

# Car and General IT



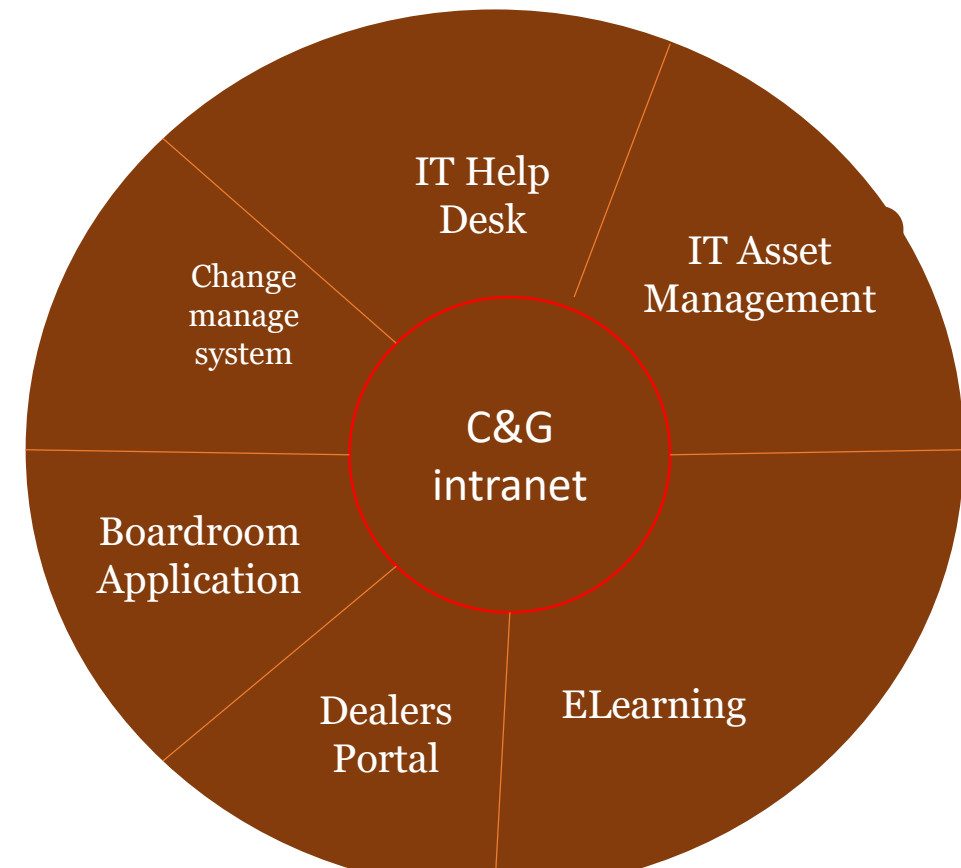
*Proposal  
for Automation of IT management  
process Implementation  
in partnership with NIIT and  
High Learning Institutions*

# Executive Summary

Our objective to partner with High Learning institution and NIIT to source best students in web and content management system programmers to partner in automation of the below IT process;

We intend to achieve all the solutions below with low cost and maximum output. The solution listed below will be developed and customized exclusively for C&G and put in one stop shop( Intranet Portal). Partnering with NIIT in the process will form a good platform for NIIT to market and penetrate in the Kenyan market. The project also can take the wings of the CSR to impact on the students and empower them in their career journey. The project seek to ensure that the C&G IT, NIIT, Institutions and students benefit to the maximum.

- 1. Development of C&G intranet portal (One Stop Shop)***
- 2. IT Help Desk Support Solution, Change Management System, IT Asset management system and Boardroom Booking Automation***
- 3. C&G Elearning System (To be tailored to C&G policies and staff safety on a work environment)***



# 1. Why Intranet Portal?

## 1 IMPROVE PRODUCTIVITY

IN A SINGLE PLACE, PROVIDE EMPLOYEES WITH ALL THE TOOLS THEY NEED TO PERFORM THEIR DAY'S TASKS, EVERY DAY



## 4 SPUR COLLABORATION

INTRANETS ARE A HUB WHERE PEOPLE CONNECT & SHARE INFORMATION. MODERN SOCIAL TOOLS BUILT INTO INTRANETS ENCOURAGE EMPLOYEES TO BYPASS HIERARCHIES, AND COLLABORATE DIRECTLY WITH COLLEAGUES



## 2 CORPORATE COMMUNICATIONS

THE INTRANET IS YOUR EMPLOYEES' VIRTUAL HOME, AND HOLDS A SUBSTANTIAL PART OF THEIR ATTENTION. IT IS THEREFORE THE PERFECT PLACE FOR 2-WAY COMMUNICATIONS WITH EMPLOYEES.



## 3 STREAMLINE PROCESSES

USE THE INTRANET NOT JUST TO DOCUMENT PROCESSES, BUT PROVIDE THE ACTUAL TOOLS EMPLOYEES NEED TO AUTOMATE WORKFLOWS WITHIN THE INTRANET



## 5 KNOWLEDGE MANAGEMENT

KM IS THE PROCESS OF CAPTURING, ORGANIZING AND RETREIVING ALL KNOWLEDGE CREATED IN AN ORGANIZATION. IN INTRANETS:

### CAPTURE KNOWLEDGE

WITH TOOLS LIKE DOCUMENTS, WIKIS, BLOGS, IM, DISCUSSIONS, SOCIAL MESSAGING



### ORGANIZE KNOWLEDGE

USE HIERARCHICAL STRUCTURES LIKE GROUPS AND FOLDERS TO ORGANIZE KNOWLEDGE



### RETRIEVE KNOWLEDGE

USE ENTERPRISE SEARCH TO SEARCH FOR INFORMATION ACROSS THE INTRANET





# 1. Why IT Automation?

## ***The IT Automation seeks to achieve.***

- ✓ Intergrade The IT Help Desk with emails; If user send email the incidence is captured in the help desk portal.
- ✓ An Incident management module to track and communicate about all issues occurring in the IT.
- ✓ A change management module to plan and track the changes to the IT environment.
- ✓ A known error database to speed up the resolution of incidents.
- ✓ An outage module to document all planned outages and notify the appropriate contacts.
- ✓ Dashboards to quickly get an overview of your IT.

The portals should be service provider oriented, that allows IT Support team to manage easily multiple internal customers across the group

The portals should delivers a feature-rich set of business processes that:

- ✓ Enhances IT management effectiveness
- ✓ Drives IT operations performance
- ✓ Improves customer satisfaction and provides executives with insights into business performance.



The portals should completely open to be integrated within our current IT Management infrastructure.

- ✓ Adopting this new generation of IT Operational portal will help us to: Better manage a more and more complex IT environment.
- ✓ Implement ITIL processes at our own pace.
- ✓ Manage the most important asset of your IT: Documentation.

# 1. Why ELearning?

## E-learning Supports the Organization's Goals



## E-learning Supports the Learner's Development



## E-learning Nurtures a Learning Organization & Community



- Improved training costs.
- Decreased material costs.
- Increased productivity
- Standardization.

- Real-time access
- Freedom to Pass the test
- Improved retention.
- Personalized learning.

- Ongoing access to resources.
- Knowledge management.
- Encourage sharing.
- Employer of choice.