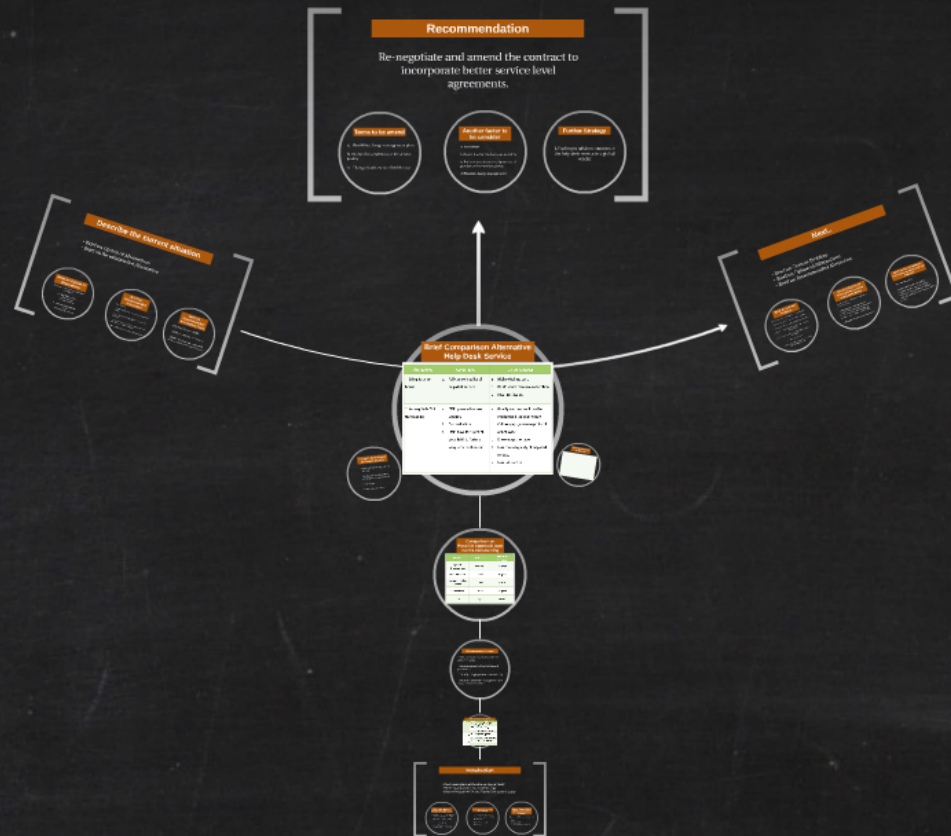


J-TRADING

TheCasesolutions.com

Based on Jim Harvey's speech structures



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Introduction

- Brief Description of Problem or Opportunity
- Brief Organization's Goal and Strategy
- Brief of Project's MOV and Ties to Company Strategy

Brief description of Problem or Opportunity

- J-TRADING revenue is affected by dot com crash and 9/11/2001 incident
- Bad PC Helpdesk quality services
 - High turnover
- J-TRADING's infrastructure several versions behind the latest releases

Brief Organization's Goal and Strategy

- Goal: to cut the business and administrative annual budgets by at least 10%.
- Strategy: Outsourced IT operation.

Brief of Project's MOV and Ties to Company Strategy

To steer the IT department towards:

- Lower costs
- Improved quality
- Challenging professional life

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