**BITS Mini Case**

**Preliminary Planning Overview**

Bradford Information Technology Services (BITS) is a unique type of temporary staffing agency. Many organizations today hire highly skilled, technical employees on a short-term, temporary basis, to assist with special projects or to provide a needed technical skill. Currently their staffing search system is paper driven and done manually. All staffing requests and staff member records are kept in file cabinets. They have over 10,000 professional staff members on file. Finding the most qualified professional for a staffing request takes too much time and, too often, human mistakes occur. This leads to frustration for the clients and BITS employees. The atmosphere at the company can be very stressful at times. Sometimes BITS employees quit due to the situation. Turnover is a problem. Training a new employee costs approximately $5,000.

You are to present to Bill Williams, the Vice President of the company, an idea for a new online system that in your opinion will eliminate errors and speed up the staffing process to fill positions. The new system would do an automatic search for staff members that match the criteria defined in the staffing request. The new system would also keep database records of the staffing requests, temporary staff profiles along with their current status, and historical transactions of their past work for BITS’ clients. He feels it would improve the working atmosphere at the company. Also, the new system would eliminate those human errors and improve the company’s reputation and work environment. He also wants to stay competitive with other firms. If an automated system is not set up within one year’s time, he thinks that BITS could lose some clients. Sales revenue right now is $250,000 a year. He projects that with an automated system, annual sales would double. The present system only gives the company a 12% profit margin. He feels that the new system with its improved efficiencies would give him a 30% profit margin by improving worker productivity. The new system would also eliminate a lot of paper and printing, saving the company another $10,000 a year in costs.

He would eventually like to see the amount of time agents spend with the clients reduced by possibly allowing the clients the option to enter staff requests online. But that idea is not one of his priorities at this time and will be provided in some future version of the system. Bill is also concerned about the initial cost and yearly maintenance expenses of a new IT system. The company may have to borrow the money to pay for it. He thinks it is imperative that the system be running in one year’s time or he will lose clients.

Bill Williams has asked you to sponsor the project and write up a system request that would be evaluated by an approval committee.