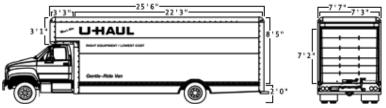# I C T Systems Investigation
U-HAUL it Light Logistics

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January 2003

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Contents

Introduction

System Investigation
- o Interview
- o Summary of the system

Spreadsheet Solution
- o Introduction to the problem
- o Specification
- o Implementation
- o Evaluation

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Introduction

Introduction

U-Haul it is a national haulage organisation. They operate 164 vehicles from 17 regional depots.

Aberdeen	Liverpool
Birmingham	London
Brighton	Manchester
Bristol	Newcastle
Cardiff	Norwich
Edinburgh	Sheffield
Glasgow	Southampton
Inverness	Swansea
Leeds	

They customers use a vehicle to transport goods that they manufacture from one depot to another. When a vehicle is a required the customer phones the traffic office and asks fro a quote for the use of a vehicle for a particular journey.

Each depot employs drivers, traffic staff, mechanics and administrators.

The company operates a local depot in the Leeds/Bradford area. This depot is the basis fro my project. I will have to investigate how the company makes use of ICT in the running of its business.

Another part of my project will be to develop on ICT applications, which the company can use to aid them in the running of the business.

Interview

The first part of the project is to investigate how the company use ICT currently. TO find out this information I will conduct an interview with a representative at the company. The interview will be based on a set of questions that I will prepare in advance. The questions are intended to identify how ICT is used, why it is used and the equipment used. A copy of the questionnaire is included below.

Question	Response
What are your organisation's aims?	We are a large haulage network in the UK. We aim to be the best haulage provider in the UK. This depot was set up to provide customers in the Leeds/Bradford area with a quality haulage service. WE hope to expand into European market.
What is the nature of your business	We operate a fleet of 164 vehicles. Customers use our service to transport their goods around the country.
How is your business structured?	We operate out of 17 regional depots; each has administrators, traffic operatives, mechanics and drivers. Birmingham is head office.
How many people work for	WE have 22 staff at the Leeds/Bradford depot. 4 work part-time as weekend cover. Nationally the organisation employs approximately 500 people.
How many customers do you have?	We have 76 contracted customers but we also service any customers.
What are your organisation's needs?	Four main functions – Sales, Operations, Finance and Purchasing. ○ To provide a good quality of service for our customers ○ To provide fast and efficient sales systems for customers ○ To set and monitor our local budgets in a successful way To communicate effectively with other depots, Head Office, customers and suppliers.
What is your job?	I need admin. (Operations) includes analysis data, reporting to managers and planning.

How do you use ICT?	ICT helps us with the overall management of he company e.g. business planning and keeping records of expenses.
What about using ICT for other function?	WE used standard PC, linked up to the network. We use word processors to produce orders, spreadsheet to produce budgets, software to help plan vehicle journeys, mainte nance records on a database, for communication, phone calls and emails.
Is ICT used in any other aspects for the business?	Computer hardware used by the mechanics to diagnose mechanical problems with vehicles, vehicles fitted with computer navigation, mileage/movement recorders
What computer hardware are you currently using?	Of PCs Pentium Intel 200MHZ processors, 128mbRAM 20GB Hard drives. They linked by a fibre optic network cables to a local Windows NT fileserver. A dedicated ISDN business line then links local network to the internet, Head Office and other depots
Where does most of your profit come from?	Revenue from: ○ Prevision of haulage services ○ Maintenance services ○ Warehousing ○ Consultancy

System Investigation

System summary - Hardware & Software

Organisation		UCI Cinema Local Telford Branch
Hardware:	**Input**	Keyboard -To enter data into the system
		Mouse - Pointing and selecting items on screen
		Scanner - To scan images or documents to the system
	Output	Laser printer - For output of printed documents
		Monitor - For output of data to screen
	Processors	Pentium Intel 200MHz
		128Mb RAM
	Storage	20GB Hard Drive
		Backup to DAT tape
	Port/Cables	Fibre Optic Network Cables
		Network Cards
Software:		Word Processor
		Spreadsheets
		Database
		Sage Accounting
		AutoRoute - Route planning software
		Communications - Email

System summary – How ICT is used

Organisation	U-Haul it Light Logistics

Size (Staff/Customers)	22 at Leeds, 500 Nationally, 76 customers

Aims	Best Haulage Provider In The UK
	Expand into European markets
	Provide haulage services in the Leeds/Bradford area
	Provide a fast and efficient service to customers

Needs	To set and monitor budgets
	To aid communication between depots and head office
	To help provide a quality service
	To help analyses company information to aid decision making

Purposes for which ICT is used:

Communications	E-mail
	Telephone
	Letter writing with word processor
	Fax

Information	Spreadsheet stores and analyses financial data
	Database maintains maintenance records for vehicles
	Sage accounting software stores financial records

Functional:

Sales	Details of revenue based on customer sales is stored in a Spreadsheet for analysis and invoicing

Purchasing	An office network PC is used to produce word processed orders to suppliers

Operations	A spreadsheet provides journey quotations detail for customers
	Specialist software can produce journey plans
	Mechanical diagnosis of vehicle faults is done by computer

Finance	Budgets are forecasted and monitored by a spreadsheet
	Sales are recorded and totalled via the Sales ICT systems

Spreadsheet Solution

Introduction to the problem

U-Haul want a computer excel application so they can analyse the usage of vehicles, to see how much mileage the vehicles have covered on journeys. By doing this they can work out the cost of the hire of vehicles.

My task is to design and produce a working application for U-Haul to solve the problem.