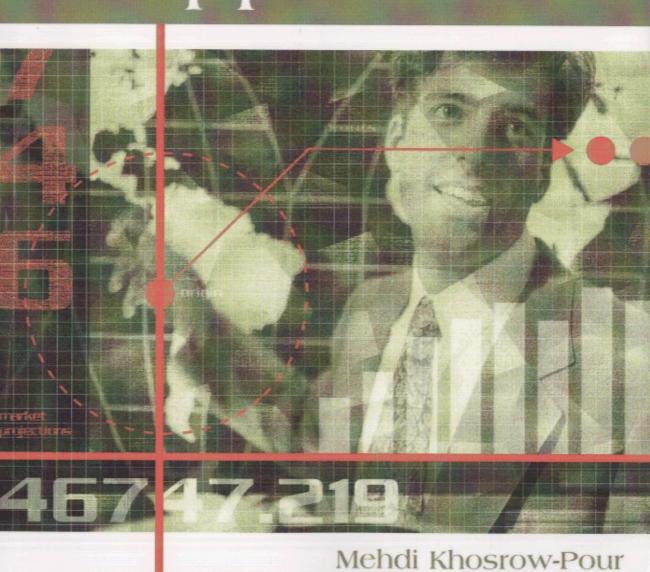
# Cases on Database Technologies and Applications



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A. S. C. Hooper, Victoria University of Wellington, New Zealand	

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This case is a description of how a successful executive information system evolved into a data warehouse at VF Corporation, the largest publicly held apparel manufacturer in the world (www.vfc.com). The case discusses the forces that necessitated the development of this data warehouse and the challenges that the development team faced in achieving its goals.

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This case reveals many problems facing small non-profit organizations, which primarily expend their resources on mission-critical activities, and allows readers to supply possible courses of action. Second, it provides an opportunity to evaluate how a consulting experience was handled and to make recommendations to ensure successful project implementation.

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Isobord, a start-up company that is setting up a new strawboard production plant in Manitoba, Canada, is facing critical operational problems that threaten its future. A geographic information system (GIS)/relational database management system (RDBMS) solution is being explored, but budget and time constraints, as well as organizational inexperience, seriously threaten the project. An information technology decision must be made immediately if there is to be any hope of implementing technology to manage the first year's straw harvest.

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This case describes how the Charlotte-Mecklenburg Police Department began the rollout of a "mobile" information system that will eventually enable all information relating to incident reports, arrests, and investigations to be collected, distributed, and managed in a paperless, wireless environment. The strategies and approaches used to develop this system, the technologies employed, and, most importantly, the challenges faced in merging wireless, wired, database, and applications technologies while satisfying the user requirements of the police department are detailed in this case.

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Andreea M. Serban, Santa Barbara City College, USA Gregory A. Malone, Cabrillo College, USA

This case describes the experiences of two institutions, University of Redlands and Cabrillo College, as they implement similar relational database systems. It describes the effects of the implementation process on the institutional administrative cultures, and the implications for information resource management.

# **Chapter VII**

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An island state government agency responsible for publishing monthly import/export data had problems meeting the monthly publication schedule. This case describes the initial investigation which reviewed problems of inefficiency, poor technical support, downsizing under budget reduction, and confusing data standards. A general deficiency in computer and information literacy gave little hope for internal information resource development. On the other hand, concerns for information privacy, shrinking budget, and control over data resources limited potential assistance from outside groups.

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Barbara J. Haley, University of Virginia, USA Hugh J. Watson, University of Georgia, USA Dale L. Goodhue, University of Georgia, USA

This case study briefly describes Whirlpool, the business need that suggested a data warehouse, the approval process, and the data warehouse that was built. It describes how the data warehouse is accessed, how users are trained and supported, and the major applications and benefits. The lessons learned also are described to benefit those companies that are implementing or thinking about implementing data warehousing.

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This case describes the development of a unique, student-centered, online course management systems (OCMS). The system grew from a fairly straightforward grade reporting system into a full-blown collaborative system within a short — in traditional information systems development terms — timeframe of approximately one year. Changes made to the system and the factors motivating the changes are discussed, as are challenges faced before, during, and after the development process.

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A unit of Fortum Service Ltd. operates and maintains the Rauhalahti power plant in Central Finland. The unit launched a project pursuing coordinated organization-wide electronic document management (EDM). This case follows deliberate and emergent changes related to document management in the organization. The case shows that a shift from the paper-based era towards organization-wide EDM is a comprehensive change both affecting and affected by several components in the organization.

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Ai Cheo Yeo, Monash University, Australia	
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The insurance company in this case study operates in a highly competitive environment. In recent years it has explored data mining as a means of extract-

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This case study describes the efforts behind designing a first iteration of an evolutionary, iterative enterprise-wide data warehouse for AIIA Corp., a financial application service provider. The study demonstrates the importance of the following steps during a data-warehousing project: a well-defined mission, effective requirement collection, detailed logical definitions, and an efficient methodology for source systems and infrastructure development.

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Andy Borchers, Kettering University, USA				
Bob Mills. Prudential Chamberlain Stiehl Realtors. USA				

This case describes the evolution of an IT architecture for Prudential Chamberlain Stiehl Realtors (PCSR), a 14-office, 250-sales-agent real estate firm located in Southeast Michigan. Initially, the CIO of the firm concentrated on providing basic connectivity to sales agents and a simple World Wide Web (WWW) presence. Although this was accepted by users and moved the firm forward technically, management questioned the value of this technology. In the next phase of development, PCSR worked to build a "rich" set of applications that enhance the firm's relationships with clients and agents.

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