12/06/14 – I want to make a positive impact on people’s lives with computers, but I haven’t got a clear idea what that means. Improving organisation at BT will improve BT employees’ lives, but I have always thought it would be good to improve the lives of those less well off than BT employees. I have no idea how to do this.

20/06/14 – I feel I am closer to understanding how to make software better at BT. I have been work shadowing one of the teams my team writes software for. The experience has helped me understand how important it is to have a good relationship with your customer with plenty of feedback.

I have also been reflecting on my nervous breakdown and how the way events turned out, I am lucky to have such a supportive family. I was able to move back in with my parents and recover, and I managed to get myself together in time to apply for my apprenticeship. This worked out very well indeed! Sometimes I still regret not just studying Computer Science at Edinburgh University. I would be in a lot less debt and I would probably be better paid. But I would be living in Scotland, and that might have made it harder for me and for my parents when they wanted to move down to Suffolk to look after my granddad.