

## Case # 12

You are a Network Consultant with specialized skills in designing Win2000 directory services. You are recently requested by SBP Associates to design the Active Directory for the entire company.

### Background

SBP Associates has been in the consulting business in the San Francisco Bay Area for 10 years. Its business is characterized by long-standing partner relationships with clients. It takes an entrepreneurial approach to servicing clients. Its service units work closely together, share resources, experiences and strategies.

### Services

The core of its business is to provide "Full Service" Association Management. At SBP, Full Service Association Management includes the following functions:

Executive Management

Administrative Services

Information Services

Accounting

### Organization Structure

The CEO of the company reports directly to the board of directors. Under the CEO there are two divisions. The internal division handles all the internal affairs, while the Service Division provides service to the customers.

Under the Service Division, there are 4 departments:

Department of Executive Management

100 people, head office, SF

EM.Service.SBP.com

Department of Administrative Services

100 people, Oakland office

AS.Service.SBP.com

Department of Information Services

36 people, San Jose office

IS.Service.SBP.com

Department of Accounting

55 people, Milpitas office

AT.Service.SBP.com