ITC

- **Business**
  - has long-term contracts,knowing about 80% of its workload two months in advance
  - 1200 trucks and 350 buses
  - makes ITC a reliable transport partner for multinationals
- **BOARD OF DIRECTORS**
  - Utrecht
    - Freight
      - responsible for carriage of goods
      - the truck driver work for this department
      - Handling customers' requirement and arranging out-of-town accommodation for driver
    - Passengers
      - responsible for passenger traffic
      - the bus driver work for this department
      - primarily used by trips organized by travel agencies
      - maintain contact with agencies ,take care of customers' requirement and accommodations
    - Logistics
      - a bit of an outsider
      - ensure the company 's rolling stock of trucks and buses are on road to fulfill paid orders
      - regular contacts are maintained with the other head offices in order to help Freight and passenger
    - maintenance
      - responsible for the rolling stock's state of repair
      - has its own garage ,all trucks and buses are regularly serviced.
      - small repairs are carried out and relatively modest alterations take place
      - contracted out the specialist job and maintain the contacts
    - Sales
      - The Sales Department is responsible for obtaining transport orders for the Freight and Passenger departments.
      - a number of local sales offices
      - tow markets :long-term and non-recurring
    - Administration
      - manages the regional head office's financial accounts.
    - Personnel
      - small department, human resource management
  - orange
  - dusseldorf
  - Strategy and policy
    - development and preparation of policy
  - Financial Control
    - control the financial accounts of each regional head office and prepares financial analyses of long-term customers and prospects
- **Policy**
  - situation
    - Recent reports by two research bureaus have indicated that the IT function within ITC could probably contribute more to ITC's business objectives.
    - They also concluded that the deployment and organization of its IT resources is reasonably good
    - - Collaboration is exemplary, including that which occurs across international borders.
      - The technical infrastructure is organized in a structured mannerwhich facilitates management. Moreover, extensive documentation on this structure is available.
    - market pressure--- concluded long-term freight transport contracts -Just-in-Time service
    - the manner in which data regarding orders is currently processed within ITC makes it impossible to adequately respond to this need for the time being.
    - he utilization percentage - the percentage of vehicles that are being used for customer orders at any given moment - is lower than desired.
  - opportunities
    - - The removal of internal borders in Europe has increased the possibilities for international freight traffic within Europe.
      - Improving the economic situation in Eastern Europe will open up a large potential market.
  - The strategy and policy
    - change the handling process
  - project objectives
    - information about order or freight receipt in one hour,24 hours a day
    - a system must be created to allows both the regional head office and drivers communication information for auto route planning
    - Connect to various networks for electronic message exchange
    - it is time to allow the various offices to operate more independently
- **ITC IS**
  - General
    - computerization of ITC's IS was completed quite sometime ago
    - User
  - ADMIN
    - used by the Administration Department to prepare financial reports
    - modules
      - accounts receivable
      - accounts payable
      - salary record
      - bookkeeping
    - varies the most between the various operating countries because of the need for financial accounting system to comply with local laws.
    - user: Administration
  - SHIPPING
    - handle orders for transport of goods
    - creates the necessary travel documents
    - User: Sales Department, a local sales office , Freight Department
  - TRAVEL
    - handles the orders for passenger transportation
    - local sales office or the Sales Department------non-recurring orders
    - the Passengers Department-----planning of transportation orders
    - developed based on the first version of SHIPPING
    - user:Passengers, Sales Department, a local sales office
  - PLANNER 95%
    - PLANNER handles logistics, ensuring that the right truck or bus, and their driver, are at the right place at the right time.
    - user: all users
  - MAINTAIN
    - MAINTAIN is used primarily by the Maintenance Department
    - The maintenance planning is drawn up and carried out based on this data.
    - User: Maintenance Department
  - OFFICE
    - user: department managers, directors,the secretariat and sales and personnel departments,local sales offices
    - include a collection of application include E-MAIL,Internet
- **Infrastructure**
  - UTRECHT
    - IBM OS/390 as a central computer also performs specific tasks for LAN including data storage
    - about 800GB disk storage
    - a test mainframe for software suppliers and IT personnel. much lighter version than the production mainframe
    - access the mainframe applications via a web-enabled emulator
  - DUSSELDORF
    - A small mainframe with 400GB
    - NO test mainframe.
    - Link to the network
  - ORANGE
    - A small mainframe with 300GB,almost obsolete
    - Access to mainframe via special terminal emulators
  - LOCAL
    - 12 local offices have 3 PCs, 2 workstation and 1 server
    - 8 local offices have 2 PCs
    - can access SHIPPING and TRAVEL systems.
  - WAN
    - leased lines provided by an external IT supplier
    - this link has raised questions to the IT department about a transaction that was sent, but when retrieved, appeared not to have been processed.
- **IT organization**
  - does no have one central department
  - under the responsibility of the local Administration Manager
  - these managers meet once every two months to determine the common computerization policy and draw up plans for the coming 6 months
  - development and maintenance of IS is contracted out to various suppliers under maintenance agreements
  - 50% time to work with IT
  - Utrecht 5 system managers including
    - 1 system manager in mainframe and system software
    - 1 Application manager Testing and modifying the systems and solving minor problems
    - 1 Network Manager management of WAN and LANs for all the regions
    - 2 junior system managers offer primary support to the users
  - DUSSELDORF and Orange
    - 4 system managers
    - no network manager
  - each sale office has one employee is trained to solve the most commonly occurring problems independently
  - regular consultations between the regional head offices about technical issues
  - telephone and E-mail is common means of communication