

Case Study # 5

You are a Network Consultant with specialized skills in designing Win2000 directory services. You are recently requested by ABC Toys Corp to design the Windows 2000 network for the entire company.

Background

ABC Toys, formerly Supreme Hobbies and Toys, is owned and operated by people who have over 110 years of combined experience as retailers, hobbyists, and business professionals. The mission of the company is to introduce, support, and nurture the exciting world of model building and collecting.

The toys sold by ABC are known as family oriented - they offer product lines that introduce the youth to the excitement of toys. As introductory products, these lines also offer more advanced items for the rest of the family. To make sure that no rain check is ever needed, they keep stock of over 30,000 items in the stores.

Product Offerings

The Toy Categories offered by ABC are:

- Dolls
- Die Cast Trains
- Model Horses
- Model Rockets
- Electric Trains
- Plastic Models
- Plush/Stuffed
- Wooden Trains

Of the above items, all trains related products are under the management of the Train Department. The rest are under the Toys Department. In theory, there is not much resource that can be shared between the two departments. In fact, there was once ABC wanted to merge the 2 departments. However, the plan has been abolished due to heavy objections from the labor union.

Locations

The HQ is located in Hong Kong. The purchasing department is in Taiwan. The rest are run in Vietnam.

Currently there are 15 retail outlets throughout the world. Due to the rapid growth of the business, they will establish 5 new retail points of presence in the coming two years. Keep in mind that three outlets are not owned by ABC. They are simply franchised outlets. However, they can access the network resources of ABC via RAS.

SuperToy is the biggest reseller of ABC's products. ABC sees SuperToy as its most important partner, and thus allows dedicated 256K connection between the two companies' head offices.

Each retail outlet has a store manager who must report directly to the directors. Although centralized administration is important, the company prefers to delegate to the local peers to increase the effectiveness in decision making.

IT Structure

The company has an IT team of 4. They have developed the NT 4 network using the multiple domain model. All remote offices can connect to the HQ server via the lease lines.

