

## Case Study # 12

You are a Network Consultant with specialized skills in designing Win2000 directory services. You are recently requested by SBP Associates to design the Windows 2000 network 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

## Envisioned IT Structure

To SBP, performance and reliability of the web servers are the key concerns. 24 x 7 high performance operations are expected.