

Subject: RE: Production Release of ReFokus App
Date: Thursday, 12 November 2015 10:22:54 am Singapore Standard Time
From: LE Hai Son
To: LOW Wei Ting, Ignatius TAN
CC: NGUYEN Vu Nhat Minh, Benjamin Peter CHIA Sim Sen, CHAN Jing Vin, Gareth Shaun NG Wei Long, HENG Kok Chin, YEO Cheng Fu, William TOV, Rajesh Krishna BALAN, Ritesh KUMAR

Hi WeiTing,

I've deployed ReFokus website to vesta server and can be accessed as following links:
For External (outside SMU network): <https://athena.smu.edu.sg/ReFokus/> (can be accessed inside SMU, too)
For Internal (inside SMU network): <http://vesta/ReFokus/>

As we discuss via Skype, we still keep Hestia version until 15th November for your pilot testing. After that vesta version will be used and ReFokus version on Hestia will be removed.
Just let me know if you need my help for new version on Vesta server. (both Skype and email is possible)

Thanks,
Best Regards,
Son,

From: LOW Wei Ting [<mailto:weiting.low.2013@sis.smu.edu.sg>]
Sent: Wednesday, November 4, 2015 11:49 AM
To: Ignatius TAN <ignatiustan@smu.edu.sg>
Cc: LE Hai Son <hsle@smu.edu.sg>; NGUYEN Vu Nhat Minh <vnmguyen@smu.edu.sg>; Benjamin Peter CHIA Sim Sen <peter.chia.2011@sis.smu.edu.sg>; CHAN Jing Vin <jvchan.2013@sis.smu.edu.sg>; Gareth Shaun NG Wei Long <gareth.ng.2013@sis.smu.edu.sg>; HENG Kok Chin <kcheng.2013@sis.smu.edu.sg>; YEO Cheng Fu <chengfu.yeo.2013@sis.smu.edu.sg>; William TOV <williamtov@smu.edu.sg>; Rajesh Krishna BALAN <rajesh@smu.edu.sg>; Ritesh KUMAR <riteshkumar@smu.edu.sg>
Subject: RE: Production Release of ReFokus App

Hi Ignatius,

Please find attached the Production Release document and also our source code.

Best Regards

Low Wei Ting
Singapore Management University
School of Information System

From: LOW Wei Ting
Sent: Friday, October 30, 2015 5:32 PM
To: Ignatius TAN <ignatiustan@smu.edu.sg>
Cc: LE Hai Son <hsle@smu.edu.sg>; NGUYEN Vu Nhat Minh <vnmguyen@smu.edu.sg>; Benjamin Peter CHIA Sim Sen <peter.chia.2011@sis.smu.edu.sg>; CHAN Jing Vin <jvchan.2013@sis.smu.edu.sg>; Gareth Shaun NG Wei Long <gareth.ng.2013@sis.smu.edu.sg>; HENG Kok Chin <kcheng.2013@sis.smu.edu.sg>; YEO Cheng Fu <chengfu.yeo.2013@sis.smu.edu.sg>; William TOV <williamtov@smu.edu.sg>; Rajesh Krishna BALAN <rajesh@smu.edu.sg>; Ritesh KUMAR <riteshkumar@smu.edu.sg>
Subject: RE: Production Release of ReFokus App

Hi Ignatius,

Thank you for the email.
We will prepare the necessary items and revert back to you soon.

Best Regards

Low Wei Ting
Singapore Management University
School of Information System

From: Ignatius TAN [<mailto:ignatiustan@smu.edu.sg>]
Sent: Thursday, October 29, 2015 11:27 AM
To: LOW Wei Ting <weiting.low.2013@sis.smu.edu.sg>
Cc: LE Hai Son <hsle@smu.edu.sg>; NGUYEN Vu Nhat Minh <vnmguyen@smu.edu.sg>; Benjamin Peter CHIA Sim Sen <peter.chia.2011@sis.smu.edu.sg>; CHAN Jing Vin <jvchan.2013@sis.smu.edu.sg>; Gareth Shaun NG Wei Long <gareth.ng.2013@sis.smu.edu.sg>; HENG Kok Chin <kcheng.2013@sis.smu.edu.sg>; YEO Cheng Fu <chengfu.yeo.2013@sis.smu.edu.sg>; William TOV <williamtov@smu.edu.sg>; Rajesh Krishna BALAN <rajesh@smu.edu.sg>; Ritesh KUMAR <riteshkumar@smu.edu.sg>
Subject: RE: Production Release of ReFokus App

Hi Wei Ting,

Have discussed with Prof Rajesh and have decided on the following:

1. Production release of ReFokus on Livelab servers. Will move from Hestia (Test Server) to Hera which has the same capability as our Livelabs Production servers
2. 1st level Support will be provided by Livelabs to ensure application is running (Non-Critical status, No weekend support)
3. 2nd Level Support of Application issues will be escalated to your team and later to the new student team

To proceed:

1. Attached is the Production Release document for your team to update
2. Pls provide your pgms for our team to review

Regards, Ignatius

From: Ignatius TAN

Sent: Monday, 26 October, 2015 10:03 AM

To: 'LOW Wei Ting' <weiting.low.2013@sis.smu.edu.sg>

Cc: LE Hai Son <hsle@smu.edu.sg>; NGUYEN Vu Nhat Minh <vnmnguyen@smu.edu.sg>; Benjamin Peter CHIA Sim Sen <peter.chia.2011@sis.smu.edu.sg>; CHAN Jing Vin <jvchan.2013@sis.smu.edu.sg>; Gareth Shaun NG Wei Long <gareth.ng.2013@sis.smu.edu.sg>; HENG Kok Chin <kcheng.2013@sis.smu.edu.sg>; YEO Cheng Fu <chengfu.yeo.2013@sis.smu.edu.sg>; William TOV <williamtov@smu.edu.sg>

Subject: RE: Production Release of ReFokus App

Hi Wei Ting,

Thank you for the minutes and answers to our questions.

Will get back to you shortly on the decision and process.

Regards, Ignatius

From: LOW Wei Ting [<mailto:weiting.low.2013@sis.smu.edu.sg>]

Sent: Saturday, 24 October, 2015 10:28 PM

To: Ignatius TAN <ignatiustan@smu.edu.sg>

Cc: LE Hai Son <hsle@smu.edu.sg>; NGUYEN Vu Nhat Minh <vnmnguyen@smu.edu.sg>; Benjamin Peter CHIA Sim Sen <peter.chia.2011@sis.smu.edu.sg>; CHAN Jing Vin <jvchan.2013@sis.smu.edu.sg>; Gareth Shaun NG Wei Long <gareth.ng.2013@sis.smu.edu.sg>; HENG Kok Chin <kcheng.2013@sis.smu.edu.sg>; YEO Cheng Fu <chengfu.yeo.2013@sis.smu.edu.sg>; William TOV <williamtov@smu.edu.sg>

Subject: RE: Production Release of ReFokus App

Hi Ignatius,

Please find attached the minutes for yesterday's meeting.

With regards to the actions to be taken on my part, here are my reply:

1) Checking on ReFokus future plans & Clarify on number of podcast to be uploaded

- I have consulted Prof. William(cc-ed in this email) on the plans. After the team completed the project, he acknowledge that there will be a period of time where no support can be provided but he thinks that it is alright since the project is still at an early stage. There will only be a few programs in use from November and only a small number of podcasts will be stored thus space limit is not an issue at this point.
- Since the application would mainly be used for his paid study, there will be a disclaimer in terms & conditions should the public using the application face any issue. However, there would be a "contact me" page where user can feedback on the issues faced.
- Prof. William is likely to recruit another team of SIS students to continue the project next year during Summer (around may). Alternatively, if his research budget allows, he may recruit a staff to maintain the site.
- However, he is open to collaboration should Livelabs decide to assist in providing support but the level of support requires from Livelabs would be non-critical.

2) Providing point of contact phone number

- I can be contacted at YYYY YYYY. Alternative methods are via google hangout or skype (Minh and Son has my account)

Hope it clarifies and feel free to contact me should you need any more clarification.
Would greatly appreciate if you could get back with the rest of the items (mainly point 2 & 3 stated in the minutes).

Thank you for your time.

Best Regards

Low Wei Ting

**Singapore Management University
School of Information System**

From: Ignatius TAN [<mailto:ignatiustan@smu.edu.sg>]
Sent: Friday, October 23, 2015 2:28 PM
To: LOW Wei Ting <weiting.low.2013@sis.smu.edu.sg>
Cc: LE Hai Son <hsle@smu.edu.sg>; NGUYEN Vu Nhat Minh <vnmnguyen@smu.edu.sg>
Subject: RE: Production Release of ReFokus App

Hi Wei Ting,

That is fine. Pls drop by Livelabs.
You can contact me at ext XXXX or XXXX XXXX

Regards, Ignatius

From: LOW Wei Ting [<mailto:weiting.low.2013@sis.smu.edu.sg>]
Sent: Friday, 23 October, 2015 2:17 PM
To: Ignatius TAN <ignatiustan@smu.edu.sg>
Cc: LE Hai Son <hsle@smu.edu.sg>; NGUYEN Vu Nhat Minh <vnmnguyen@smu.edu.sg>
Subject: Re: Production Release of ReFokus App

Hi Ignatius,

Would you be free today say before 4pm?
I am in school and with some of my team mates as well and able to meet.

Regards
Wei Ting

On 23 Oct 2015, at 1:51 PM, Ignatius TAN <ignatiustan@smu.edu.sg> wrote:

Hi Wei Ting,
Heard from Prof Rajesh that you are requesting for the Production Release of the Application that your team developed.
I'm Ignatius, the Project Manager of Livelabs.

Would like to meet up with you for a short discussion. You can invite your team if required.
When will you be able to meet us?

Thanks & Regards, Ignatius