

Stephanie Nicolaou



Connecting Women
in Technology

every
woman
in
TECHNOLOGY AWARDS

in association with **women** in
technology

2011 Rising Star of the
Year Award Winner

ICT Systems Analyst
Agusta Westland Ltd.

The Matter at Hand

- Why should I put myself forward for such an award?
- What's in it for me?
- How will it effect my career?
- When has it helped?



Entering the process

Why should I put myself or others forward?

- Innovative research
- Team leadership / successful results from a project
- Business start-up based on own evolved model / idea



If I Knew Then, What I Know Now

The Early Days – Senior School

- Not much personal belief
- Low grade average
- Did not subscribe to the status quo
- Wondered where I would be in 10 years



Change of Direction

The Next Steps – South Cheshire College

- **BTEC First Diploma in IT**
(Software Development)
- **BTEC National Diploma in IT**
(General)
- Re-sat GCSE's
- Millennium Volunteers
- Student of The Year 2007



Educated At Last

The Final Steps - Cardiff University

- Computer Science with Knowledge and Information Systems
- Dissertation: Business Analysis and Bespoke Information Systems Implementation for a Vehicle Services and Repair Group.



Ada Lovelace Day



Business Analysis & Information System Implementation for a Vehicle Service & Repair Group

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Introduction

The Cardiff is an independent body that services and repair group based in Cardiff which is the appropriate for development is based on. The main objective is to enhance their business processes allowing an efficient and effective solution for providing repair services with a new business information system and a website. Therefore undertaking a full analysis of their business, including an agile approach, identifying existing, developing and existing information systems. Research topics is carried out from SWOT, that requires the resources of IT consultants including hardware and the staff (Human Resources) team responsibilities of Research include store bookings for a vehicle services followed by a training for the staff which result in services and finally a booking for a vehicle collection or repair from Cardiff. Therefore responsibilities include their existing essential maintenance, fixing and fixing. It will be dealing with customer and financial concerns, taking the customer and ensuring that they are aware of their.

Website



However, the Cardiff is a new website with a back-end database structure which, SQL and PHP, as their existing website is difficult to manage from Cardiff with various, complex data integration of the website that are not and the website data that provide are services. The website links to the data in SQL, however as the integrated system is provided customer data allowing them to make either a service booking or repair booking and read the progress of their vehicles) resulting the need for customer to get it. It will also provide an online site application for customers, a feedback form, a SQL Server for the service repair customers and their customer with SQL, PHP, Python, JavaScript and Facebook integrated.



Analysis

This is an approach in identifying and defining requirements and business process changes required on a regular basis, through ethnography, task analysis, observation, interviews and system context examination, requirements interviews and designing a business process model of both existing and proposed business processes, reengineering of their specific business processes. A collection of modeling techniques including UML, Unified Modeling Language) from its: Use Cases and Actor, Data Objects, Relationships) Use Cases) in order to fully understand the existing information systems business processes.



Information System


The development process should be driven by information system and (SQL) for its back-end database. The system will increase the efficiency of the replacement booking process as well as improve the organization and management of their information. It is capable of creating a website booking form in a web for user interface, storing and tracking existing, identifying customers and tracking their customer's individual services. Responsibilities include: create a new website layout and content, which are used for making an online information. Therefore filling out forms and using of the online reports, such as employee data, vehicle specifications, date, authorization status, and which are then used in the customer files. Administrative work are able to use an additional section when the user that allow them to view, edit and add customer, employee, location and insurance customer records as shown below.



My Nomination


Skills Matrix


SSM Main Form - Soft Skills Matrix





Skill Set Matrix

Role and Skill Assessments	Role Data	Skill Data	Job Data	Employee Data
Role Based Reports	Skill Based Reports	Development Reports	Assessments	

Complete Self Assessments 

Incomplete Self Assessments 

Complete Agreed Assessments 

Incomplete Agreed Assessments 

Exit

Gap Criteria Skills - Soft Skills Matrix



Improvement Level Criteria

Select Job:

Select Skill:

< Improvement Level

View Results: 

Team Member's Role Scores

Assessment ID	Assessment Name	Score	Self Assessment	Standard Level	Agreed Score	Role Position	Assessment Details	Comments
000	Customer and Commercial Awareness	0	0	0	0	Customer & Commercial Awareness	Agusta Westland Assessment / Soft Skills	
000	CRM Strategy	0	0	0	0	CRM Strategy	Agusta Westland Assessment / Soft Skills	
000	Internal Service Specific Strategy	0	0	0	0	Internal Service Specific Strategy	Agusta Westland Assessment / Soft Skills	
000	Customer / Stakeholder Focus	0	0	0	0	Customer / Stakeholder Focus	AgustaWestland	Not a job
000	Communication	0	0	0	0	Communication	AgustaWestland Assessment	
000	Adaptability	0	0	0	0	Adaptability	AgustaWestland Assessment	
000	Interpersonal Awareness	0	0	0	0	Interpersonal Awareness	AgustaWestland Assessment	
000	Judgment	0	0	0	0	Judgment	AgustaWestland Assessment	
000	Personal Development - Self and others	0	0	0	0	Personal Development - Self and others	AgustaWestland Assessment	
000	Continuous Improvement	0	0	0	0	Continuous Improvement	AgustaWestland Assessment	
000	Problem Solving	0	0	0	0	Problem Solving	AgustaWestland Assessment	
000	Team Working	0	0	0	0	Team Working	AgustaWestland Assessment	
000	Organisational Awareness - Management for UK Platforms	0	0	0	0	Organisational Awareness - Management for UK Platforms	AgustaWestland Assessment	

Manager Signature: _____ Employee Signature: _____



Skills Sets

User:

User

Admin

Manager

Belief Made the Difference

"A lot of people have gone further than they thought they could because someone else thought they could." - Unknown

Belief
Perseverance
Pro-activeness
Mentorship

**BELIEVE IN
YOURSELF.**



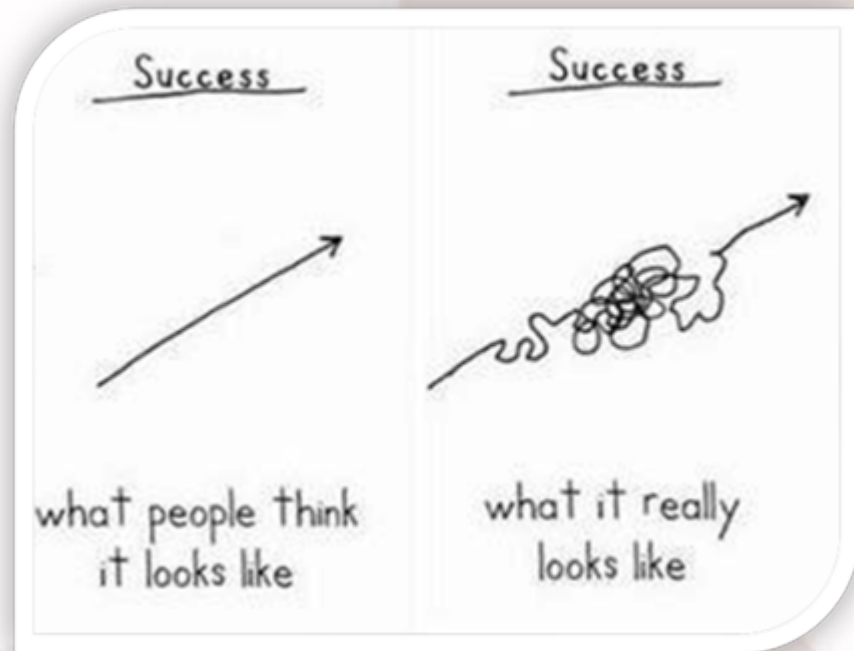
Rising Star of the Year 2011

At last, an overnight success!

Awarded for my work

Personal satisfaction

A great conclusion to four
years of hard graft!



Opportunity Knocking

How has it effected me?

- Invitation to events
 - Cambridge University's Leadership Conversation
 - The Artemis Forum
 - Networking opportunities
- CV Achievements
 - Job opportunities



Rising Star of the Year 2012..?

- Entrepreneurial spirit
- Belief in your own talent
- Be proactive and take initiative
- Find a mentor
- Collaborative approach

