

BELOW ARE FEW EXAMPLES OF JOURNAL ENTRIES

XXXX Telecom, 200X, Journalists, viewed XX August 200X

http://www.francetelecom.com/en/financials/journalists/press_releases/home/index.html

- Financial Report 200X, p.9.
- France Telecom, 200X, FT press release XX July 200X First half 200X results.
- France Telecom, 200X, FT press release XX July 200X Airbus selects France Telecom Group.
- France Telecom, 200X, FT press release XX March 200X France Telecom adapts its organisation.
- France Telecom, 200X, Management report 200X, p.6.

Equant, 200X, Equant press release 200X Highway for European Space Agency, viewed XX August 200X

http://www.equant.com/content/xml/2005_press_releases_list.xml

The report is based on discussions at xxxxx Telecom on XX August 200X in Sales, Human Resources, IT, Sales Support and Network Operation Centre department, all located in Paris. The author benefited from personal contacts inside the organization thanks to previous employment. People involved in the discussions of information flow and information needs, the decision making process and how key executives take decisions inside France Telecom: XXXX XXXXX (Area Sales Director), XX XXXXXXXX (IT Director), XXX XXXXXXXX (Head of Human Resources) in the Networks, Carriers and IT Division. On XXX May the discussion focused on the existing and potential deployment of wireless technology inside the division was XX XXXXXXXX and XXXX XXXXXX. The main idea discussed was the potential economical benefit, the advantages of the usage and the impact of the new technology for managers and employees. During a thirty minute telephone conversation with XXX XXXX (Director of submarine network delivery services) information was found on the existing deployment of satellite communication in XXXX XXXX office . On XXX May the meeting with XX XXXXXXXX gave information on the engineering of the technical foundations, security of the Intranet and the Network Operation Centre. Each discussion with XXX XXXXXX and XXX XXXXXX lasted around forty-five minutes, with X XXXXXXXX and XXX XXXXXX two hours. ,XX/XX/XXXX

For the company background information the City-to-City presentations in hard copy as well as the software copy of the software application 'Avenue Pipeline' was a helpful support. Executive organization chart was available on the France Telecom web page. The 'Networks, Carriers and IT Division' organization chart was received from a France Telecom employee with the instruction to delete head managers names.

XX/XX/XXX Attended a meeting where the cost to serve customers was explained. The Chief Financial Officer for Retail banking, x xxxxx discussed over the counter vs electronic based banking and the cost differences. This discussion presentation lasted 2 hours.

4/8 2005 The CBA Internet site gave me the background information on SMS based mobile banking CBA Internet site viewed, xx:xx:xx
<http://www.commbank.com.au>

4/8/2005 The Vodafone Internet site, gave me the background on the actual technology used for SMS based banking, xx:xx:xx
<http://www.vodafone.com.au>

Mr. XXXX XXXXXXXXXX is the manager of the mobile data unit known as MINDA or in other words Mobile Integrated Data Access (ph: XXX20381). This is a joint QPS and Department of Transport wireless on board vehicle computer data access system. Discussions were held with Mr. VanDreike for about XX hour on the XX September 200X. These discussions covered the technical aspects of the wireless systems including the 2.5G wireless system. Also covered was encryption systems and wireless security.

XX June 200X (XX hour and XX minutes): Meeting with XXXXX XXXXXX, Head of IT Services at Toowoomba State High School. The school has recently installed its first wireless technology. At this stage it is on a small scale to determine its usefulness in the school setting. The LAN has a very small footprint and wireless access is not available across the campus. John did not have input into the standards of the technology acquired as these have been mandated by Education Queensland. Wireless technology is not yet widespread in Queensland Schools. The Department of Education is currently conducting a trial of wireless technology with a review due in November 200X. John believes that it is too early to determine the real benefits of wireless technology but pointed to the ease of installation over the cabled alternative.

I had a number of meetings with XXXXX XXXXX who is the Traffic Systems computer specialist. The meeting took place on the XX/XX/XX, XX/XX/XX and XX/XX/XX, for XX:XX, XX:XX, XX:XX respectively.

During these meetings we discussed the new concept of applying wireless technology to the Traffic Systems operations. We discussed the following issues about the wireless technology:

- Benefits to the Traffic systems business unit.
- Connectivity
- Implementation of the wireless concept
- Current issues such as security

- Further works such as some automation into the process of login on.
 - And finally proofing reading my assignment to ensure that no sensitive information was provided in the report for security reasons.
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06/0X/200X – XXXX XXXXXX, Professional Services Engineer, Technology Trading House – XX minutes
 Discussed in general terms operating systems within XXXXXX XXXXXXXX (Intl) Pty Ltd.

08/0X/0X – XXXXX XXXXXXXX, Systems Analyst – XX minutes
 Discussed various types of wireless technology and how they work in different organizations e.g. BlackBerry mobile devices, Personal Digital Assistants (PDAs).
 Discussed procedures for stock receipting and inventory management via wireless devices:

- timeliness; XXXXXX; XXXXXXXX; XXXXXXXXXXXX
 - . accuracy; XXXXXX; XXXXXXXXXXXXX; XXXXXXXXXXXXX

 - . freeing up of receipting staff; XXXXXXXXXXXXXXXXXXXX;
 XXXXXXXXXXXXXXXXXXXX;
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Main Idea: The Original Concept

Date: XX August 200X

Interviewee: XXXXXXXXXXXXXXXX, XXXXXXXX Pugh, Project Manager
 XXXXXXXXXXXX Insurance

Interviewer: XXXXXXXXXXXX XXXXXXXX

Topic: The introduction of wireless technology to the Property Claims Home Assessment unit

Duration: xx hour.

XXXXXXX: When was the wireless technology implemented?

XXXXXXX: XXst May, 200X. Would have liked more time to test the network and pilot the program however the business wanted to bring the expense forward to 200X/200X financial year.

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