

Case Study 2

METCOM (Mechanical and Metal Trades Confederation)

TERMS OF REFERENCE.

- q To discuss, design and implement an strategy that ensure that the changeover from our existing ISP's to the new ISP, (Cyberphile Ltd), proceeds with the minimum of disruption to the Metcom Organisation and the many Trade Organisations and Companies that it represents.
- q To discuss, design and implement an Internet strategy.
- q To design a new Interface for the Metcom Website

PROJECTS AIMS AND OBJECTIVES.

- 1 Transfer all Domain names and associated e-mail addresses to a new ISP.
- 2 The Networks at the three (3) main Offices, Glasgow, London and Birmingham are all currently connected the Internet.
- 3 Install new Cisco Routers at each office for use with ISDN connections.
- 4 Within each office there are several Trade Organisations each with their own Domain Name and e-mail addresses. These will also have to be re-routed at the time of changeover to the new ISP.
- 5 There are eight (8) Training Establishments each requiring a Stand-alone Dial-up facility and each with separate e-mail addresses. All to be established at the new ISP.
- 6 Develop an Internet Strategy and a policy document with particular emphasis on the use of e-mails and electronic transfer of data. The document will recommend the areas that need addressing in the Metcom's written disciplinary procedures.
- 7 Internet Training session to be organised for Key personnel covering the use of e-mails and the setting up of e-mail accounts.
- 8 To design and incorporate a new Website interface that enables inhouse editing to take place.

PROCESS OF DELIVERY.

- q Various meetings took place with Metcom senior personnel to discuss their perceived current and future requirements from the Internet technology.
- q Meeting with ISP to ensure that a co-ordinated changeover of Domain Names and e-mail addresses takes place.
- q Meetings to discuss legal implications implementing an Internet strategy.
- q Submit proposals for new design of Interface.

PROJECT OUTCOMES.

- q Development and implementation of Internet strategy at all the Organisations offices.
- q Training completed of Key personnel.
- q Transfer of all domain names and e-mail addresses completed with minimum disruption
- q New Website interface design completed and installed.
- q Ongoing programme to use Internet technology to reduce paperwork.