employment and if I cannot get work in Networking I might be able to carry these skills over to a different IT job field.

Laura Lam

My opinion on my choice of an ideal job has not changed after evaluating the data acquired through Burning Glass Technologies/Labour Insight Jobs. Although this position is not in high demand, it is an industry that I'm passionate about and through my pathway toward reaching that goal, I will develop valuable interchangeable skills that will work well for different jobs.

I'm currently studying Intro to IT which further develops the top listed baseline skills of communication, problem solving and organisational skills, and an additional unit of Intro to Programming which teaches Java (#3 Skills in greatest demand). The data has also reinforced a clear pathway for me to learn SQL and JavaScript (Ranked #1 and #2 respectively in specialised skills).

Alicia North

Although Learning Technologists are not listed as one of the Top IT Occupations, or an in demand role, my opinion of my ideal job has not changed. Teaching and assisting others to learn about new technologies and how those technologies can benefit us, is something that I am passionate about and enjoy researching.

The IT skills and the general skills required to undertake the role are listed as some of the higher ranked desired skills employers are looking for, according to the (2018 Burning Glass Data). IT skills and generic skills desired for the role of a Learning Technologist are also the foundation and building blocks for various other similar IT roles

This tells me that the skills employers are looking for are transferable across many different job titles, and that there are plenty of opportunities and growth, potentially using my skills in other roles/under different occupation titles.

Employees and people looking to retrain/learn new skills brings new opportunities, and generally new skills needing to be learnt will need someone to teach them those skills, and a Learning Technologist could easily be that person.

Sabina Maharjan

After looking at the Burning Glass data, I found that SQL, Java, JavaScript, Python, and Linux are so popular and related to most of the emerging jobs reports of 2020 (Linkedin, 2020). Having these skills not only help to find my ideal job but also open opportunities in various fields. My opinion for the ideal job has not changed because I can see the growth and future needs. There are at least 24 jobs can be found right now in NSW only (Seek.com, n.d.). We are living in a digital world and we can hear numerous cases of financial crime and security threat. In 2017,

ACIC released a report presenting the picture of serious financial crime currently impacting Australian community and money laundering remains a fundamental enabler of financial crime and potentially lucrative criminal enterprise (Anon., 2017). It is one of the major concerns today and many organisations are hiring to prevent this crime. So, I believe that there are great career development opportunities and job security now and near future.

Scott Gaskin

After reviewing the Burning glass data, my Ideal job has not changed. I feel I will have to develop some additional skills from the top generic list, such as SQL, Project Management, Building Relationships & Further develop my Excel skills. By expanding my knowledge across these categories, it would put me in a great position to take up a role as Head of Supply Chain.

Symeon Despinidis

ICT Support Technician

Baseline skills (out of 121,997 listings)

- Communication skills (44,367)
- Problem solving (16,445)
- Organisational skills (15,844)
- Troubleshooting (11,471)
- Research (7,227)
- Articulate (2171)

Specialised Skills (out of 27,435 listings)

- Microsoft Windows (2,699)
- Building relationships (2,119)
- Technical support (1,830)
- Customer service (1,411)
- Microsoft Office (1,341)

My ideal job has not changed after analysing the Burning Glass Data. Many of the skills in high demand are utilised by the ICT support specialist and will only increase as more jobs and

businesses become dependant on IT support. The role provides a strong way to gain a sense of fulfilment by helping ordinary users or businesses and practices with their technical issues.

IT Work – Interview

Interviewee = Alicia North

Position = Service Delivery Officer within Service Operations Team at TAFE NSW

Link=

<https://web.microsoftstream.com/video/69d2d961-ddc7-4a61-9a90-07901a074a78>

1. Please tell us about your IT work. What exactly do you do?

As a Service Desk Officer, I am responsible for utilising my experience, knowledge and the documented service desk knowledge articles to deliver a combination of virtual/remote and on-site field support assistance to geographically dispersed staff and key stakeholders.

I diagnose and resolve a range of intermittent to complex client requests and incidents at first level, and triage where required.

The Service Desk I work in only supports internal TAFE NSW staff. Currently TAFE NSW has a separate Service Desk for student support, however one day in the not too distant future these will be merged and my position will be responsible for supporting both internal staff and external students.

2. Please tell us about the industry you work in?

My position sits within the Technology Management & Support / Service Operations Team within the Systems Group Unit within TAFE NSW.

The Systems Group was previously known as the Information Technology Unit (IT), a recent restructure now sees us renamed as the 'Systems Group'.

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW

plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape. TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

3. What other kinds of work do you have to do?

- Deliver a tiered response service for the System Groups field support or service desk on a flexible basis as assigned in order to listen to, diagnose and resolve recurrent client requests.
- Deliver high levels of customer support and services in order to accurately diagnose issues and provide targeted and successful resolutions.
- Respond to common requests for service by providing information to enable fulfilment.
- Promptly allocate unresolved calls/ on site issues in order to deliver customer services that are responsive and timely.
- Update all reports / trackers and initiate follow-up action to ensure a professional level of user support and quality customer service is maintained and escalate complex incidents (as required) to solve problems within agreed service levels and standards.
- Provide knowledgeable technical advice and support to staff using available resources to trouble-shoot system issues and support the efficient use of hardware and software.
- Collaborate with geographically dispersed teams and provide support across TAFE NSW locations and services which may require a flexible and adaptable approach to working hours and working arrangements.
- Maintain records, inform and update users about the processes and advise customer of actions taken to deliver high levels of customer support and service.
- Provide knowledgeable advice on the implementation of security standards and procedures for all hardware and software to protect from unauthorised system access, virus infection, vandalism and unauthorised access to TAFE NSW educational and business software.
- Maintain current knowledge of changing System Groups standards and technology to ensure services are compliant.
- Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
- Place the customer at the centre of all decision making.
- Work with the Line Manager to develop and review meaningful performance management and development plans.

4. Who are all the different people you interact with in your work? Please tell us about them.

- Service Desk & Field Support Lead – my line manager, for directions and escalation issues.
- Service Delivery Officers – my colleagues, great for support and information sharing.
- Clients & Customers – Many and various levels of staff, anyone and everyone within TAFER NSW, who has an IT problem can ring our Service Desk for assistance. Staff contacting us include, Teachers, Head Teachers, Heads of XYZ, Managers, Administration & Campus staff, literally the Managing Director could call us if he needed to.
- Vendors / stakeholders – for our managed services e.g., we contact Ricoh if we have any issues with our Multi-Functional Devices (printers)

5. Please tell us about your interactions with other IT professionals.

Service Desk & Field Support Lead

- Receive leadership, direction and support.
- Identify and alert when timeframes & SLA's (Service Level Agreements) may be in jeopardy.
- Regularly report on issues arising impacting on services delivery.

Service Delivery colleagues

- Support team and work collaboratively to contribute to achieving the team's business outcomes.
- Provide collegiate support to service desk and field support team members.
- Participate in meetings to represent work group perspective and share information.
- Contribute in discussions and decisions regarding implementation of innovation and best practice.

Clients & Customers

- Receive a range of requests and incidents for support and resolution
- Develop and deliver robust and durable resolutions.

6. What about your interactions with clients or investors?

EXTERNAL - Vendors / stakeholders

- Develop and maintain business-based relationships.
- Resolve issues and provide durable solutions.
- Provide information regarding rules and standards

7. What aspects of your work do you spend most time on? Please tell us about these.

- Constantly communicating with clients and customers via phone or through logged tickets, making decisions, using my judgment, expertise and knowledge, working on a range of complex and sensitivity tasks/assignments
- Commitment to Customer Service, Working Collaboratively and Delivering Results.

8. Which aspects of your work do you find most challenging?

Supporting clients who may not be conversant with IT jargon in order to clearly identify and respond to requests.

Understanding of site where client is located/situated when you have never seen or been to the location, you don't know what equipment they are using, and they can't tell you the details you need. They seem to think that we automatically know where they are and what equipment they are using.

Responding to the same type of regular, reoccurring, repetitive requests or incident (I find that challenging as sometimes a simple fix can stop the influx of the same repetitive calls or tickets)

9. Can you share an example of the work you do that best captures the essence of the IT industry?

Resolving complex customer issues, by asking open ended and targeted questions, being empathetic and actively listening and understanding the urgency of a situation. Taking ownership, monitoring/watching, and following-up the ticket right through to resolution. This best describes the essence of the IT Industry, Service Operations Team that I work in.

10. How do you keep your IT Skills relevant and current?

I'm very lucky that we have a lot of in-house training and development resources to access. Other technology resources I utilise are; MS Teams for information, collaboration, and screen sharing; I participate in TAFE professional career development activities including, and Learning Dives; I also participate in external resources such as LinkedIn Learning, Microsoft Academy, Plurasight, Google and YouTube; I'm a member of many forums and groups, where I receive the latest alerts, news, and network with other like-minded colleagues. I have a genuine interest in reading, researching, and keeping up to date with technology and trends using social media.

11. What is your favourite part of the job?

It's the exposure to people from all different walks of life - that puts a smile on my face. I really enjoy talking and communicating with people. I've very rarely have had a difficult customer. I could never work in a job where I had no customer interactions.

12. How do you think further technology advances will impact your IT Job?

With new technology changes and advancement, I see this as a good thing especially in the area that I work in. IT support is something that will always be in demand, people are always going to have questions and problems and want assistance from another person, not a machine.

13. Why do you want to work in IT?

I enjoy the challenge of the changes and evolving environment. I also thoroughly enjoy fixing and resolving problems then educating staff on how they can fix their own problem, should the issue arise again, empowering them along the way with self-help articles etc. Also being in IT everyday there is a new learning experience for me.

14. What are the qualities of working in a successful IT Team environment?

Communication and Team Work! I cannot stress how important having transparency and information freely flowing between the different IT teams in our Systems Group is.

Communication is everything, what's new, what's changed or going to be changing, what's broken and offline. There is nothing worse than a customer telling me what isn't working. I like to always be on the front foot and have the information ready to advise staff as they call.

15. Where do you see your IT career going in the next 5 years?

I want to still be working in the IT Industry. I'm hoping to branch out away from Service Desk work and move into IT teaching, one day.

IT Technologies

CYBERSECURITY



What Does it Do?

What is Cybersecurity? The world has become more increasingly dependent on technology than ever previously and as an outcome, more and more digital data is being created every day. Users, People and Government are increasingly relying on and storing massive amounts of data on computers/devices and transmitting it regularly across networks. Cybersecurity relates to the security threats and vulnerabilities that can occur when connected to outside sources (i.e the internet, networks, or the cloud.) and the related technologies and tools that can protect data from these threats. Cybersecurity must ensure that the Integrity, Confidentiality and Availability of data never becomes compromised. Cybersecurity involves an ever-changing set of risk management procedures, tools, training and best practices that are used to protect networks, devices and data from unwanted attacks. When exploited, these threats can have devastating outcomes for the health of an organisation or person (Forcepoint, n.d.).

Cybersecurity attacks can come in various forms. I will now summarise some of these threats.

Phishing is one extremely common form of attacks which tends to be used when counterfeit emails are sent to purposely look like they came from the company they claim they are coming from. These emails tend to have attachments or links that have the intention of stealing sensitive data from the recipient's machine (i.e. login information or credit cards). A lot of times these emails try to rush the user into making a quick decision so that they don't have the time to check up on if the email is legitimate or not. These emails can also have hyperlinks in them where they

are trying to direct you to log on to your banking on a mock-up site designed to look legit but instead is created by the attacker to steal your details (Phishing.org, n.d.).

Social Engineering is another form of attack when people or users are manipulated into giving up their confidential information which could include banking details, passwords, or whatever they want. They can also use this to try to install malicious software that can take over the user's computer and gain access to any of the information that they want. Offenders would rather try to fool the user into giving away their password rather than trying to hack their password as it an easier way to get the information (Webroot, n.d.).

Malware generally comes in the form of software that can be quite malicious (Malware is a portmanteau of 'Malicious Software'). This software that can infect computers can come in the form of viruses, Trojans, Worms, Spyware and more. Computer viruses are probably the most common form of malware and are named viruses because they tend to spread throughout a computer by continually copying themselves. Spyware can also be extremely dangerous as it does what the name entails and spies on the user, finding out passwords and credit card numbers and transmitting them back to their host (Kaspersky n.d.).

Ransomware is another form of Cybersecurity threat that comes in the form of intrusive malware. Ransomware can infect the user's computer in many ways, one way it gets in is from phishing spam emails (as discussed earlier). Once the ransomware is downloaded into the computer, it starts to encrypt the user's files and computer, and then the attacker will send a message and demand a ransom from the user to restore the data and the system to how it was previously (Josh Fruhlinger, 2020). Victims are normally shown written instructions on the computer screen on how to pay the ransom normally paid for in cryptocurrency (i.e. Bitcoin).

What is the Likely Impact?

Cybersecurity threats are expected to rise over the next few years, the International Data Corporation suggests that spending across the globe on cybersecurity solutions could rise to \$133.7 Billion by 2022 (Kaspersky, n.d.). The potential of data being stolen can have devastating consequences. In the year 2019, The FBI suggested a reported loss of over 3.5 Billion dollars over 467,361 complaints of breaches of cybercrime (FBI, 2020). One thing worth noting too is that cybersecurity threats are rising year by year as evidenced by a 25% increase in ransomware cases from 2018 to 2019 (Parker, 2020).

As with the growing demand for technology, no one is completely safe from cybercrime, experts predict that it will continue to affect people more and more. Currently, people use a multitude of devices to check their bank balances, surf the internet, use email, and connect with others. We as a society are getting more and more reliant on technology, therefore we are also increasingly more and more at risk of exposure to cybercrime (Giles, 2016). With the COVID-19 pandemic occurring at the start of 2020, a lot of people had the option of working from home through the use of technology. Studies suggest that one in six Australians were the victims of cybercrime just in this period alone (Williams, 2020).

Cybersecurity as a field of employment is expected to rise continuously over the next decade. Worldwide, the cybersecurity market amassed a worth of USD 74 billion in 2015 and they believe it will more than double its worth to USD 172 billion by 2020 (Institute of Data, 2019). Australia in 2019 was short of around 2,300 cybersecurity workers and that figure is expected to rise to 17,600 by 2026 (Institute of Data, 2019). According to a report from Cisco from 2015, cybersecurity skills are in demand with the field being in short supply. In 2015 there were a million jobs in demand for cybersecurity and that figure is expected to rise with the demand for skills (Cisco, 2015).

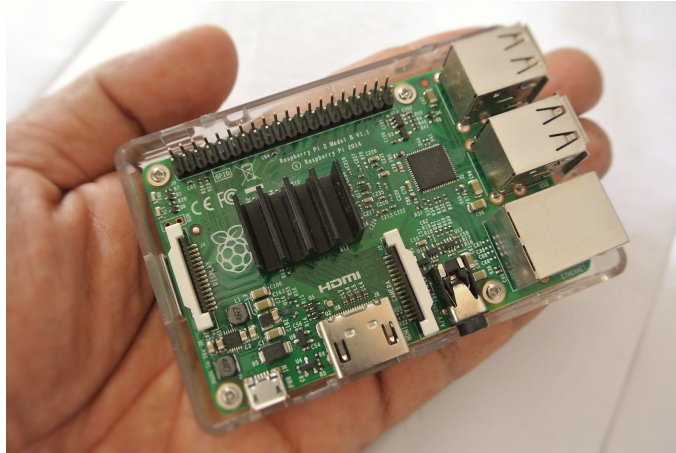
How Will This Affect Us?

We use technology for a plethora of things today. There has been a great change in how we conduct things like banking in the last decade or so. There has been a growing demand to move services like this online to make people's life easier. Previously you would have to physically go into the bank to do things like transfer money, open an account or apply for a loan but now a lot of these services have been transferred online (Roy Morgan 2013). Banking is not the only service to move online, along with things like just buying your groceries has shifted to the online world. So we need these services to be secure as possible, as a lot of sensitive information can be processed through examples like this.

No one is completely safe from cybersecurity when it comes to individuals, businesses, national, or even worldwide. Identity theft can be a devastating crime to happen to someone. A hacker could get someone's details and start to fraudulently pose as the victim to access things like bank accounts or other benefits (ACSC, 2020). An example of cybercrime could be if a nation interfered in another nation's election or democracy (Hoffman 2020). In 2019, the Australian government had a case of malicious activity being conducted on the Australian parliament computer networks (Brangwin, Portillo-Castro, n.d.).

In the future, we will need to take the threat of cybersecurity very seriously as it can have extremely devastating effects on our lives. People are increasingly sharing information about their daily lives as well as giving away their data and it could be quite easy for a hacker to exploit this (Chandler, 2019). I have always tried to keep my life away from the digital world, keeping away from services such as social media. However, the threat of cyber related crime is always out there and is a force that may be here to stay.

ELECTRONIC HARDWARE KITS



What does it do?

An electronic hardware kit comprises of electronic components, circuit or prototyping board, a circuit schematic and assembly instructions all used to build an electronic device, system or for educational purposes. The kits range from a printed circuit board (PCB) with components soldered on (to electrically connect, as well as be mechanically affixed on to) which is designed to construct a single system or device, to solderless construction boards with components mounted in plastic blocks (E.g. Denshi blocks). For advanced projects, the kit may contain only a printed circuit board with the rest of the components having to be sourced elsewhere.

Printed circuit boards (Also referred to as printed wiring boards or printed wiring cards) are the basic building block for the majority of modern electronic devices and allows signals and power to be routed between devices. The electronic components are connected via conductive tracks, pads and either single, double and multi-layer sheets of laminated copper between interconnecting layers of non-conductive substrate sheets. Prior to the invention of the PCB, alternatives were point-to-point construction and wire-wrap.

There are various electronic hardware kits available on the market today, contained below is a list of some of those devices including the ones that were innovators for the microcomputer revolution:

- Raspberry Pi - A low powered but fully functional single board microcomputer.
- Arduinos – A small prototyping board with a re-programmable single chip called a microcontroller.

- MaKey MaKeys – A two-sided circuit board that connects objects to a computer keyboard stroke or mouse click.
- BeagleBone – An open-sourced, single board software, similar to the Raspberry Pi.
- Heathkit H8 – One of the early microcomputers produced by Heathkit, one of the originators for electronic test kits.
- The Altair 8800 – The first home computer.
- Denshi blocks – A small plastic, transparent block containing an electronic component in the centre.

Let's take a closer look at two of the more popular devices and do a comparison of Arduinos and Raspberry Pis. We will be focusing on the Arduino Uno and Raspberry Pi model B+.

An Arduino is small prototyping board with a re-programmable single chip called a microcontroller (8-bit) and 2 kilobytes of RAM that can be adapted for a variety of functions, whilst consuming a relatively low amount of power. With I/O, it has an USB-B port, a power input and 20 I/O pins which individually can drive 40mA. Although it does not have an operating system, it can execute code and run programs using the Arduino programming language (capable of running on Mac, Windows and Linux) and is designed for mainly single purpose use. Some examples of projects are a fingerprint door lock, an automated plant watering system, a universal remote control, and many more.

The Raspberry Pi is a low powered but fully functional single board microcomputer. It comes with a 64-bit microprocessor, 1GB of RAM, 4 USB 2.0 ports, a HDMI port, a micro SD card socket, a video output, an audio jack, CSI camera port, DSI display port, wireless LAN, Bluetooth 4.2, a Gigabit Ethernet over USB 2.0, and 40 GPIO pins which can drive a maximum of 16mA on an individual basis. Linux is usually included with this device, so any programming language can be used. Some examples of projects are a retro gaming machine, building a web server, an RGB reactive lighting system, or to learn how to program.

Based on the comparisons, on paper it appears as though the Raspberry Pi is the superior of the two. That may be true in regards to software applications, but the simplicity of the Arduino would work better for hardware projects. It is also considerably easier to use, does not need to wait for an OS to boot up, and uses less power (about 1/10th of the power of the Raspberry Pi). To write a program using the Raspberry Pi to get an LED to blink would involve installing an operating system and code libraries, whereas to do the same job on the Arduino consists of plugging in the device and writing a few lines of code.

What is the likely impact?

The potential impact of electronic hardware kits would be generating further interest within the fields of STEM (Science, technology, engineering and math) and developing an essential skillset in building and maintaining hardware. In today's world of IT, kids are being exposed to digital technology at a younger age and the electronic devices can assist in understanding how modern technology works, what it is capable of, learn basic physics, an introduction to programming languages and much more.

Around the world, the impact is evident. In Europe, electronic kits are used for a network of refuelling stations to predict maintenance by monitoring the temperature and filling levels. In Africa, the kits are used to check the level of rubbish bins to determine when the trucks should collect the waste. In Wales, Sony's manufacturing facility became 30% more efficient with the monitoring of equipment using the devices.

In 1965, Intel co-founder Gordon Moore stated that the number of transistors that would fit on a computer chip will continue to double each year, also known as Moore's Law. Although the doubling currently occurs on a bi-yearly basis, it is the application of his law that has been the point of reference for production within the industry today.

This continuation of the miniaturization of components, and as they become more integrated, design specific and unit quantities become less available, may result in the dying out of the hobby of building electronics. With the reduction in size of individual parts, the ability to produce a PCB and solder components onto it would be increasingly difficult by hand. However, this could potentially provide opportunities for the industry to thrive in new and innovative ways.

How will this affect you?

As technology and electronics become more essential and a necessity to daily life, a greater portion of the population will be involved with electronic projects due to the ease of accessibility. The type of complex work that can be accomplished today without the traditional need for a higher education is something that would have not been achievable in the past for the average person. My friends or family members won't need to go to university to understand and program an electronic kit, which opens up doors for a new hobby or learning the skills for an existing or different career path.

On a personal level, the effect of having electronic hardware kits in my everyday life has been a positive and convenient experience so far. I was recently gifted a Raspberry Pi for Christmas and I started with a Pac-Man treasure hunt project that involved learning basic cybersecurity skills by navigating the Raspberry Pi terminal to prevent 'attackers' from hijacking the computer. From there, I've been consistently working on small projects (The next project will be converting a TV to a smart TV to use as a home media centre), as well as expanding my knowledge of programming languages.

The next step for me would be to utilise a 3D-printer and bring to life certain projects, which will bring a whole new level of customization and understanding. I look forward to seeing what the future holds for this industry, and how it will expand into areas that can change the world such as: Artificial intelligence, virtual reality, renewable energy and many more.

ROBOTS



Introduction

In the following assignment we have chosen to profile a robotic company from the UK. The following aims to give an overview of this IT Technology with some key features such as effects on current workforce. By the end of this assignment, it aims to have given the reader a greater understanding of the robots and how they have started to change our daily lives.

We have chosen to focus on a single area of robots within an industry due to its extensive field. By selecting a company / industry it will give the reader a better understanding of how robots are used and the potential use in the coming years.

What does it do?

The robots I have selected to profile are the Ocado robots. Ocado is an online supermarket retailer in the United Kingdom, who are using robots to make online grocery shopping faster (Vincent). By using robots to perform picking tasks the company saves on labour and can workday and night at the same cost base. Each robot is approx. the size of a washing machine and travels around on a grid called the hive. Currently their UK plant processes 65,000 orders per week and approx. 3.5 million items per week (Vincent).

The robots take products to the packer who is stationary in a workstation, then the packer packs the shopping items into a shipping box. In this warehouse there are only two points that there is human interaction. First point is the unloading of the product and the second is the packing into the shipping container. The company is working on new Tech that will one day eliminate one of these the first human interaction with any product. Ocado has started to develop full automation to reduce any human interaction within their warehouse facilities.

This company now describes itself as a technology-led, global, software and robotics platform business, with a strong retail heritage (Tech HQ). Cutting edge technology has been developed in the form of a picking device that mimics a human hand that will prevent damage to the

product (Ocado). Technology solutions made up more than 30% of this business revenue in 2019 (Tech HQ).

With the introduction of automated cars and trucks in almost every market in the world, I can see innovation in having a full automated system from warehouse end customer with the use of robots and self-driving delivery trucks.

Other developments to streamline the process would be to have recurring orders auto dispatch from past usage of a product using advanced AI & Machine learning. This would save time and generate efficiency having smaller orders to pick each time.

What is the likely impact?

The likely impact of this type of robotics will be less manual labour jobs in warehousing and transport for humans. It will make roles such as picking, packing and sortation a resignation to history in the next 20 years. Manual jobs will become less and less available resulting in a social impact resulting in higher unemployment around the globe.

This innovation with robots will create highly skilled jobs for computer and robotic engineers but will also affect lower skilled jobs with an estimated 17 % of all jobs lost to robots in the coming years (Vincent).

People most affected by robots are generally people in manual jobs that have a high nature of repetition throughout the workday, such as attending the same picking location for 5 different orders. Most likely to change is this tech gets cheaper by the day and soon it won't just be the large companies such as Ocado that will be rolling it out. It will be available to the public and smaller companies driving greater competition within the marketplace.

How will this affect you?

I will be directly affected by this change as I currently work in the transport and warehouse industry. Automation is becoming more widely adapted in other business units within the company I work for and it will only be a matter of time before parts of my role become automated.

In my daily life it will affect me by getting products delivered quicker and cheaper from all retailers who adapt to this robotic technology. It may also drive a reduction in Co2 emissions if these robots can be solar powered and as less people will be travelling to work as their jobs have been replaced by robots this will drive a further reduction.

It will be different for me as it will reduce workforces within warehouse & transport businesses leading to less jobs.

My family will be directly impacted by this tech with the reduction in manual labour jobs, but I feel they will adapt to the change and make a pivot into another industry.

Online ordering driven by robots is here to stay and big businesses such as Amazon are investing heavily in this type of robots to reduce work force and speed up processes. It is said the use of robots inside an Amazon warehouse has increased a pickers productivity by up to 400% (Jason Del Rey).

Summary

To summarize the above, I believe robots are a game changer in all fields not only in warehousing

and transport. Robots will one day replace almost all of the jobs on the planet from farming, delivery, cooking and cleaning of our homes.

Each day with the advances to the technology and the robots becoming smaller and more efficient such as the automatic vacuums in people in their homes. We will rely less on doing tasks manually and become more reliant on robots.

The only fear of this technology is that when government's start to try and weaponized robots to start killing humans in War. We can only hope that a framework of AI & Robotic law is passed to ensure that this doesn't happen within our lifetime. Not all robots will be dangerous but we need to be vigilante as human error can cause injury or death such as Robert Williams who was the first person in history to be killed by a Robot in 1978 at the Ford Plant in Michigan (Tucker, 2018).

Thank you for taking the time to read this assignment on IT Technologies – Robots.

CLOUDS, SERVICE & SERVERS



What does it do?

Simply put, cloud computing is the delivery of computing services – including servers, storage, databases, networking, software, analytics and intelligence – over the Internet (“the cloud”) to offer faster innovation, flexible resources and economies of scale. Typically, you only pay for cloud services you use, helping you lower your operating costs, run your infrastructure more efficiently and scale as your business needs change. (Microsoft.com, 2019)

The state of the art in Cloud computing technology allows users access to storage, files, software, and servers through their own internet-connected devices: computers, laptops, smartphones, tablets, and wearables etc. Cloud computing provides storage and process data in a location that is separate from end users.

Essentially, cloud computing is having the ability to store and access data and other programs over the internet instead of on a local hard drive. This means any sized business can harness powerful IT infrastructure and software to become bigger, better, leaner, and more agile, as well as compete with much larger companies. Unlike with traditional IT hardware and software, cloud computing benefits businesses by having cutting edge technology without having to make large investments in purchasing, maintaining, and servicing equipment themselves.

Cloud computing types are service deployment models that let you choose the level of control over your information and the types of services you need to provide. There are three main types of cloud computing services, sometimes called the cloud computing stack because they are built on top of one another. (azure.microsoft.com, n.d.)

1. The first cloud computing type is [infrastructure as a service \(IaaS\)](#), which is used for Internet-based access to storage and computing power. The most basic category of cloud computing types, IaaS lets you rent IT infrastructure – servers and virtual machines, storage, networks and operating systems – from a cloud provider on a pay-as-you-go basis. (azure.microsoft.com, n.d.)

2. The second cloud computing type is **platform as a service (PaaS)** that gives developers the tools to build and host web applications. PaaS is designed to give users access to the components they require to quickly develop and operate web or mobile applications over the Internet, without worrying about setting up or managing the underlying infrastructure of servers, storage, networks and databases. (azure.microsoft.com, n.d.)
3. The third cloud computing type is **software as a service (SaaS)** which is used for web-based applications. SaaS is a method for delivering software applications over the Internet through which cloud providers host and manage the software applications, making it easier to have the same application on all of your devices at once by accessing it in the cloud. (azure.microsoft.com, n.d.)

By 2022, the top four cloud “megaplatforms” will host 80 percent of infrastructure as a service (IaaS) and Platform as a Service (PaaS) workloads, according to IDC. As cloud adoption increases, hybrid and multi-cloud models will become the norm, with every enterprise assembling a mixture of cloud services and legacy applications to meet their needs. Rather than bringing the enterprise to the cloud, this approach brings the cloud to the enterprise. We can expect a world in which cloud computing is the standard and where open, interoperable tools play a crucial role in connecting a company’s data and applications across environments. (Future of cloud computing, n.d.)

The future of computing: intelligent cloud and intelligent edge.

The intelligent cloud is ubiquitous computing, enabled by the public cloud and artificial intelligence (AI) technology, for every type of intelligent application and system you can envision. The intelligent edge is a continually expanding set of connected systems and devices that gather and analyse data – close to your users, the data or both. Users get real-time insights and experiences, delivered by highly responsive and contextually aware apps. Combine the virtually limitless computing power of the cloud with intelligent and perceptive devices at the edge of your network to create a framework for building immersive and effective business solutions. (Intelligent Edge – Future of cloud computing | Microsoft Azure n.d.)

What is the likely impact?

With the predicted rise in Infrastructure as a Service (IaaS) companies will now have more access to servers, firewalls, virtual machines, storage, and other infrastructure. This is ideal for companies that create highly specialized or unique proprietary applications, but don’t have the time to spend on other resources buying, storing, setting up, or maintaining the necessary equipment. Instead, they access ready-to-use infrastructure over the internet.

As it becomes less common to invest in physical hardware and IT infrastructure, choosing IaaS alternatives is a safer, more reliable option. You don’t need to trust or invest in an external IT contractor, as you can access and oversee IaaS platforms yourself.

IaaS solutions are extremely flexible and scalable, and you can replace it whenever you need without losing money on your initial investment.

IaaS is beneficial to businesses of all shapes and sizes, as it allows complete control over your infrastructure, and operates on a pay-as-you-use model, so it fits affordably into most budgets.

IaaS puts the control and power over the infrastructure back in your hands.

Of course, the cloud is for more than just autonomy, AI and advanced robotics operations. It's also useful for conventional storage, remote processing, infrastructure as a service, testing and development, analytics, disaster recovery and so much more.

So, while autonomy may certainly be responsible for taking a lot of jobs and work opportunities, that doesn't necessarily mean cloud technologies are, as well. Which brings us full circle to the original question: Is the cloud killing jobs or creating them?

The answer is both. But according to the World Economic Forum, emerging technologies — including the cloud — will help create more jobs by 2022, more than they kill, to be exact. [The agency's report predicts](#) a loss of 75 million jobs by 2022, but also the creation of 133 million jobs during the same period. For anyone who didn't do the math in their head, that's a net increase of 58 million jobs. (TechBullion, 2019)

How will this affect you?

In light of the COVID-19 outbreak, companies and institutions have instructed their employees to work from home as a precautionary measure to reduce the risk of contagion. Working from home depends mainly on cloud computing (CC) applications that help employees to efficiently accomplish their tasks. The cloud computing environment (CCE) is an unsung hero in the COVID-19 pandemic crisis. (Impact of coronavirus pandemic crisis on technologies and cloud computing applications, 2020).

Personally, I see cloud computing transforming our lives, and in many ways, it has a direct impact on our everyday life. We are, as never before, seeing cloud technology impact our world on many levels. To reflect on some of the impact cloud computing has affected me, some factors are:

Societal

- The likes of Facebook, Instagram, YouTube and Google are testimony to a shift in how we are now interacting with others. It has never been easier to stay in contact with close ones or to look for long lost forgotten friend and/or classmates, with the explosion of social networks and websites proposing ways to connect and relate through online communities. Facebook is of course a primary example.

Educational

- Ability for the students to access data anywhere, anytime, to enrol in online classes and to participate in group activities (such as my ability to study this Intro to IT unit)

Security & Storage

- Ability to have data stored in the cloud ensuring it is backed up and protected in a secure and safe location, is a testimony to cloud technology transforming and affecting our everyday lives. With the recent 2019/2020 bushfires and in the event of other natural disasters (floods etc) the piece of mind knowing precious memories such as photos are not forever lost, is a positive impact.

Project Idea

Kids Storytime: Read, Record & Replay

Overview:

Introducing... Kids Storytime: Read, Record & Replay.

This is a smartphone app, designed for online children's story book reading, targeted at parents with young children. Similar to an audio book, BUT with the personalisation of the parents and other family members being able to record their voice reading the story. The app will also include the storybooks illustrations for the children to enjoy and following along with the story. The app will allow parents to record their voice reading their favourite stories to their children. Children will be able to interactively learn to read their favourite story books, whilst listening to their parents recorded voice.

(Anon., n.d.) Online story book reading helps parents to connect with their kids and develop strong relationship. Through the voice recording option, both parents will be able to record stories with their voice and kids can listen to their voice even when they are not around. It is a great way to start early literacy skills and have lots of fun at the same time. Storytelling is an effective way to enhance the language of children, including vocabulary, grammar, and narrative skills (Isbell, 2004).

Motivation:

My motivation for this idea has been driven by the personalised experience that the children will gain, by hearing a familiar voice and not a system generated robotic voice telling the story. The children will hear the tone, pitch, accent and mannerism that they are used to hearing from their parents reading the story aloud with book in hand. The app is designed to help parents. This app would be useful for parents and young children, as parents will have the ability to personalise and connect with their children, whilst the child is accessing the app and listen/reading their favourite online story book. This app development would allow parents to read their children's favourite story on demand for the child. In some cases, parents will not have to read the same book over and over again, as the children will be able to hear the parents' voice reading the story, simply by accessing the app, where the parents have pre-recorded their voice telling the story. This will free up some time for some parents, and effectively provide some form of comfort to the child who needs their parents to read a book on demand.

Description:

What sets us apart from our competitors offering a similar product is that we offer a unique experience to our end consumer. Our **Kids Story Time: Read, Record & Reply** smartphone app, is in a class of its own, a step above its competitors. Why? How? I hear you ask. Well, not only can parents or the children's favourite Aunty, Uncle or Grandparent also record their voice reading a story book, but we also offer identification and recognition of images e.g. pictures of animals can be formatted to play the animal noises, should the child touch the image, teaching children what animal makes what noise.

We also have accessibility options for the sight and visually impaired including a range of text size options, colour contrasting options, alternative image text to describe images.

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

After researching and analysing other similar smartphone apps on the market, we are the one and only that offers a unique rewards sticker chart system. Each time a child successfully completes a level and a new story book, they are rewarded with a new sticker. This is to promote and encourage development of children's literacy, language and learning skills. What child doesn't love getting a sticker?

Once a child has progressed through all levels and been received all the sticker rewards, they will then be able to access and unlock a secret feature.

An innovative feature that we are including in this app, is the option for a family member and the child to collaborate and create their own storybook. Each child would start with a blank canvas and with the assistance of a family member, they will be able to help the child create a meaningful story plot, and create beautiful illustrations personally designed by the child. Families will then have the option to save and download a copy of their very own self-created story book, a very special keepsake memory.

This is a very innovative and feasible smartphone app, is planned/created for the sole purpose of entertainment and family fun.

- Each member of the family will be able to customise their profile, complete with the option to upload their profile picture, and a choice of what story books they want to record their voice to.
- Personalised content for an immersive experience – parents can pre-record their voice telling the story just how they would if they were sitting with their child with book in hand.
- A story book can have the option to be read by many e.g., the child could select that they want Mums recording, or Dads recording, or Aunties recording of the story being told.
- Interactive engagement – as the child grows and learns, the child can turn the digital pages, the child can trace their finger over the words to hear the word being read aloud.
- The app would display the visual illustrations of the book, just as if it were a hardcopy of the story book.
- The app would contain 3 different levels:
 1. The child would have the story book automatically read start to finish by the parent

(child would just listen)

2. The child would need to turn the digital pages over, for the story to proceed/following along with the story

3. The child would trace their finger over the words to hear and learn to read the story book.

- 1000's of story books available to download for a small monthly fee
- Free month trial when you sign up for a 6-month subscription
- Recordings can be downloaded and saved, great keepsake for children.
- Makes learning experiences fun, interactive and personalised for children
- Compatible for both Android and OS.

Tools and Technologies:

Software

XCode is a free platform to create applications for Apple devices. (John786, 2012) It provides developers a unified workflow for user interface design, coding, testing, and debugging. It is integrated with Cocoa Touch and Cocoa frameworks which provide productivity platforms. (McClarty, 2020) IDE (Integrated Development Environment) is a modern age software application which helps developers to create secure, scalable and feature packed mobile apps in less time. (Anon., n.d.) XCode IDE features the proper tools for communicating with the developer website of Apple which enables developers to activate apple service and make it available in Apple stores once completed. (Jagtap, 2017) (Anon., n.d.) The main benefit of XCode are:

- Smooth navigation between parts of code,
- Live issues highlighting common coding mistakes.
- Controls server-side bots that continuously build, analyse, test and archive XCode projects.
- Helpful interface and application testing to check app quality, bug, and interface navigation.
- Customer support team available online, phone and training.
- Split window view and open quickly.
- Easy access and free to download from the official App store.
- Managed and maintained by Apple.
- Static analysis of finding bugs in your code and report of potential bugs that could have remained hidden or are nearly impossible to replicate.
- Drag and drop tools to construct or edit your interface.

JDK for Android:

(Anon., 2020) JDK is a package of tools for developing Java applications and applets. (Anon., 2020) It helps programmers to compile, debug and run applets and applications. (Tyson, 2020) It includes the Java Runtime Environment (JRE), an interpreter/loader (java), a compiler (javac), an archiver (jar), a documentation generator (javadoc) and other tools needed in Java development. (Anon., 2019) The benefit of Java Development Kit are:

- It has a simple and basic user interface and is free to download.

- It is very fast, compact, and innovative developer tools for most of the Window Operating System, MacOS and Linux.
- Lightweight and consume low resources.
- Privacy and Security.
- PC user friendly.
- Hardware
- Modern personal computer – Windows, Mac or Linux + high quality peripherals
- Network/Internet connection
- iOS and Android devices for testing – iPhone, iPad etc

Skills Required:

- Developers fluent in Java, Kotlin for Android, and Objective-C and Swift for iOS apps
- Developers experienced in data security, problem solving and analytical skills, communications, creativity.
- Development of a mobile application is very feasible, given the popularity of skills required and availability of outsourcing the development.
- Modern Language Programming skills like C#, Java, Kotlin, HTML 5, CSS
- Familiarised with mobile platform application Programming Interfaces (API) eg: iOS, Android and Windows Mobile
- To be able to build a high quality user interface (UI) for easy navigation, design and smooth run. (Toth, 2017)
- Versatile Cross platform app development for current major mobile platforms. (Anon., 2020)
- Knowledge of database management, language, and frameworks
- Cyber security
- Great transparency, focus on collaboration and fast delivery time.
- Business and marketing capability to win over the competition. (Anon., 2020)

Outcome:

Successful execution of the development will see a standout application from other competitors, providing families with an application, not only one that they can personalise and enjoy as a family, but one that has a range of accessibility options for all members of the family to enjoy. Families will now be able to hear their favourite stories on repeat, freeing up time for parents and assisting children to read.

- Parents may want to review stories before sharing with their kids for any concerns.
- Spans a range of early reading levels.
- Create an account to access apps and support via email.
- Link to multiple other users to share with family and close ones.
- Personalised voice recording, save and share files and backup options.
- 100's of classic story books available to download for free and subscription required to explore more.
- Trace their finger over the words to listen and learn words.
- Touch pictures and listen to the sound of animals and birds.
- Great quality pictures, simplicity, and big icons for visibility for kids and elderly.

Group Reflection

Pete	<p>As this was my first group assessment in university study, I was a bit worried at the start I would not be able to find a group. I felt extremely happy one day when I got a message from another member asking if I would like to join their group, thanks Scott.</p> <p>What I think went well in our group is that everyone's ideas and opinions were listened to and actioned in all of our group meetings. I believe we all respected each other and gave each other time to speak. I believe we all had a clear goal to achieve at the end and we all contributed to finishing this assignment. Another thing that went well is when a member was faced with an obstacle or difficulty, we would all help to make sure the problem was rectified, truly a good aspect of working in a team!</p> <p>We could improve on being clearer about the designation of tasks and to make sure that we continually update what is still to be done and who is assigned to these tasks. In all, I was surprised at how well the group worked together and how well the workload was shared between all members. I believe something I have learned as a group, is it offers a great advantage on being able to get feedback from other members on how the assignment is going and what could be improved</p>
Laura Lam	<p>Throughout the duration of the assignment, the attendance of the team meetings (occurring predominantly twice a week) was consistent for all team members. Within these meetings, everyone contributed with great ideas and we were able to delegate tasks to be completed individually or in a collaborative manner to work towards the completion of the report, as well as building our group website. In truth, the one thing that surprised me was how well the team worked together! There are teams that don't communicate or have low participation, so I feel fortunate that wasn't the case here.</p> <p>In terms of improvement, there was a mild case of miscommunication at the very start in which there was uncertainty on which section was assigned to who, and this resulted in a doubling up of tasks. This was resolved very quickly and became a non-issue by the end of the project through clear communication via the team meetings and Microsoft Teams chat.</p> <p>I've learned that if you have a group of dedicated, hard-working individuals, it makes for an extremely effective team environment which will also be reflected in future projects.</p>

<p>Alicia North</p>	<p>Firstly, the most obvious thing that I discovered was the advantage of working as part of a group. Advantages in a way that we, successfully all meet online in Teams and collaborated on ideas, we carefully listened to each other's ideas and opinions without judgement, and came up with solutions. I found the energy and enthusiasm of the group's participation made me feel more energetic about contributing. We also had plenty of laughs along the way, which the humour made for a positive team environment, lighting the mental load.</p> <p>I have learnt that time is something that for some reason goes really fast, the closer the deadline looms, so in hindsight from this group experience I think starting the larger bodies of work earlier could have been improved, giving us more breathing space before the due date. I shouldn't have been surprised, but I was surprised that everyone contributed. Based on my previous experiences when I have worked in groups, there has always been members who have not participated and/or not actively contributed. So I was quite surprised and glad to be a member of this team, in that regard.</p> <p>From working in groups I have learnt that we all have our own unique set of skills, strengths and weaknesses. It takes good team communication and team work to discovery and identify who within the team has what strengths. Being able to focus work/tasks around utilising those strengths is also something I learnt through group work (using what we have and working with it).</p>
<p>Sabina</p>	<p>Talking about the group assignment, I was a bit anxious about finding a group and how we are going to collaborate to finalise our second assignment but now we are at the final stage of Assignment 2 submission and I feel very confident and happy with our group. The main highlight of our group is working together and managing time to have meetings. Our video conference, individual task and notes on Google Doc, Ms team chat and Agenda email was credible. During the meeting, everyone was able to share their ideas, and managed to put up our own individual task in Google Doc precisely to keep track of the task. At the early stage of group forming, there was some misunderstanding with the task distribution which created double work. However, with better communication through email and Microsoft team chat option, we were able to resolve the matter in no time. One thing that surprised me was great teamwork and ownership and one thing I have learned about groups is every member was very helpful and dedicated towards their task. Something that could be improved in upcoming group work is to be more open and prepared well before meeting so that everyone can be interactive and discuss promptly which will enable us to finish the meeting in a short time.</p>

<p>Scott Gaskin</p>	<p>As a team we have worked amazing together. We all have our own skills and have blended perfectly. I feel the only thing we could have done better is to potentially meet earlier to get a start on this project. We have worked cohesively and been able to turn out some amazing work.</p> <p>The dynamic of the team has also been outstanding, we all can have fun whilst working together and that has made it easy to get things done as a group. On reflection of past group assignments in comparison to this one it has been like chalk & cheese. We are a well-organized group that has come together to solve problems. In the past I have been part of groups and not heard from team members until the final week of major assignments. This is far from the case for our team, regular communication Via MS teams & regular video calls each week.</p> <p>It has also been an open forum for all to discuss progress and what has gone well working through the workload we had assigned for the week.</p> <p>Truly I cannot speak highly enough of this team and really look forward to the next two parts of this course assignment.</p>
<p>Symeon</p>	<p>With this being my first university group assessment, I was genuinely surprised at how smooth it was. Using MS teams for collaboration made all the work and progress visible to all members of the team, and it allowed us to set goals and stay on track. All team members have stayed productive throughout the whole assessment period and I am happy to work on future assessments with them! We had group meetings weekly, sometimes two a week, and this gave us allocated time to catch up with each other and discuss anything that needed to be addressed. From this group assessment, I have learned that it is crucial for all members of the team to put in equal effort and communicate with each other on a regular basis.</p> <p>The only thing I can think of to improve the group's experience as a whole would be to tackle the larger and more demanding aspects of the assessment early. As we approach the due date, we are having to rush a bit in order to meet the rubric demands and specifications. Regardless, I believe we have done a great job as a team and everyone has put in the effort required to get a good mark.</p>

Team Reflection

As a group we all believe and feel that this was overall a 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 worked respectfully together, giving each other the time to be heard and have their say. 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. Also this is a reflection of our positive group environment, being an open and encouraging place where members feel that they can ask other members questions – sometimes that is not as easy as it sounds.

What could have been improved?

- Going forward our group has learnt from this experience that it's 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. Also we had a small miscommunication and learnt that having clear communications and paying close attention to details around task allocation, is imperative in teams to avoid duplication of work.

At least one thing that was surprising?

- As a group we were really all quite surprised that we all worked so well together, which as we know is not always the case in team environments. Each member displayed ownership and committed to completing their team/tasks responsibilities.

At least one thing that you have learnt about groups?

- Our biggest learnt lesson from this group experience would have to come down to clear communications and documentation of those communications, is really the key to ensuring members are aware of who is doing what, when its due and what is left to be completed. Having that transparency and accountability via communication ensured we actively completed tasks. We believe in our team we managed this successfully but in doing so we have learnt the significant importance of communication, as our team would not have been as successful as it has been, if we weren't effectively communicating.

Assignment 1 feedback:

Symeon:

94/100

Ideal job

Great job exploring the required skills and comparing those to the ones you have. Your development plan makes great use of formal, informal, and incidental learning.

Profile

Good job reflecting on your personality. You describe the traits you seek in forming a team, and how different personality traits would be beneficial to the success of the team (and even help overcome some clashes).

Project idea

Great job building out this idea. I love the mashup that you're making by using different preexisting technologies instead of re-inventing the wheel. This will dramatically cut down on development time and costs and help you get a prototype out there to collect feedback on and impress investors.

Presentation

The website looks amazing. This is a professional quality site. The only thing you might want to consider is using a max-width so that the text doesn't span the entire width of my monitor if I maximise the browser.

Feedback:

I can see you have put a lot of effort into this assignment. Considering all the challenges you've faced both professionally and domestically in the wake of this pandemic, I am very proud of the grit and determination you have exemplified this semester.

To improve, try to dive a bit deeper and look at more nuanced aspects. The higher grades are in the finite details.

Feedforward:

Moving forward, you'll want to explore ideas with a bit more nuance. Try to find the hidden elements that aren't obvious. Rely on scholarly papers to better inform and justify arguments, choices, and decisions you make. Popular websites and blogs are great, but they aren't peer reviewed. Try to find empirical, tested, sources of truth - especially when presenting definitions and statistics. Lean into the technical aspects and draw a stronger link between the user experience and what is required to make it work. Continue to explore ways of improving the aesthetic appeal of the information you are presenting - this will be particularly important in the third/fifth assignment.

Peter Johnson

88/100

Peter, your guitar tuition app and website idea seems simple and pragmatic (yes with a steep learning curve) but doable, even in prototype, though it may be overtaken by a commercial product at some time it is a great idea and I hope you get to run it out to A2 and A3, overall a very good assignment that demonstrates your extensive thought in developing this application and a passion for IT.

Below are three types of feedback on your work: feedback, the marking rubric, and feed-forward.

I've provided you with feedback about how you have done on this assignment, including a few areas where you have done well and few areas where that could have been strengthened. This is followed by where you have achieved on the marking rubric.

In addition to this, you will also find feed forward. In this section are a few tips about how to build upon what you've done here in preparation for assessment 3. By providing with you feedback and feed-forward, I hope that you will be better prepared for your final assignment

Feedback: Comments that explain how the student did on the current assignment Peter an excellent understanding of the project and good overall assignment, the presentation was easy to read, and clearly laid out. All sections were well written and demonstrated your passion and commitment and linked well into your personal future which links well to the pi and app development project. Your desire to study clearly shows through and I hope that this will enable you to extend you current skills. The project was well fleshed out and covered all of the required areas very well. The project idea is big (at this level), however can be achieved in a modular way, building up from a basic functionality to flesh out your vision until it can be centrally applied to any home and become usable. The project idea description was certainly interesting, though I urge you to keep up the high quality references throughout. It is important to include formal references and a reference list and highly recommend that you follow the feed forward remarks to maintain a high grade. The presentation is very simple, effective at this basic level though I suggest using more navigation in future.

Feed-Forward: Comments that explain how the students' current performance is links to improving their future performance – which in this case, is the final assessment

Peter looking forward to the major assignment I think you can further improve the construction of the project with a more in depth description of competing and current technologies in item recognition and learning methods,. Overall, the project content is excellent and please continue to provide evidence of referencing to demonstrate a broad range of research. As a general rule of thumb, try to aim for at least two in-text references for each paragraph. At the top end of

marking the odd one or 2 marks on each section become very valuable, though you have graded very well you could have picked up a few more easy marks at this level, by ruthlessly following the assignment guide and the marking rubric. Exceptionally well done.

Marking Rubric - Score

Criteria 1: Personal Information - HD - Exemplary

Criteria 2: Interest in IT - HD - Exemplary

Criteria 3: Ideal Job - HD - Exemplary

Criteria 4: Profile - D - Accomplished

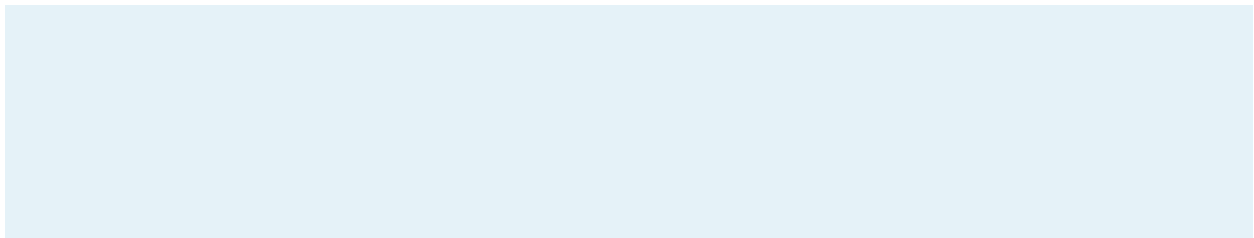
Criteria 5: Project Ideas - HD - Exemplary

Criteria 6: Presentation - C - Developing

Please note that the level of personal feedback is quite extensive for Assessments 1 & 2 – to help you improve for subsequent submissions. However, please note that, for Assessment 3, we will only be providing you with the respective rubric scores and not detailed feedback. Keep up the good work and remember to get in contact with me or student support with any questions.

yours sincerely

Dave Robinson



Mark - 60.5 /100

Scott, I enjoyed your parcel tracking chat bot idea very much, showing that you have given it a great deal of thought.

"Below are three types of feedback on your work: feedback, the marking rubric, and feed-forward.

I've provided you with feedback about how you have done on this assignment, including a few areas where you have done well and few areas where that could have been strengthened. This is followed by where you have achieved on the marking rubric.

In addition to this, you will also find feed forward. In this section are a few tips about how to build upon what you've done here in preparation for assessment 3. By providing with you feedback and feed-forward, I hope that you will be better prepared for your final assignment

"

Feedback: Comments that explain how the student did on the current assignment
Scott a good understanding of the assignment and the writing style was easy to read, clearly laid out and professional delivered. The sections On Personal information, profile and project were well written and demonstrated your passion and commitment and linked well into your personal future and your project idea. Your life experience clearly shows through and I hope that this course will enable you to extend you current skills. The project was reasonable described out and covered most of the required areas. The project idea is big, however can be achieved in a modular way, building up from a basic programming modules to cover more of the transport and parcel delivery industry to flesh out your vision until it can become delivered. It is conceivable that with an integration of all the technologies you may be able to provide a new world of tracking to business and to regular users. Well conceived.

A few areas could be improved including more depth on developing the website presentation is needed, you have used the basic HTML though no CSS. which provides a very basic site. The presentation is quite simple, effective at this basic level though I suggest using more navigation in future . Within the Project you have described the overall environment and project well, though have barely touched on the Tools and technologies and including a description of the technical build requirements with a good description of the software, hardware and/or other equipment needed, including any relevant open source tools as appropriate would have benefitted the project, you have not included a Skills section. Overall the project and all sections are answered at the most basic level and lack depth. Referencing would have added significantly to the readers confidence that the project idea has been well thought through. It would have been beneficial to have included a Project name at this stage.

"Feed-Forward: Comments that explain how the students' current performance is links to improving their future performance – which in this case, is the final assessment

"

"Scott looking forward to the major assignment I think you can further improve the construction of the project with a more in depth description of how the technologies and

tools will work together, and utilising more references within the content. Overall, the project content is excellent and please provide evidence of referencing to demonstrate a broad range of research. As a general rule of thumb, try to aim for at least two in-text references for each paragraph. Your writing style is quite good though I recommend some clearer headings which can come from the assignment guide and marking rubric. Scott you have a great start in this assignment, it does seem that it was a little rushed. I hope your pleased with the grade, a good start

"

"Marking Rubric	-	Score
Criteria 1: Personal Information	-	D - Accomplished
Criteria 2: Interest in IT	-	C - Developing
Criteria 3: Ideal Job	-	D - Accomplished
Criteria 4: Profile	-	C - Developing
Criteria 5: Project Ideas	-	C - Developing
Criteria 6: Presentation	-	C - Developing

"

Please note that the level of personal feedback is quite extensive for Assessments 1 & 2 – to help you improve for subsequent submissions. However, please note that, for Assessment 3, we will only be providing you with the respective rubric scores and not detailed feedback. Keep up the good work and remember to get in contact with me or student support with any questions.

yours sincerely
Dave Robinson

Laura Lam

90/100

Personal Information

Good to meet you Laura, You have a well written and engaging personal history and a comprehensive and social focused Pet tracking project. Hoping that you enjoy this subject.

Interest in IT

You have a clear passion for IT and have identified your current career growth pursuing your goal to becoming a Game Programmer

Ideal Job

You have clearly identified the ideal job, what's required and the skills development requirements to get there. As well as your personal path to achieving this. I have but some specific ideas to assist in the longer summary below.

Profile

A good approach to the test results with a quite detailed analysis and appropriate description of your interpretation of them, including how your interpretation would aid you to fit into a team.

Project Ideas

An interesting idea, well thought through from a technical and user perspective with some good thought, I look forward to reading on its progress in A2 and A3/5, you may wish to consider breaking it up into achievable tasks, or go for gold and create the app itself.

Presentation

Excellent simple but clean presentation that addresses all required elements and clearly demonstrates a personal touch without impeding on the professional character of the site, perfect for this personal profile.

Feedback:

Laura a very good understanding of the assignment and the presentation was easy to read, clearly laid out and very professional. All sections were well written and demonstrated your passion and commitment and linked well into your personal future and your project idea. The project was well fleshed out and clearly met the requirements in all areas, though you could have expanded the description in the tools and technologies. I think it could benefit from a broader description of current comparable technologies as it's scope is so large (though this is for the future assignments).

The project idea Description was certainly comprehensive, though I would like to have had a greater description in the tools section, broadly identifying them and identifying how they would integrate with Boop the Snoot. If possible it's helpful to the reader to see where you have used your references within the text of the assignment. It is important to include formal references and a reference list and highly recommend that you follow the feed forward remarks to maintain a high grade.

The Website itself is quite nice and clean, with great photo's, it has a polished formality that I would have expected in the later assignments so very well done. Your GitHub Repo shows a clear development process which is admirable.

Feed-Forward: Comments that explain how the students' current performance is links to improving their future performance – which in this case, is the final assessment

Laura looking forward to the major assignment I think you can further improve the construction of the project by utilising more supporting references within the content. Overall, the project content is excellent and please continue to provide evidence of referencing to demonstrate a broad range of research. As a general rule of thumb, try to aim for at least two in-text references for each paragraph. Your writing style is quite good though I recommend some clearer headings which can come from the assignment guide and marking rubric.

Marking Rubric - Score
Criteria 1: Personal Information - HD - Exemplary

Criteria 2: Interest in IT	- HD - Exemplary
Criteria 3: Ideal Job	- HD - Exemplary
Criteria 4: Profile	- D - Accomplished
Criteria 5: Project Ideas	- HD - Exemplary
Criteria 6: Presentation	- HD - Exemplary

Sabina

Score: 50/100

Feedback: Comments that explain how the student did on the current assignment Sabina a basic understanding of the assignment and the writing style was acceptable to read, clearly laid out and nicely delivered.

The sections On Personal information, profile and project were reasonably written and demonstrated your passion and commitment and linked well into your personal future and your project idea. Your life experience in finance and banking clearly shows through and I hope that this course will enable you to extend you current skills. The project was very basically described and covered most of the required areas, though not to the depth required. The project idea is big, however could be achieved in a modular way, perhaps you may choose to break down the project into a deliverable artefact that you could achieve in the timeframe for the second and third assignments. A few areas could be improved including more depth on most areas of the assignment. Your analysis on the ideal job, quiz, and project is very basic and could have been significantly expanded. The presentation is quite simple, effective at this basic level though I suggest using more navigation in future. Within the Project you have described the overall environment and some of a description, though only at its most basic level, I would have liked to have included a description of the daily operations of the biometric authentication in operation, as well as the competitive environment that it operates in. You have though have barely touched on the Tools and technologies and including a description of the technical build requirements with a good description of the software, hardware and/or other equipment needed, including any relevant as appropriate which would have benefitted the project, you have not included a Skills section in any real way. Overall, the project and all sections are answered at the most basic level and lack depth. Referencing would have added significantly to the readers confidence that the project idea has been well thought through. It would have been beneficial to have included a Project name at this stage. The reference list is not a formal method of referencing, I recommend using the Harvard style. Feed-Forward: Comments that explain how the students' current performance is links to improving their future performance – which in this case, is the final assessment. Sabina looking forward to the major assignment I think you can further improve the construction of the project with a more in depth description of how the technologies and tools will work together, and utilising more references within the content. Overall, the project content is just passable and please provide evidence of referencing to demonstrate a broad range of research.

Alicia North

74.5/100

Personal Information

Alicia, You have a well written and engaging assignment and an interesting and very valuable Story Book reading App. Hoping that you enjoy this subject as much as your diploma and ITIL training.

Interest in IT

You have a clear passion for IT and have identified your current career growth, and your commitment to study while you pursue your goal to work as a Learning technologist.

Ideal Job

You have identified the ideal job, what's required and the skills development requirements to get there. As well as your personal path to achieving this. I have but some specific ideas to assist in the longer summary below. I suggest including an image of the job ad as the hyperlink has now expired.

Profile

A summary approach to the test results with a brief analysis and description of your interpretation of them, including how your interpretation would aid you to fit into a team. I recommend adding in some greater depth to this section, including a greater breakdown of the test results.

Project Ideas

Alicia the Project idea is very well thought through, though I think you may have a long way to go to develop the story book reading app (though I will be a customer when you get there), I think it could benefit from a further description of competitive or similar technologies to further highlight the uniqueness of the app. Use of references through the assignment are missing. An interesting idea, well thought through from a usability and a functional perspective with some good thought, I look forward to reading on its progress in A2 and A3/5, you may wish to consider seeing if you can build it (or a prototype).

Presentation

Simple but clean presentation that addresses all the required elements and demonstrates a personal touch without impeding on the professional character of the site, good for this personal profile.

Alicia, your Story Book reading app idea seems simple and pragmatic, but doable, even in prototype, though it may be overtaken by a commercial product at some time it is a great idea and I hope you get to run it out to A2 and A3, overall a very good assignment that demonstrates your extensive thought in developing this application and a passion for IT. Below are three types of feedback on your work: feedback, the marking rubric, and feed-forward.

Feedback: Alicia an excellent understanding of the project and good overall assignment, the presentation was easy to read, and clearly laid out. All sections were well written and demonstrated your passion and commitment and linked well into your personal future which links well to the story book development project. Your desire to study clearly shows through and I hope that this will enable you to extend you current skills. The project was reasonably fleshed out and covered all of the required areas very well. The project idea is big (at this level), however can be achieved in a modular way, building up from a basic functionality to flesh out your vision until it can be centrally applied, you may find some collaboration with content providers as a novel way to get market penetration. The story book reading idea description was certainly comprehensive, though I would like to have had a greater consideration in the tools and skills section (even if for a single module) for how you could complete the build, and briefly exploring how they could integrate, your word count was quite light at 655 words, and you could have used this extra content to cover more of the practical aspects of building and marketing the app. The presentation in this assignment demonstrated a personal style and an artistic flair, you have used HTML and CSS well. Site navigation and multiple pages would have been beneficial to demonstrate a deeper understanding of the webpage composition and coding examples. Good use of formal references and in line text references is missing.

Feed-Forward: Alicia looking forward to the major assignment I think you can further improve the construction of the project with a more in-depth description of competing and current technologies in item recognition and learning methods, Overall, the project content is excellent and please continue to provide evidence of referencing to demonstrate a broad range of research. As a general rule of thumb, try to aim for at least two in-text references for each paragraph. At the top end of marking the odd one or 2 marks on each section become valuable, though you have graded very well you could have picked up a few more easy marks at this level, by ruthlessly following the assignment guide and the marking rubric. Well done.

Marking Rubric - Score

Criteria 1: Personal Information -	D - Accomplished
Criteria 2: Interest in IT -	D - Accomplished
Criteria 3: Ideal Job -	D - Accomplished
Criteria 4: Profile -	C - Developing
Criteria 5: Project Ideas -	D - Accomplished
Criteria 6: Presentation -	HD - Exemplary

Please note that the level of personal feedback is quite extensive for Assessments 1 & 2 – to help you improve for subsequent submissions. However, please note that, for Assessment 3, we will only be providing you with the respective rubric scores and not detailed feedback. Keep up the good work and remember to get in contact with me or student support with any questions.

yours sincerely
Dave Robinson

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