

## ***Exercise - New IT system***

### **Office Manager**

**Background:** You have set up a meeting with the Systems Manager to get some changes made to your computer system. The IT department always claim to be too busy, and the smallest changes seem to take ages. On your PC at home you can do almost anything on the spreadsheet, so why does the office network of PCs cause so many problems? Anyway, you really need these changes and your objective is to get as much done as possible, as quickly as possible. As a last resort you could go to an outside agency for the whole job, although it could take a bit of time to get them up to speed on the special technicalities of the industry. Ideally you would keep them sweet, because you need a quick response when the system fails (a fairly frequent occurrence), and they have been known to drag their heels when there is a problem in a department that has upset them. Your boss has expressed an interest in the performance of the computer department, and you have the feeling that if they are unhelpful you could take the matter to your boss and gain considerable support.

Here is what you want:

- You **MUST** get a system that is capable of printing out onto any printer, so that people don't have to go into a distant office to get their documents. You can see no reason why this would be difficult, since it's only a case of having wires.
- You want the ability for more than one user to access the same file at the same time, because it really irritates people when the system says "ACCESS DENIED" and they have to wait. This doesn't happen often, but when it does it's very annoying.
- You could get a good efficiency increase if it was possible to transfer files to and from staff's private lap-tops so that they can work at home, or "on the road". You feel that this may not be a simple task for the programmers, but you do want it, if possible.
- In the ideal world you would be able to design your own menus and reports as and when required, because inevitably there will be changes to the customers requirements over the coming years. In fact, you have a feeling that as soon as the system is ready and finished you will think of just one more thing that you want, and you want to be able to make these small changes yourself without having to run to IT all the time (and wait for weeks...)

In terms of timescale, you must get the changes done in time for the end of the financial year, which is in 6 months time. You feel that 3 months would be reasonable, and would give you a good safety margin, and ideally you would get the whole job done in 2 months. (Well, to get it all by next week would be ideal, but being realistic you think that 2 months is the best you could hope for).

Good luck...

The Systems Manager also has a corresponding brief