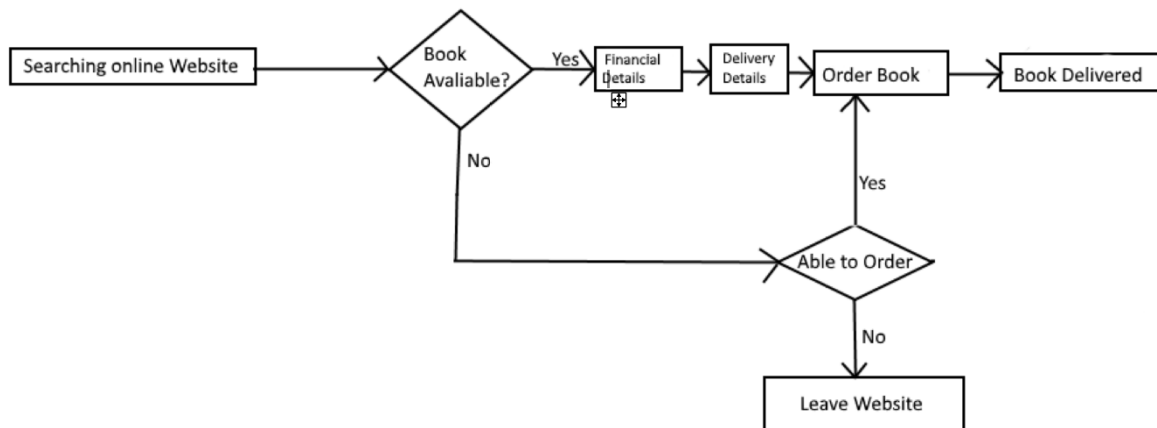


Exercise 1: Redesigning a process



Exercise 2: Usability

The Lms Murdoch system address does try to address all five components of usability that determines how easy a system can be used. However, not all the components of usability are addressed equally. The first component of usability is learnability; this component is how easy it is for users to complete basic tasks upon first encounters [1]. For the Lms system, being able complete basic task upon first encounter for me was fairly easy. The system is organised into clear sections and the tabs are relatively descriptive. Another component of usability is efficiency; this term means how quickly a user's can perform task [1]. I personally would not consider the lms as an efficient system because many of the sections when you access them they will redirect you to another website. Had most of the categories such as- lecture recordings were embedded in the lms Murdoch website my experience would have been better. A component that lms address well is memorability; this component is how easy a user can re-establish his proficiency of the system after periods of not using it [1]. Since the LMS categorise and organises it section well. Therefore, we can assume that a returning user should not have any issues establishing his proficiency [1]. The fourth quality component of usability is errors [1]. The Lms system for Murdoch address errors very well; maintenance is often done frequently to fix errors or future errors. Finally, the last quality component that Murdoch address is satisfaction; this quality is how pleasant the lms design really is [1]. The design for Lms is a user friendly website that has pictures to help foreign student identify the different sections on website. Overall the lms address the quality component of satisfaction well for students that don't have much experience with computers.

Exercise 3: challenging of localisation



Figure 1: Mcdonald Australia

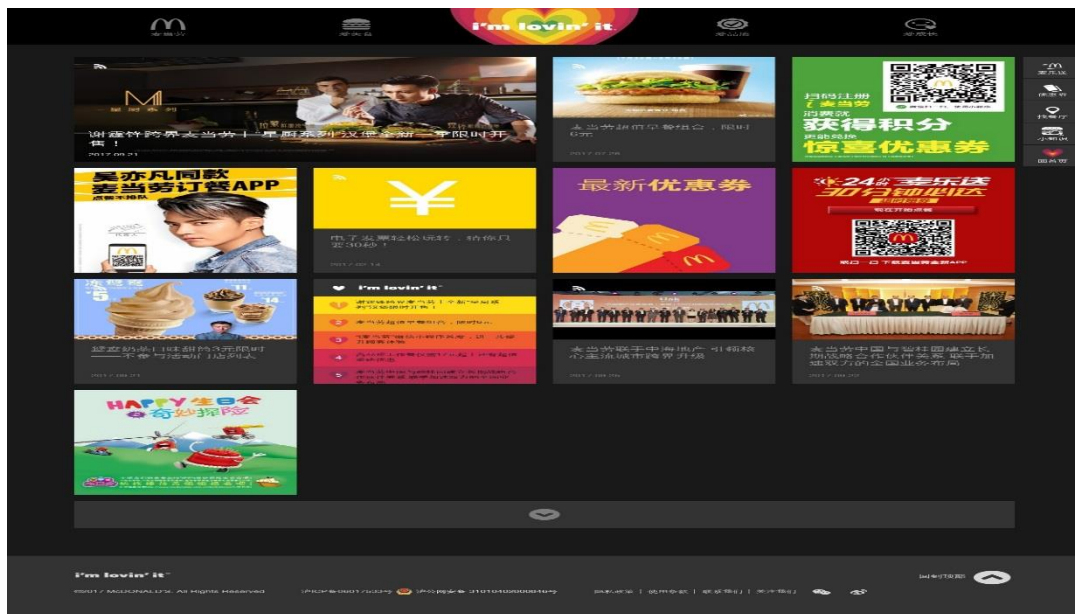


Figure 2: McDonald china

Localisation is where an organisation will adapt its services or products to make it more relevant to the particular location. This is strategy is known to increase sales [2]. Customers who don't understand a particular language of a website well will appreciate the website being in their main language. The strategy of localisation conveys to its customers the message of an organisation caring for them and therefore makes customers more comfortable buying from them [2]. McDonalds are known use localisation for their websites. In the above pictures (figure 1) and figure (2) the Mcdonalds website for China and the Mcdonald's website for Australia is vastly different in design. The obvious difference with the two are the people in it. The McDonalds Australia website showcases predominately white people, while the McDonalds china showcases Asian people. Since the majority of people in China are Asian it is best to select a person that is Asian as it makes customers from China identify and relate to them, which in the long run increases sales.

McDonalds Australia website show their monopoly promotion. This was done to lure customers from other fast food companies. In Australia there are many different fast food outlets, therefore in order to lure customers to their outlets promotions are run. On the other hand, McDonalds china offers a different and cheaper promotion, they just offer discounts. The promotions ran by

McDonald Australia and China also reflect on their socio-political situation. Australia is a more “developed country” therefore the amount of effort needed to wow the average Australian is higher. A coupon promotion in Australia would be of less significance than a coupon promotion in China.

Reflection 1:

Topic 9 was a very eye opening topic. We were asked to study how websites were adapted to different context. What I discovered was fascinating; I did not realise the amount of effort used to help make websites more adapted to its context. The details such as- colour choice of the websites – were deliberately selected. Topic 9 also had us redesigning a process; this was incredible difficult because my mindset is normally focused on innovation.

Exercise 3: Professionalism

For a job to be a profession, there are many different criteria the job needs to fulfil. Information System Technology can be considered a profession as it fulfils these criteria’s. One of the requirements that a person needs fulfil in order to work in a ICT profession is a to have an accreditation [4]. An education institute will best facilitate students to receive an accreditation by ACS. Another reason why ICT is a profession is because it adheres to the ACS code of ethics. For a person working in an ICT professional they are required to adopt the values set the ACS values- “Honesty, Competence... Professionalism.” [5]. Every ICT job will require the workers to have a body of knowledge; an ICT profession should adopt the ACS body of knowledge [7]. The ACS body knowledge expects every worker to have knowledge of programming and Networking [7].

There are other definitions for a profession can also be fulfilled by the ACS system. The key requirement for the definition is that the worker must have a level of proficiency and competency. For an ICT worker they do have a level of competency; many of the jobs require skills that can be learnt in an institute. A licence is also provided to a ICT worker by the ABS to inform companies that the particular worker has the skills [8].

Exercise 4: Information management policy

The educational organisation, which I will be analysing in particular is Willetton Senior Highschool. Willetton Senior High school facilitates for secondary learning for students located around the Willetton area. The students whom study there must adhere to the epolicies set out [9]. One of the epolicies Willetton senior Highschool addresses is internet use [9]. Students there have restrictions on how they can use the internet, only websites for school work can only be visited. Students are also restricted on how they can use the school’s network; installing unauthorised software on their

server is not allowed [9]. Another policy addressed is information privacy. Emails sent on student email account are recorded by department of education.

Exercise 5: Cybercrime

WikiLeaks, founded by Julian Assange in 2006, is a non-profit organisation that is known for publishing classified or secretive information to the public [10]. WikiLeaks is heavily denounced by the USA government because the site may publish propriety information that could be a threat to national security. The act of publishing propriety information is enough for the site to be classified as a crime site that partakes in cyber piracy. Since the site does not adhere to the code of ethics it can be considered an illegal site. The code of ethics conveys how computer use should not cause people harm. WikiLeaks does not adhere to this ethic; they publish propriety information knowing the exact consequences a person/organisation may face [10]. Another ethic which they technically break is how a computer should not be used to aid in stealing. Yes, WikiLeaks may not technically steal information but they do distribute stolen information happily which makes them just as accountable.

Reflection 2:

This topic on ethics and professionalism was very eye opening and useful. I hadn't realised the amount of work that a person who wanted to make it in the ICT industry had to do. Every ICT job will have set rules for a worker to adhere to. Having an understanding about the typical rules set out by ICT organisations will assist in the transition from university to workplace. I found the tutorial rather enjoyable and learning about the Julian Assange story made the tutorial fascinating as well.

Exercise 5: The Cloud

The organisation which I am investigating is Woolworths. The type of cloud they use is a private cloud. Woolworths uses this type of cloud server for their everyday rewards card system. Whenever a customer buys an item from any store the data is transferred to a server using cloud. One of the benefits of cloud is it allows for faster communication than wired connection. A risk of using cloud is to do with security; if a hacker manages to hack into the cloud then he will have access to a lot of data.

Exercise 6: Sustainable IT

Woolworths has been promoting sustainability for a while. One of the ways they are trying to be more sustainable and environmental friendly is by removing plastic bags [13]. Plastic bags take 1000 years to degrade, which means the plastic bags will be clogging up the land fill for many years [11]. If the plastic bags end up where they shouldn't be there will be a high chance that it may cause the death of animals from strangulation [12]. Another way Woolworths tries to be sustainable is by

investing in renewable energy [13]. Over 188 million has been spent by Woolworths to find new ways to reduce their carbon emissions [13].

However, I believe Woolworths is not doing enough to be more “green.” Woolworths is arguably one of the biggest juggernauts in the retail industry. So they have the power to make a real difference. I believe they should try to bargain with suppliers more and try to get them to adopt a more “green” lifestyle. My suggestion is to make them package their goods in biodegradable material and not polystyrene.

Exercise 7: Innovator or Laggard

When it comes to new technology Woolworths tends to be early majority adoption. This approach for adoption is generally for organisation with disposal incomes and large profits. Woolworths tends to generally copy from other retailers or adopts it early since they do have the income to do so. Examples of Woolworths being an early majority adoption is their Woolworths rewards card [14]. Woolworths decided to adopt this because their major competition had adopted this as well.

Reflection 3:

This topic was very interesting and relevant to my generation. My generation is the technological age so we live in a time where innovations are happening before our eyes. This is very relevant to me because after I finish University I would most likely need to work for a company. The company would most likely have adopted new technologies, being aware of new technologies allows me prepare for the real world. I found the section on upcoming technologies very fascinating as well; I would have never suspected virtual reality to be mainstream in the next 5 to 10 years. I figured it would take 20 years for it to become mainstream.

[1] <https://www.nngroup.com/articles/usability-101-introduction-to-usability/>

[2] <https://www.smartling.com/blog/5-reasons-localization-important/>

[3] https://en.wikipedia.org/wiki/Second_World

[4] <https://www.acs.org.au/cpd-education/accredited-courses.html>

[5] <https://www.acs.org.au/content/dam/acs/acs-documents/Code-of-Ethics.pdf>

[6] <https://www.acs.org.au/content/dam/acs/acs-skills/The-ACS-Core-Body-of-Knowledge-for-ICT-Professionals-CBOK.pdf>

- [7] <https://www.acs.org.au/content/dam/acs/acs-skills/The-ACS-Core-Body-of-Knowledge-for-ICT-Professionals-CBOK.pdf>
- [8] <https://communities.cisco.com/docs/DOC-64011>
- [9] <https://www.willettonshs.wa.edu.au/for-parents/school-policies/information-technologies-usage/>
- [10] <https://en.wikipedia.org/wiki/WikiLeaks>
- [11] <https://www.thebalance.com/how-long-does-it-take-garbage-to-decompose-2878033>
- [12] <http://www.onegreenplanet.org/animalsandnature/whats-so-bad-about-plastic-bags/>
- [13] <http://www.smh.com.au/business/consumer-affairs/woolworths-announces-all-stores-will-ban-plastic-bags-within-12-months-20170714-gxba35.html>
- [13] <https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/environment>
- [14] https://en.wikipedia.org/wiki/Woolworths_Rewards