**CASE STUDY**

You work for **Computer Information Systems Ireland**, a company that offers advice on setting up computer systems for small and medium sized companies. If the advice is taken on board, one of Computer Select’s IT managers will oversee the installation, implementation and maintenance of the computer equipment and related technology that is recommended.

**Computer Information Systems Ireland** have been given the contract to analyse and recommend hardware and software and operational changes to ensure the effective implementation of a new computer system for a retail outlet that sells motor bikes and related products.

**BMW Ireland**

This company was established in 1980 and is now planning to expand into 4 new locations and to ‘get on the net’. Currently a specialist company creates advertisements and promotion material. This is proving very expensive.

The current hardware/software available in the company is a PC that has Windows XP and Office ’07. There is one inkjet printer.

The current staff profile is:

**Sales Manager:** The sales manager oversees the day-to-day operations of the sales room, keeps the paperwork up to date all of which is done manually. This is very time consuming.

**4 Sales Staff:** (2 sales representatives have very little experience on the use of any

computer software and will resist change)

(2 sales representatives have done ECDL, but do not work on any

computer system at the moment)

**Office Administrator** The office administrator deals with all the office work and currently used MS Word for writing letters and printing off invoices.

Book Keeping is outsourced to a local firm; this proves quite expensive also.

Byrne Motor Sales intend to expand their business to 2 new outlets. The time span for this is in 12 months time.

The Office Administrator would embrace the opportunity to enhance her computer skills.

Sean Byrne, the owner of the company wants to bring his company into the 21st Century; he is also a practical man that wants value for money.

He expects that the installation and maintenance of computer equipment and related technology will become the responsibility of the IT manager Computer Select put in place.

Sean Byrne would like the book-keeping to be dealt with in-house and so this needs to be considered along with other issues in the general expansion and updating of the company.

# Draft a Report to Answer the Following Questions

1. Based on the information given identify the essential equipment that would need to be purchased in order to fulfil the design specification of the computer system you are recommending. You are working with a budgetary constraint of €20000. All expenditure must be justified. **(30 marks)**
2. Identify the considerations that must be taken into account to ensure all staff work in an ergonomically sound environment? **(10 marks)**
3. Recommend, with detailed specifications, the software that should be purchased initially to meet the company’s requirements. Give reasons for your choice. **(20 marks)**
4. Identify the various training software needs required for each member of the existing staff. **(10 marks)**
   1. Identify the security threats to the company’s hardware, software and data.
   2. Describe five ways in which the firm can ensure that the computer equipment and software and data remain secure and that staff is not exposed to material of an offensive or discriminatory nature.
   3. Give details of current legislation, which exists in this area? **(20 marks)**

## (10 marks for display and layout)

(Word Count: Approximately 1500 word)

Font size 12 for main text

Display subheadings attractively

Use 1.5 line spacing

Use 1” margins

Use the following headings in your report:

Title

Method of Research

Findings

Recommendations