FINAL PROJECT
Case Study
TatakPinoy Inc. is a manufacturing company based in the Philippines engaged in the production and distribution of Filipino products. Much of the IT work in the company has been decentralized per department, a product of different software purchases and contractual development made under its 3-year "computerization program".

The company's executive management is not happy, as the promise and value of IT has not been fully realized. They see IT spending to be enormous and scattered all over the organization and thus decided to establish a central IT department that will control and manage all IT work and infrastructure within the organization. They have promoted the most senior manager in the Finance department to become the CIO and gave him 1 month to come up with a detailed plan on how to setup the IT department and improve the current system and processes of the company. It is expected that the plan should trigger reduced operation costs, increased revenue and improved employee satisfaction on the IT services.

Being one of the most senior in the organization, the newly promoted CIO is aware of the different IT projects within the company. However he does not know a lot about IT nor IT Operations, that's why he hired you, a group of IT consultants to help him. The executive management is aware of this decision of the CIO and is also eager to get external perspective.

Current TatakPinoy Inc. Systems and Processes

Inventory System – The warehouse department has bought a program which can track the company's entire inventory, and all information pertaining to all materials at the factory: where they are located, when they will expire, what their status are. This program is currently supported by a vendor whose contract is about to expire. The warehouse department often complains about the inefficiency of the vendor to address their issues and problems. Complaints include vendor forgetting the complaints raised by the users of the program or that they often had to do manual work because the vendor is very slow to respond. Therefore it has been decided not to renew the contract of support with the vendor and that Central IT to take care of supporting this program.

Raw Material Planning System – The raw material planning department has created a program that accepts the forecasted demand (or predicted future usage) of all raw materials. Users also need to enter inventory information which they obtain from print-outs from their Inventory System. With the inventory and forecast information, the system is able to come up with a plan or schedule that details when to buy materials from the suppliers.
Since the Inventory System will be supported by Central IT, the CIO suggests that these two systems be incorporated. He believes that by incorporating these two systems, it will reduce time for manual input of the inventory information and reduces print-outs. However the CIO is also very hesitant because he is afraid that any changes done in the two systems might cause a bigger problem and that we end up have two corrupted systems.

Order Shipping and Billing System – This online system is used by the sales department, to enter customer orders for their products. With the expansion of the company to include provincial sales hubs, an increase in sales transactions is expected and so the company bought additional servers. The sales department keep a record of all of their IT equipment and handed this list to the CIO since Central IT will now be responsible.

Purchasing System – The buyers in the Purchasing department use a commercial software product "BUY-2000" to keep all records of their raw-material suppliers (there are about 1000 of them).

Accounting System – This is the oldest of the computer systems at TatakPinoy Inc. It's a full blown accounting program that records all financial information of the company since the company started. The company's executive officers access very important information from this system. However for the past 3 months, the server has been very unstable.
HR System – This is just a simple program which keeps a database of all employee records, benefits and compensation. Just recently, this system is now accessible online to allow provincial employees to access their personal information. However just after a week, several employees complained that their information seemed to have been hacked. The HR Manager turned off the system temporarily and asked the CIO to take over and redeploy the system.

Computers/ Network – The company has implemented a LAN and a WAN. It is possible to connect to the company's intranet from home, thru a broadband or dial-up connection. Every employee in the company has access to a personal desktop, or a shared terminal within the company premises.

The Task

Form groups with maximum of 5 members. Present a "proposal" to be presented to the TatakPinoy Inc. executive management by applying everything you have learned from this course. The proposal should focus on the ITSM processes, rather than the technical aspects of the IT systems. The recommendation should cover the following minimum requirements:

- Service Design: IT Service Continuity and Information Security Management
- Service Transition: Change Management, Release and Deploy Management
- Service Operation Component: Incident Management
- Continual Improvement Framework

Format

The team should prepare both written report and oral presentation of proposal.

Written Report

The written report should include the following:

- 1-pager Executive Summary
- Assessment of the Company
- Recommendation
- Benefits/Limitations
- Technical and Other Considerations

The body of the report should not exceed 15 pages, single space, Arial, size 10.

Oral Presentation

This will be a simulation of an actual presentation. There will be a panel who will act as the "executive management", and the group should convince the executive management to accept the proposal. The panel may ask questions anytime during the presentation.

All team members must recite. The presentation must be completed in 20 minutes (no extensions!!!). Be creative with the use of presentation materials. Assumptions can be injected as long as it is reasonable and explained clearly at the start of the presentation.

Some examples of ITIL implementations:
http://www.itiltraining-uk.co.uk/big-businesses-using-itil/

Grading System

A group score will be given based on the following criteria:

- Application of Learnings / Scope of Improvements – 60%
- Integration / Packaging of Proposal – 10%
- Creativity / Innovation – 20%
- Teamwork / Effective Presentation – 10%

After the presentation, you will also be asked to rate your team members based on their contributions to your group.

Deadline

A soft copy of the written report should be uploaded in the submitted on/before Sept 28, 4:00 PM PHT.

Final presentation will be held at the HP Office on Oct 1, Monday. Please bring 1 copy of your written report, printed back-to-back.