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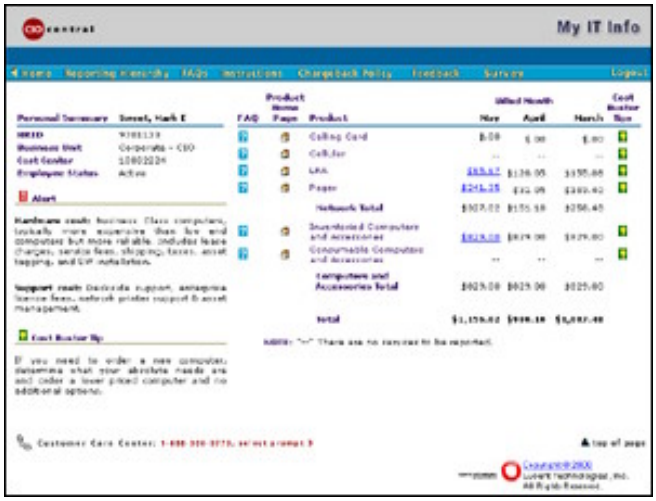
CASE STUDY: LUCENT MY IT INFO (CBIS)



THE PROJECT: The Lucent CIO Disivion sought to leverage an existing database containing IT equipment, cost and deployment data as part of an overall cost reduction initiative. The goal was to provide Lucent associates and directors with direct access to the numbers and the means to act on this information so they could better manage their expenditures.

THE CHALLENGE: The IT equipment and cost information resided in a legacy Oracle system and required a web-enabled interface to be developed. The site needed to not only provide access to an individual's records but also to their direct reports' records. In addition, the application had to serve as a knowledge sharing center to function as an effective component in the overall cost reduction initiative.

THE SOLUTION: ITCN designed and developed an interface to the legacy database that leveraged existing network accounts to automatically present personalized reports for each user. Hierarchal functionality to allow managers to review the cost and spending of their direct reports was included. The knowledge sharing component was addressed with a content management system to publish general and item-specific information on how to effect cost reductions. This was supported by an inquiry process that routed associates' questions regarding expenditures and equipment requirements through department IT representatives, management, and subject matter experts as appropriate.

THE TECHNOLOGY: The My IT Info web interface was developed for a Microsoft NT IIS 4 server utilizing Active Server Pages. The financial reporting was done by connecting to an existing Oracle 7 database on UNIX, while the personalization engine and inquiry reporting applications used a Microsoft SQL 7.0 back end.

THE CUSTOMER: "ITCN was there to help us through many iterations and project spec changes. Noone likes feature creep in a project, but when it happened, ITCN kept stepping up to the plate to perform for us. I don't think anyone else could have gotten the job done."

- Doug Keiles
CIO Web Solutions Manager
Lucent Technologies, Inc.

This is a Case Study of an internet project completed by ITCN, LLC.
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