

# Professional Internship

SOC Modules Internship

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## Introduction

The aim of this report is to describe my learning journey throughout my Professional Internship at Napier University from October through to the 9<sup>th</sup> of December. This report explains and collects all the information created during the process of the Internship; this information can be found in the Project Artifact section. This report explains in detail the skills that I have acquired, developed and implemented after this Professional Internship in the Skills Audit section. The second last section is an evaluation of the overall Professional Internship, and the last sections are a Logbook followed by an Appendix section with physical evidences generated during this report.

## SOC Calendar Project

This Professional Internship is unpaid and is coordinated by Brian Davison, lecturer from the School of Computing at Edinburgh Napier University, Merchiston Campus. I am reporting to Brian Davison on a weekly basis with all the information that is being generated in this project.

The purpose of this project is to document all the dates and plans for the management of specific modules and pre-design the early stages of an Entity Relationship Diagram (ERD) that could be transformed into a website, calendar or software that suits with the School of Computing (SOC) Modules. This first part of the project for SOC Modules is a business systems analysis. The timescale for this project is 10 weeks with 3 main interactions:

- First interaction

To make and arrange appointments with the main subjects and lecturers of the SOC (Worked Based Learning, Group Project, Professional Internship, Work Placement, Honours Projects, Masters Dissertation, Advanced Professional Practice, Overseas Project, Overseas Study, Synoptic Project) Administrators and Managers too. These appointments where I have interviewed lecturers and staff members are important in order to gather the key dates, important processes and documentation of SOC Modules. It is important to keep in mind that each module is different and there are different staff members with different types of information, resources and dates to be included.

- Second interaction

To analyze and transform all the data into a spreadsheet and design an early stage ERD. Also, to arrange a second round of appointments.

- Last interaction

To create an initial design for the user interface.

This project is in the early stages of designing a calendar, software and tool that will improve the day to day planning of the SOC Modules. The idea is to handover all the information that has been generated by Nicolas Lautieri Farrell, matriculation number: 40442144.

## Technology and software usage

The technology used for this project were spreadsheets (Excel), Draw.io, Trello, Microsoft Word, Moodle Napier, Outlook E-mail, Calendar and OneDrive. Below there is a description of each software, the usage of each software is explained in the Skills Audit and Project Artifact section.

- Microsoft Excel is a software developed and distributed by Microsoft. This software is a set of spreadsheets and templates that allows to do finance tasks or manage numbers with specific functions.
- Draw.io is a free software. This is a tool to create, design and edit diagrams. This software is an app-website and works with almost all web navigators. It is very practical and easy to use which you could draw professional diagrams and has most of the resources that a subject needs to design a diagram. Allows users to save all the projects online and in most of clouds systems.
- Trello is a scheduling tasks tool. It is an online software and ideal to coordinate projects, tasks, teams or schedules. Users could create lists, tasks, waiting tasks, lists to do, lists already done and label each list.
- Microsoft Word is a software from Microsoft that process text, along with grammar check, dictionary and different typographic styles.
- Microsoft Outlook is a Microsoft software for office automation. This software is a package that includes e-mail, calendar and a cloud service.
  - Outlook E-mail
  - Outlook Calendar
  - Outlook OneDrive
- Moodle Napier is an open source software used by Napier that includes all the information for students that have a student number. Also, Moodle means Modular Object-Oriented Dynamic Learning Environment.

## Skills Audit

Firstly, this type of project in the early stage involves someone who has some knowledge in ERD, databases, skills in systems analysis and design. During the project entity relationship databases (ERD) were essentials but they aren't applied in the project because this wasn't needed for the early stage of the project. Some ERD skills were put in practice from different years in order to design a non-relational database with Excel. An ERD is a collection of data organized in a set of tables that could be linked to each other without reorganizing the data of each table. This data needs a small part of information that is integrated and named with identifiers or primary/foreign keys. In the other hand a non-relational database is designed without these identifiers and could be managed without them. In this project, a simple database is developed on a spreadsheet with all the information gathered from the interviews. After gathering all the information this project involves the design of an ERD in its early stage, for this purpose Draw.io was used. This software developed a new concept on how to organize the data and make it more visualizable for data management.

Secondly, communication and research skills are used in this project until the very end. Some research skills were put in practice, these skills were obtained from different sources and courses. It is used to enlarge the knowledge and to create a global view of the entire project. It is important because it provides tools in order to tackle the misinformation and the lack of information. Also, communication skills were put in practice. Most of the project was to figure out how to obtain pieces of essential information from different interviewees for the SOC Calendar, so interview skills were of importance but focused on use cases. Use cases are a description of the action or activity that a user, an actor or a subject should do in a process. These use cases are a technique which allows you to capture the potential requisites for an old or new system, each use case could provide you with one or more scenarios which shows how the system could interact with users or with other systems in order to reach a specific objective. In general words it is an example of how a system works by using a user experience. Usually in those use cases technical words are not used otherwise the potential user will not understand the system. In technical words Gari Schneider defines a use case as *"behavior of the system that produces a measurable result of value to an actor"* (Larson, 2018)

Use case as an extraction technique of information allows the analyst or interviewer to focus on the user needs, as it allows the business analyst or interviewer to gain information on what the user expects to get by using a specific system without using technical jargon. Also, the analyst or interviewer can focus themselves on the main actions of the user. All these processes were used during the project and provided a new understanding of how the analysis of systems works.

So, user cases are used as a tool for this project because it provides information that was useful for the interviews. These interviews are designed with Brian D. that supervised all the steps in the project. The interviews were a mix of questions related to

the SOC Modules. These interviews are held in the office of lecturers, administrators or managers. There is more information about the interviews in the report section, Project Artifact.

Thirdly, the interviews had a process where the interviewer collected and processed information. For this process the skills gained are how to organize an interview with a potential user of a system, how to collect the information with specific questions, how to interact with the interviewee and listen to the interviewees without leading the interview. At this stage the information needed were related to different examples of use cases obtained from <https://www.pmi.org/learning/library/use-cases-project-manager-know-8262> and Brian D. personal experiences.

Fourthly, time management is a skill obtained throughout the project. An efficient time management is based on the prioritizing of tasks. Prioritizing tasks in order to establish a guide of the most important tasks that should be done before the next step. Therefore, for this project the tasks are prioritized on 3 big sections. The first big section is the interviews, second big section is to analyze all the data generated during the interviews and allocate it in a table or a plain database and the last section is to design an initial design for the user interface. In the first section the interviews are prioritized by levels of importance, so, there are 4 levels with a different number of interviews. In consequence a time management tool is used, Trello. This tool, that was explained in the technology and software usage section. The Trello software brought a new way on how to organize time and tasks. It is very useful because it allows users to separate tasks by "Things to do", "Doing" and "Done" with the result of being a better task and time manager. There is an example of how Trello was used for this project on Appendix 8

Finally, this project has improved organizational skills with Outlook Calendar via Napier and how to arrange meetings. Outlook Calendar is used during all the process of the project because most of this project involves regular meetings with different subjects of Napier University, this tool allowed meetings to be held via online. A series of screenshots on Appendix 9 shows the meetings on Calendar.

## Project Artefact

Firstly, this project has produced a large list of documents. The first document in Appendix 1 is the aims and objectives of this project and a list of staff members from Napier University that are sorted by grade of importance. This list is provided by Brian D. This document is important because it is key of how the work was distributed during this project. The list of staff members is divided in four sections, the first one is the most important and the last one is staff members that aren't necessary for the completion of this project. This staff members were interviewed following their grade of importance. Also, the document explains how the project is organized by cycles or interactions, these interactions were explained in the SOC Calendar Project section at the beginning of this report.

Secondly, the document in Appendix 2 is a list of potential questions for the interviews with staff members. This is a draft document that was designed following use case experiences and supervised by Brian D. These questions are divided in five sections following the 5W's rule. This rule is an analyst methodology for business that consist in answer five basic questions: What, How, Where, When and Who. Moreover, the rule could bring new strategies to implement improvements in businesses. The rule is called Lasswell's communication model. (Unknown, 2019)

The Appendix 2 was discussed with Brian D. and there were a few changes implemented after a meeting with Brian D. These changes generated the Appendix 3, this document shows the questions for the interviews with staff members. These questions are more specific than the Appendix 2 and are focused in the processes that are involved on how staff members manage data in Edinburgh Napier. The questions are focused on the required interviewing techniques for business analysis. These techniques allow you to know the detail for all the processes involved in the tasks of the user. In this case the user is an Edinburgh Napier staff member and the process could be how a staff member gets a piece of information daily. This document In Appendix 3 was very useful because it provided a list of tasks user-based design and gave details of the users and other third parties.

Thirdly the only way to communicate and arrange meetings with staff members was via e-mail. Therefore, an e-mail with essential information for interviews was designed in order to explain in advance what information was necessary for the interviewees. These emails were sent to different staff members from the list on Appendix 1. A list of screenshots of these e-mails are on Appendix 4. Looking at some e-mails shows proof of how difficult it was to arrange meetings with some staff members, and also, in the Evaluation section at the end of this report there is an explanation of how this project is uncompleted due to lack of time, difficulties on arranging meetings with staff members and pieces of information that are missing because staff members didn't provide all the information necessary for the meetings.

Fourthly, all the data generated from the interviews is collected in a spreadsheet on Appendix 5. The data is a collection of processes from Edinburgh Napier staff members,



these processes are different for each staff member, but some processes are linked to each staff member. The notes of these meetings belong to different staff members and are a group of interactions answered following the questions criteria from Appendix 3. These notes are on Appendix 6. The Appendix 5 is the spreadsheet with all the data, this spreadsheet is divided in ten columns and forty rows. The data was decided to put it in a spreadsheet because it is easier to visualize the processes before to make an entity relationship diagram (ERD). Brian D. supervised this spreadsheet and provided some ideas on how to structure the layout of the document. The data and processes need to be organized in order to understand the subjects of the process, the information of the process and the time. Also, it is impossible to observe each process and how it works, see the sequences and different perspectives. This spreadsheet is produced following business process mapping structures. A business process mapping is done in order to establish company execution process. (Salemme, 2019)

Fifthly, entity relationship diagrams (ERD) are necessary in order to visualize the process of how data is exchanged within users (Edinburgh Napier staff members). The ERD is in the second interaction of this project. The project didn't have enough time to design an ERD but at the beginning of the project Brian Davison specified that it is necessary to understand how ERD works. There is an example of a possible ERD for the project that was done in order to put in practice the design of an ERD. This ERD shows how a lecture manages the information and how this information flows with different users. A book was acquired to study in depth how databases are structured. This book is called Database Principles Fundamentals of Design, Implementation, and Management. An ERD example is on the Appendix 7

## Evaluation

The project was a good experience. I have learnt how manage the time on a realistic sense. For the next work experience I could apply all my knowledge gained on the understanding of a project. This means that I know how to apply the time on a realistic sense so, it is hard to arrange meetings with multiple subjects and make a project in 3 months.

Secondly I learned how to communicate in a professional way with different people. In this meetings the language used was technical, so, I know how to interact in a professional atmosphere.

Thirdly I have following how the processes are in Napier University and how difficult are for staff members to operate daily. Also, this project provides me a global view of a process as a Business Analyst in terms to understand how to start a business analysis. This analysis has 3 phases, first interviews, second collection of the information and process the information.

Finally I have experienced how some interviewees didn't show up or have some difficulties on arranged meetings. An example of this issue is on Appendix 14. I have exchanged different emails in a polite manner understanding that the situation of the interviewees are attached to the University time frame and sometimes there are third parties or actions that disturb the process of a project.

## LOG-BOOK

Week	Date	Duration	Time	Description	Brian Davison's comments
1-7 <sup>th</sup> of October	7 <sup>th</sup> of October	30minutes	9am to 9.30am	First interview with Brian D. In this interview we had our first contact, Brian Davison explained the aim of the project. We agreed how the project is going to be organized and to arrange weekly meetings. There is a section on the Appendix 12 with screenshots as an example of the Calendar.	
	2- 14 <sup>th</sup> of October				
2- 14 <sup>th</sup> of October	14 <sup>th</sup> of October	30min	9am to 9.30am	Second interview with Brian D. In this second interview Brian D. explained in depth how to start the project and he gave me a list of staff members from Edinburgh Napier to contact them and interview them.	
	15 <sup>th</sup> of October	5hours	10am to 3pm	I started to prepare the questionnaire for the interviews. I have read materials from Internet and learned the 5W's rule. The first draft questionnaire interview is done.	Brian D. asked me to make some changes and focus the questions in how to get information about processes more than actions of the subjects.
	16 <sup>h</sup> of October	7hrs	9am to 4pm	I read all the materials from Brian D. Agile Principles, Use-cases, and Agile Requirements. This information is very useful and I put in practice some information and made some changes in the questionnaire.	Brian D. approved the questions for the interviews the 24 <sup>th</sup> of October.
	17 <sup>th</sup> of October	2hrs	9am to 11am	I prepared the layout of the questionnaire and read some Agile Requirements and Use-cases materials before the next interview with Brian D. Next interview with Brian D. is arranged for the 24 <sup>th</sup> of October. An e-mail to hold meetings	

				with staff members of Napier University is designed. This e-mail has the same format for all receptors. I sent e-mails to all the staff members from the 1 <sup>st</sup> grade of importance from the list provided by Brian D. An example of this e-mail is on Appendix 10.	
3- 21 <sup>st</sup> of October	22 <sup>nd</sup> of October	30min	2pm to 2.30pm	Meeting related to the Professional Internship module with Andrea Scot.. In this meeting the module leader of the Professional Internship module explained how to prepare the final report for this module. There is an screenshot in the Appendix 13 of the Calendar.	
	22 <sup>nd</sup> of October	30min	2pm to 2.30pm	Interview with Zuzana Hrablova.	
	23 <sup>rd</sup> of October	8hrs	8am to 4pm	After the first interview with Zuzana Hrablova I prepared some notes of this interview. Have applied some changes and revised the grammar of my notes. I started to read the book Database Principles Fundamentals of design, Implementation, and Management.	
	24 <sup>th</sup> of October	30min	9am to 9.30 am	Interview with Tom Flint.	
	24 of October	8hrs	11am to 7pm	After the second interview I prepared some notes of this interview and revised the grammar of the interview. Went to the library at Napier University campus and prepared a Time Management plan with Trello. This is a task manager app. An screenshot of Trello is on Appendix 8	
4- 28 <sup>th</sup> of October	28 <sup>th</sup> of October	0min	1pm	Interview with Kevin Sim. No showed up. I sent more emails to try to arrange another meeting with Kevin Sim	
	29 of October	30min	9 am to 9.30am	Stephanie Archibald and Leanne Clyde.	

	29 of October	30min	10.30 am to 11am	Meeting with Brian D. In this meeting I showed Brian D. the data that I created from the interviews. The questionnaire is good.	Brian D. applied some changes in the questionnaire and asked me to focus the interviews in more user experience and applied more examples of use-cases experience.
	30th of October	8hr	8am to 4pm	I read more materials from Brian D. based on Use-cases experience. I applied new changes on my questionnaire for interviews, for example I have added up in the bottom of the document a possible question for the interviews. This question is <i>As a....(subject)...what do you need before and after.</i> I sent e-mails to more staff members of Napier. The same layout of other e-mails. There is an example on the Appendix 10	
	31 <sup>st</sup> of October	8hr	8am to 4pm	I kept making changes on my questionnaire interview. Also started to practice how to use Draw.io	
	1 <sup>st</sup> of November	30min	3.30pm to 4pm	Interview with Simon Powers	
	1 <sup>st</sup> of November	30min	4.15pm to 4.45pm	Interview with Kath Twaddell	
5-4 <sup>th</sup> of November					
	6 <sup>th</sup> of November	30min	12.30pm to 1pm	Interview Kevin Sim	
	6 <sup>th</sup> of November	8hr	8am to 4pm	I started to study how to design Business Process Mapping, ERD and flowcharts. This was very helpful; there is an example of an ERD on the Appendices. These tools helped me on how to make the data from the interviews easier to visualize. An screenshot of the ERD is on Appendix 7.	
	7 <sup>th</sup>	8hr	8am to	I have looked up how to understand the process of the	

	November		4pm	interviews. Read more in depth the 5Ws' rule, more use-cases experience and how to apply Agile Requirements in this project.	
	8 <sup>th</sup> of November	30min	2pm to 2.30pm	Interview with Wegene Demeke	
6- 11 <sup>th</sup> of November					
	11 <sup>th</sup> of November	2hrs	8pm to 10pm	Prepare my meeting with Brian D and make sure all the information is ready for the interview.	
	12 <sup>th</sup> of November	30min	9.30am to 10am	Meeting with Brian D. In this meeting I brought all the documents from the past interviews and presented to Brian D.	Brian D. approved the documents
	12 <sup>th</sup> of November	6hrs	10.30am to 4.30pm	I designed a first draft documents with my notes from the interviews. These documents are made on paper; there is an example on the Appendix 11.	
	13 <sup>th</sup> of November	8hrs	8am to 4pm	I kept designed a draft document on paper on how to present the process of the staff members of Edinburgh Napier University.	
	14 <sup>th</sup> of November	30min	1.30pm to 2pm	Interview Emily Hairstans	
7-18 <sup>th</sup> of November					
	18 <sup>th</sup> of November	2hrs	8pm to 10pm	I checked all the information that I'm going to bring to the next meeting with Brian D.	
	19 <sup>th</sup> of November	30min	9.30 to 10am	Meeting with Brian D. In this meeting I showed all the progress of the project, also, I transmitted my personal thoughts on the project that I don't think there is a big progress on the project. However Brian D. explained that this is progressing and sometimes projects like this are slow because involves third parties (interviewees).	Brian D. explained that I need to start think how to design an spreadsheet or a document to show the process of the information from the interviews
	19 <sup>th</sup> of November	6hrs	10.30am to 4.30pm	I prepared a spreadsheet with all the data from the interviews. These spreadsheets are on Appendix 5.	

	20 <sup>th</sup> of November	8hrs	8am to 4pm	Finalized the spreadsheet and updated the spreadsheet with more new tabs.	
8- 25 <sup>th</sup> of November					
	26 <sup>th</sup> of November	8hrs	8am to 4pm	Started to prepare the report for the Professional Internship	
	27 <sup>th</sup> of November	8hrs	8am to 4pm	I have applied some changes on the spreadsheet related on the layout of the spreadsheet. This document is on Appendix 5	
9- 2 <sup>nd</sup> of December					
	2 <sup>nd</sup> of December	2hrs	8pm to 10pm	I collected all the documentation generated during this project to present Brian D. on the next and final meeting.	
	3 <sup>rd</sup> of December	30min	9.30am to 10am	Meeting with Brian D. In this final meeting Brian D. approved all the documents from this project. I have showed my personal evaluation of this project.	
	3 <sup>rd</sup> of December	30min	11am to 11.30am	Interview with Andrea Scot	
	4 <sup>th</sup> of December	8hrs	10am to 6pm	I have finalized the report	
	5 <sup>th</sup> of December	8hrs	8am to 4pm	I have applied some changes on the layout of the report and the log-book.	
10 – 9 <sup>th</sup> of December				Report Submission	

## Appendices

### Appendix 1

The aim of the project is to document all the dates/plans for the management of a specific modules and pre-design a ERD that could be transformed in a website/calendar/software that suits better with the client.(Client is Brian Davison, users are going to be Module leaders, administrators, head leaders )

The timescale for this project is 9 weeks with 3 main interactions; also the work is going to be in a 2 weekly cycle.

First cycle is to make and arrange appointments with Module leaders, administrators and head leaders to gather information. At this stage is important to document all dates for the management of the modules, each module is different and there are different staff members involve and different dates.

Second cycle is to analyze and transform all the data for the ERD and arrange a second round of interviews.

Third and last cycle is to design the ERD

It is important to prioritize the interviews, so there are 4 different categories:

1, Andrea Scott, Brian Davison, Kevin Sim, Tom flint, Simon Powers, Emilia Sobolewska, Zuzana Hrablova (Coordinator), Stephanie Archibald (Mse disertession),Leane Clyde (Honours project),Emily Hairstans (Placement Modules and group project) (10)

2, Brian Davison, Ahmed Al-Dubai, Andrea Scott, Alistair Lawson (2)

3 Wegene Demeke, Gemma Webster, Debbie Meharg, Neil Urquhart (4)

4 (If we don't get on them doesn't matter) Alison Varey, John Morrison, Pritam Chita (4)

These interviews must include information about the activities of each potential users, this could be the key activities. Also, main dates or deadlines.

There are 4 key questions to answer:

1- Where this information come from?



2- What is look like?

3- How this information is presented, how many people interact with this feature?

4- When is this information is created or shared during the academic year? Any relevant dates?

## Appendix 2

### How requirements questions

- How will you use this software?
- Is this feature a process and, if so, what are the steps? Or, what questions can I ask to ascertain the steps?
- How might we meet this business need? How might we think about this feature a bit differently? What you need to add?
- How would your day-to-day work change if we did this?

### Where requirements questions

- Where does the process start?
- Where would the user be located physically when using this feature?
- Where would the results be visible?

### When requirements questions

- When will this feature be used?
- When do you need to know about other lectures, dates, meetings or any specific information?
- When will the feature fail?
- When will we be ready to start, before terms, September?

### Who requirements questions

- Who will deliver the inputs for the feature? Who will add the information for lectures or module leaders?
- Who will receive the outputs of the feature? Lectures? Module leaders?
- Who can I ask to learn more about this?

### What requirements questions

- What do you know about this feature?
- What does this feature need to do?
- What is the end result of doing this?
- What are the pieces of this feature?
- What needs to happen next?
- What must happen before?
- What is the potential upside of solving this problem? What do you stand to gain or save as a result of a successful project implementation?

- What are the risks? There are many ways to think about risks, so think about what will happen if you can't implement this project successfully and what will happen if you do. Could this project have an unanticipated side effect?
- What if....? Think of all the alternative scenarios and ask questions about what should happen if those scenarios are true.
- What needs to be tracked?
- What problem does this solve? What does the solution look like? Describe the potential solution to the problem in as much detail as possible. It can also be a good idea to get together a small team of people who understand the problem (or better yet live with it everyday) and ask them what *they* think the solution looks like.
- What is the potential upside of solving this problem? What do you stand to gain or save as a result of a successful project implementation?
- What's your goal? (or, the goal)

## Appendix 3

### Explain the aim of the interview

Document all dates for the management of the modules, each module is different and there are different staff members involve and different dates.

The purpose is to document all the dates for the management of the:

SOC Modules (*Module leaders, administrators, head of subjects, supervisors or tutors*)

- *Work Based Learning, Group Project, Professional Internship, Work Placement, Honours Project, Masters Dissertation ,Advanced Professional Practice, Overseas Project, Overseas Study, Synoptic Project.*

### What's your role in this Calendar/Chain of information?

#### 1. About software

- What do you know about this Calendar that you are using?
- Where would the results be visible?
- What needs to be tracked? Is this every day? Weekly? Monthly?
- When will this fail?

#### 2. About Time/Information

- When this information/software will be ready to start? Before terms? September?
- When does the process start?
- Where is the original source information come from, what changes happens during the academic year? From the academics most of the time. Or the lectures of the projects. Mutual communication.

#### 3. About role

- Who will add the information for ....? Lectures? Module Leaders? Who will receive the outputs of this software?
- How do you interact? What needs to happen before? Next?
- When do you need to know about other lectures, dates, meetings or any specific information? Explain the steps of your role.
- How do you use this software?

#### 4. About improve

- How this could improve your day-a-day?
- How might we meet this business need? How might we think about this feature a bit differently? What you need to add?

#### 5. Extra information

- When do you get busy? When is the peak in the workload?
- After submission which is the next import date?
- How do you think about dates?
- Where do you keep key dates

- Key dates
  - December submission-Honours and Dissertation
  - April Submission-Honours and dissertation
  - August Submission-Dissertation

As a.....what do you need.....?

**Who can I ask to learn more about this?**

## Appendix 4

Calendar ✓

- **Interview SoC Calendar**  
🕒 Fri 01/11/2019 13:30-14:00

---

LN You're the organiser.  
Twaddell, Kath didn't respond

[✎ Edit](#) [🗑️ Cancel](#)

- **SoC timetables**  
🕒 Thu 14/11/2019 13:30-14:00

---

HE **Hairstans, Emily** invited you.  
You accepted.

☰ Hi Nicolas Would you be able to find a room for this? Thanks Emily

✓ Yes, I'll attend ▾

Calendar ✓

- **Re: Interview for SOC Calendar Project**  
🕒 Mon 28/10/2019 13:00-14:00

---

LN You're the organiser.  
Sim, Kevin didn't respond

[✎ Edit](#) [🗑️ Cancel](#)

Calendar ✓

- **Re: Interview for SOC Calendar Project**  
🕒 Wed 06/11/2019 12:30-13:15

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LN You're the organiser.  
Sim, Kevin didn't respond

[✎ Edit](#) [🗑️ Cancel](#)


Calendar ✓


- **Re: Interview for SOC Calendar Project**  
🕒 Fri 01/11/2019 15:30-16:00


---

LN You're the organiser.  
Powers, Simon accepted.


[✎ Edit](#) [🗑️ Cancel](#)



Calendar 


 **Interview with Stephanie and Leanne**

 Tue 29/10/2019 09:00-09:30


---

 You're the organiser.  
Archibald, Stephanie and Clyde, Leanne accepted.


 Edit  Cancel

Calendar 


- **SOC Calendar interview**



 Thu 24/10/2019 09:00-09:30

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 D52

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 **Flint, Tom** invited you.  
You accepted.

 Yes, I'll attend 


- **interview**



 Fri 08/11/2019 14:00-14:30

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 c46

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 **Demeke, Wegene** invited you.  
You accepted.

 Yes, I'll attend 

Calendar 

 **Interview with Zuzana Hrablova**

 Tue 22/10/2019 14:00-14:30

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 Edit  Delete

### Appendix 5

Person	ID for the process	Event name	Week/Month	Date	End date	Process	Predecessor	Successor	Outstanding information
Leanne Clyde		Dissertation	August						
University Finance		Number of students	End of August			WAM			
Wagene		Preparation new semester	August						
University Finance		Operational Planning	September			WAM			
Kath		Upload the allocation of student on the WAM	September			WAM			
Andrea Scot		Allocate tutors	September	First week of 4	3 weekk of Se		Professional Internship		
Andrea Scot		Induction week for Passport Placement	September, starting?				Passport Placement		
Kevin Sim		Tell administrators when the dates are	Week 3/ 3rd week of September?						
Andrea Scot		Client Based, some students have contacted clients	Week 6 or week7				Passport Placement		
Andrea Scot		Discussion PDT with students	Week 6				Passport Placement		
Simon Powers		Tell administrators when the dates are	Week 6/First week of October?						
Leanne Clyde		Briefing sessions for Projects/Clients/Academics/Lecturer/People outside uni	Before November						
Andrea Scot		Contact Students that are keen on Passport Placement and meeting with students th	Week 10/ 1st week of November				Passport Palcement		
Simon Powers		Send an email. Start 1st trimester for online students	Week 10/ 1st week of November						
Emily		Academics/Clients/Lecturer briefing sessions with studetns	Sometime in November						
Kevin Sim		Notify size of the lecture	November, week 12/ 3rd week of November						
Simon Powers		Tell Administrators when the dates are	Week 14/ 4th week of November						
Simon Powers		Check on the academic calendar	Week 14/ 4th week of November						
Emily		Partner up clients-students	December						
Emily		Studetns form groups for the prokects	December						
Emily		Reminder for studetns they need to have their work done	December						
Emily		Partner up clients-students	December						
Stephanne/Zuzanna/Clyde		Honours Submission	December						
Wagene		Preparation January starts	December						
Kevin Sim		Put requirements on timetable	January						
Matt Smith		Meetings Coordination	Weekly/During all the year						
Leanne Clyde		Meetings Coordination	Weekly/During all the year						
Leanne Clyde		Honours Submission	April						
Simon Powers		Marking Program	May						
Kath		Marks Dissertations	3 weeks process/When Dissertations are handed in						
Andrea Scot		Idea of the Programme Board	June						
Andrea Scot		Converstalons start with Emily	July						
Kevin Sim		Set up meetings for moderation boards							
Kevin Sim		Send results to moderation board							
Kevin Sim		Upload key dates and information into share point							
Wagene		Share information into the share point with module board							
Wagene		Email from Liam Clyde with list of students that are going to enroll on the moddole							
Wagene		Students present their works							
Tom Flint									

Columns and rows organized the document. Each column has a label with the name of the action, date. The last column is the outstanding information that I couldn't get from the interviews.

Each row is the name of the person who is in charge of the process

This is the final document of the project.



## Appendix 6

### **SOC Calendar Project**

The school administrators look after:

Undergraduate years 1 & 2 – Matt Smith

Undergraduate Years 3 & 4 – Leanne Clyde

Postgraduate, all modules – Steph, Zuzana & Louise

### **Key Dates**

December Submission – Honours and Dissertation

April Submission – Honours and Dissertation

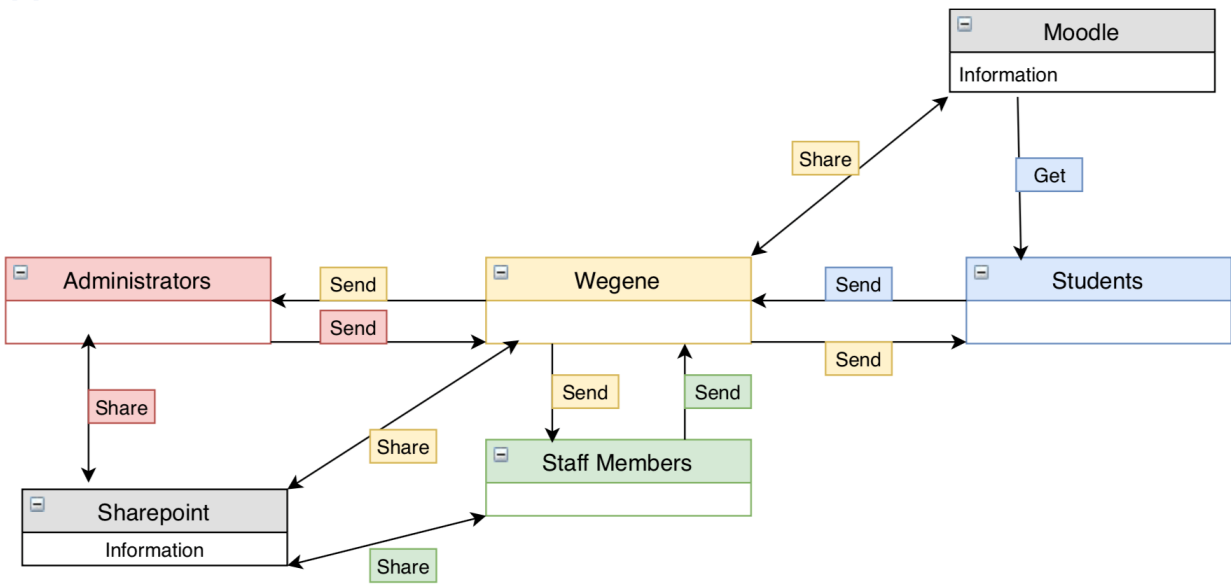
August Submission – Dissertation

Student administration look after overall key date's calendar

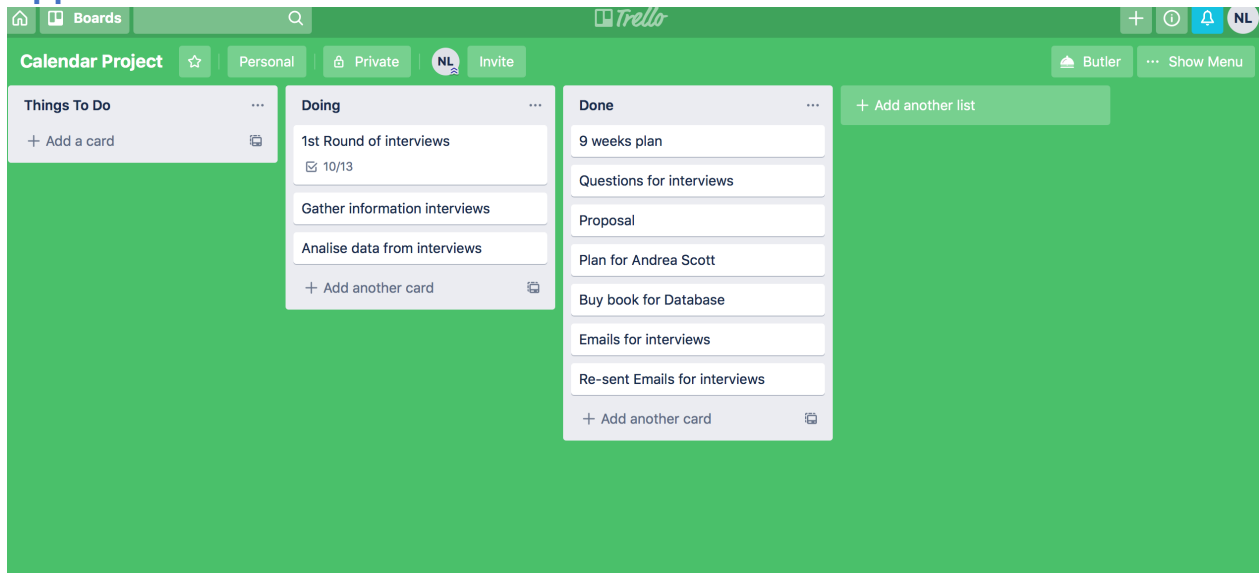
SOC Calendar is looked after by the school office

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## Appendix 7



## Appendix 8



## Appendix 9

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Fri, 1 Nov
28 Oct 11:00 INF09114 13:00 Re: Inter 14:00 INF09114	29 9:00 Intervi 10:30 Meet	30	31	1 Nov 9:00 INF09101- 11:00 INF09101 ...	2	3	09:00 <b>INF09101-Lecture</b> 2 hrs MER_F12
4 11:00 INF09114 14:00 INF09114	5	6 12:30 Re: Inter	7	8 9:00 INF09101- 11:00 INF09101 14:00 interview	9	10	11:00 <b>INF09101-Practical</b> 2 hrs MER_JKCC_CLUSTER_03 ; MER_JKCC...
11 11:00 INF09114 14:00 INF09114	12 9:30 Meeting	13	14 9:00 Meeting c 13:30 SoC time	15 9:00 INF09101- 11:00 INF09101	16	17	13:30 <b>Interview SoC Calendar</b> 30 min. Lautieri Farrell, Nicolas
18 11:00 INF09114 14:00 INF09114	19 9:30 Meeting	20	21	22 9:00 INF09101- 11:00 INF09101	23	24	14:30 <b>PDT meeting</b> 30 min. c46
25 11:00 INF09114 14:00 INF09114	26	27	28	29 9:00 INF09101- 11:00 INF09101	30	1 Dec	15:30 <b>Re: Interview for SOC Calend...</b> 30 min. Lautieri Farrell, Nicolas

## Appendix 10

Good afternoon.

My name is Nicolas and I'm doing an Internship at Napier relate on the SoC Calendar for Modules Leaders.

My aim is to interview SOC Modules Leaders, Head Leaders and Administrators so I could gather information of all the areas where these actors (SOC Modules Leaders, Head Leaders and Administrators) are involved.

These interviews will last between 15-30 minutes. For this interview I will need you to review these questions below.

- Which is your role in the SoC at Napier?
- Which modules are you managing?
- Which are the key dates of your actual Calendar for each module?
- Which staff members needs your approval or information from your modules for the Calendar?
- Who is involved in the design of your Calendar?

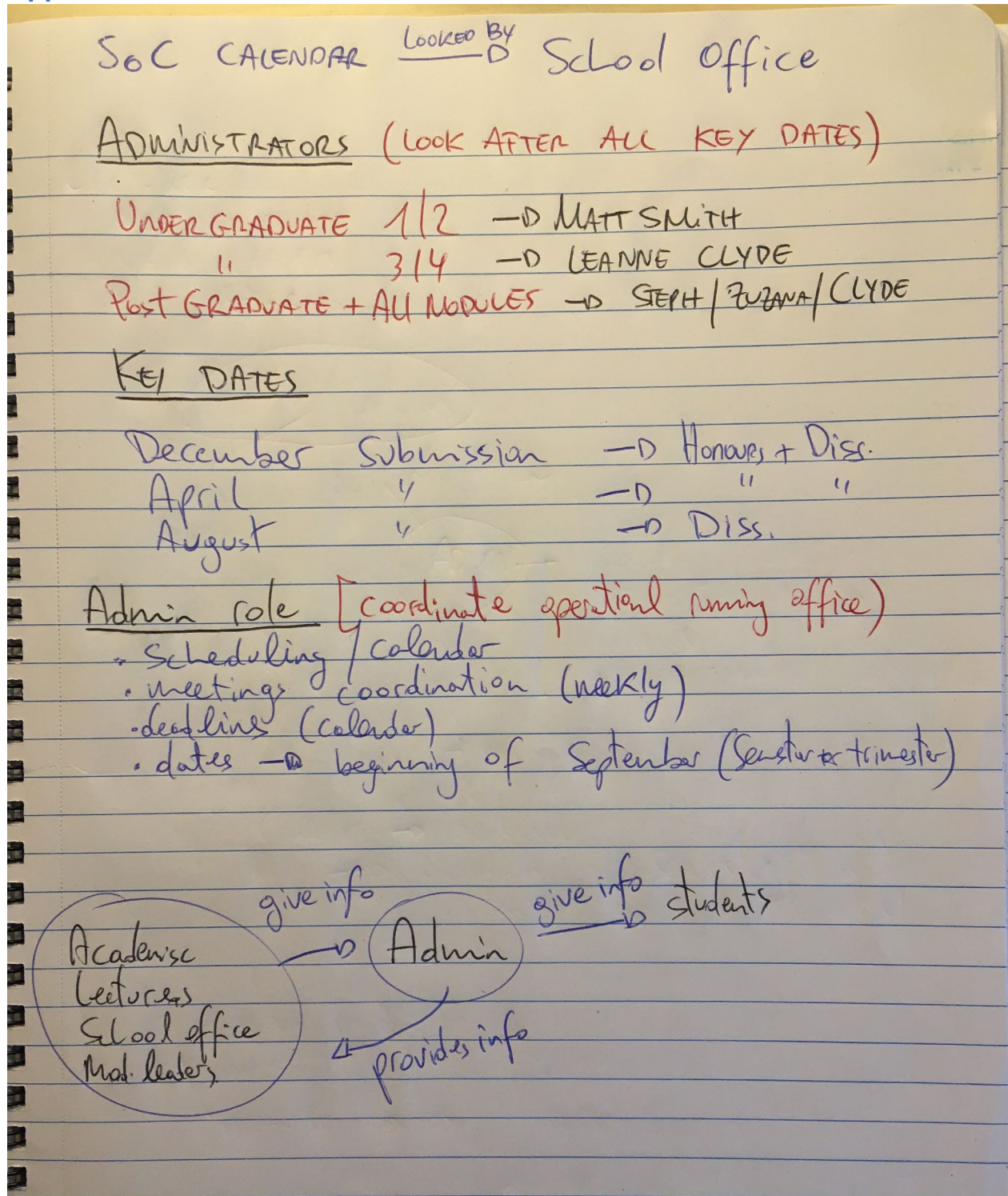
These questions aren't mandatory but could help at the beginning of the interview and provides you with an idea of what I will ask during the interview.

If you could give me a time that suits you that would be great.

Kind regards.

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Appendix 11





KATH

[SOC manager] LINE MANAGER <sup>of admin</sup> IN THE SCHOOL OFFICE

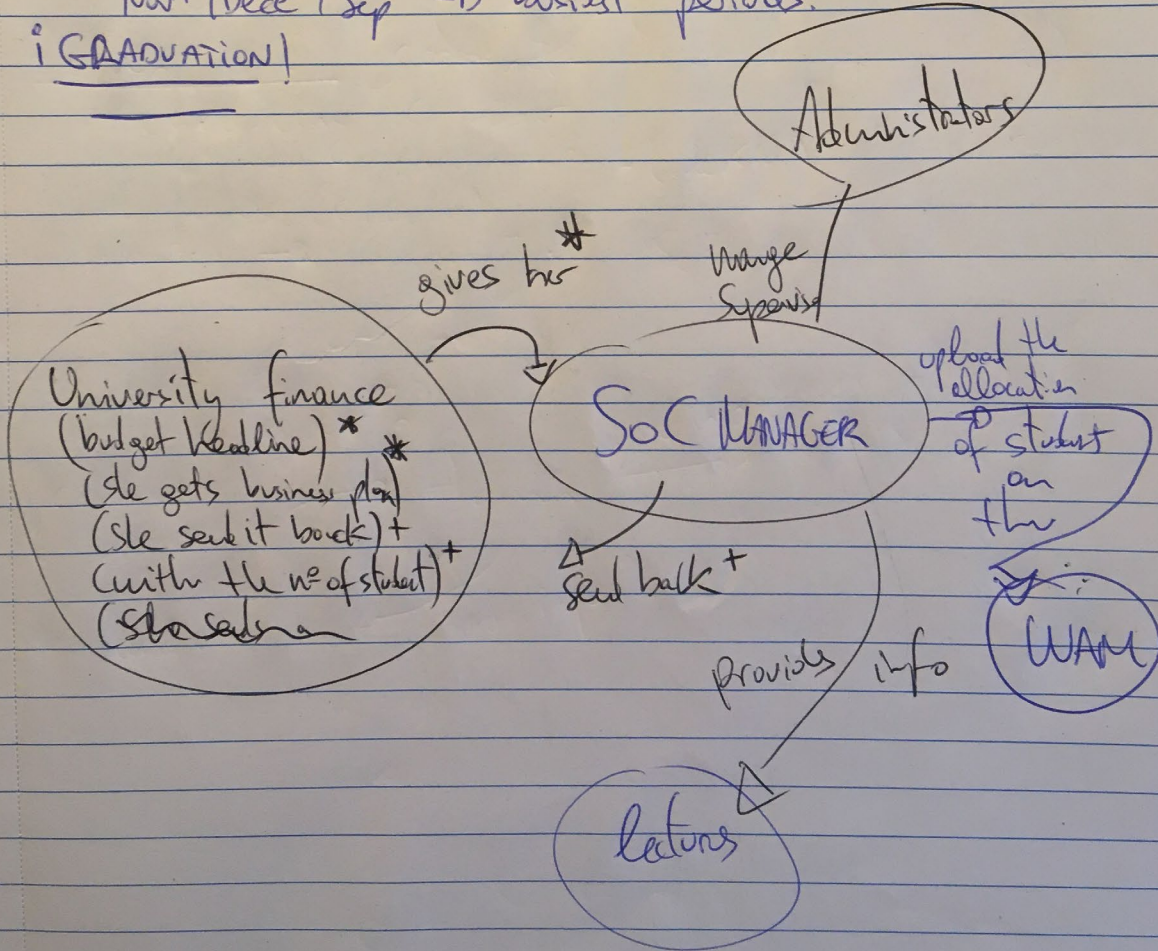
ROLE

- MANAGE Admin functions.
- Help Operational plan budget
- Academic activity

Key Dates

- Start of each trimester
- September → operational planning
- Nov / Dec / Sep → busiest periods.

! GRADUATION!



## Appendix 12

- **Meeting**

🕒 Tue 19/11/2019 09:30-10:30

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You're the organiser.

Davison, Brian accepted.



Edit



Cancel




## Appendix 13

### Calendar



# Interview Pro Internship

 Tue 22/10/2019 11:30-12:00

 c62

 Interview with Andrea Scot

 Edit  Delete

## Appendix 14

### Your meeting was forwarded

[Lautieri Farrell, Nicolas](#) has forwarded your meeting request to additional recipients.

#### Meeting

Interview for SOC Calendar Project

#### Meeting Time


28 October 2019 13:00-14:00.

#### Recipients

[Sim, Kevin](#)

All times listed are in the following time zone: (UTC+00:00) Dublin, Edinburgh, Lisbon, London

 **FW: Interview for SOC Calendar Project**

 Mon 28/10/2019 13:00-14:00

No conflicts

Good afternoon.

We had an interview today at 1pm relate on SOC Calendar Project that I'm doing as an Internship for Napier University. I have been waiting on room C65. Is it possible to reschedule the meeting?

If is a Yes, could we meet tomorrow between 9:45 and 10:15.

Thank you so much and have a nice day