2). You are the IT director at Attaway Airlines, a small regional air carrier. You chair the company’s systems review committee, and you currently are dealing with strong disagreements about two key projects. The marketing manager says it is vital to have a new computerized reservation system that can provide better customer service and reduce operational costs. The vice president of finance is equally adamant that a new accounting system is needed immediately because it will be very expensive to adjust the current system to new federal reporting requirements. The VP outranks the marketing manager, and the VP is your boss. The next meeting, which promises to be a real showdown, is set for 9:00 a.m. tomorrow.

How will you prepare for the meeting? What questions and issues should be discussed?

I will need to do a lot of research, specifically try to answer these questions:

1. How much will the costs be reduced by the new reservation system?
2. How much does the new system cost?
3. How long is it expected to be in use?
4. How flexible or modifiable is it?
5. What issues will exist if we do not purchase the new reservation system?

I would want to talk to any sales associates, preferably at least one who is computer savy and one who isn't about what they thought of the new system. If they don’t know anything about it then I would like to have they demo it and provide feedback.

1. How much will it cost to adjust the current accounting system?
2. Is this a one time cost or recurring cost?
3. How much does the new system cost?
4. How long will the new system last?
5. What exactly are the federal requirements? Can we get a “good enough” out of the old system?