

**Edexcel  
Principal Learning**

# **Information Technology**

**Level 3**

**Unit 2: Understanding Organisations**

June 2010

Paper Reference

**IT302/01**

**You are not allowed to take your pre-release work into the examination.**

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## **Pre-release material**

Latons is a registered not-for-profit charitable trust running four residential centres for outdoor adventure activities. The charity exists to enable young people, including those with physical and learning disabilities, to take part in outdoor adventure activities such as sailing, caving, orienteering and rock climbing.

The four centres are located at:

- Isle of Mull, Scotland
- Peak District, England
- Pembrokeshire, Wales
- Normandy, France.

### **Organisational objectives**

Latons is for people of all abilities to enjoy the outdoor experience.

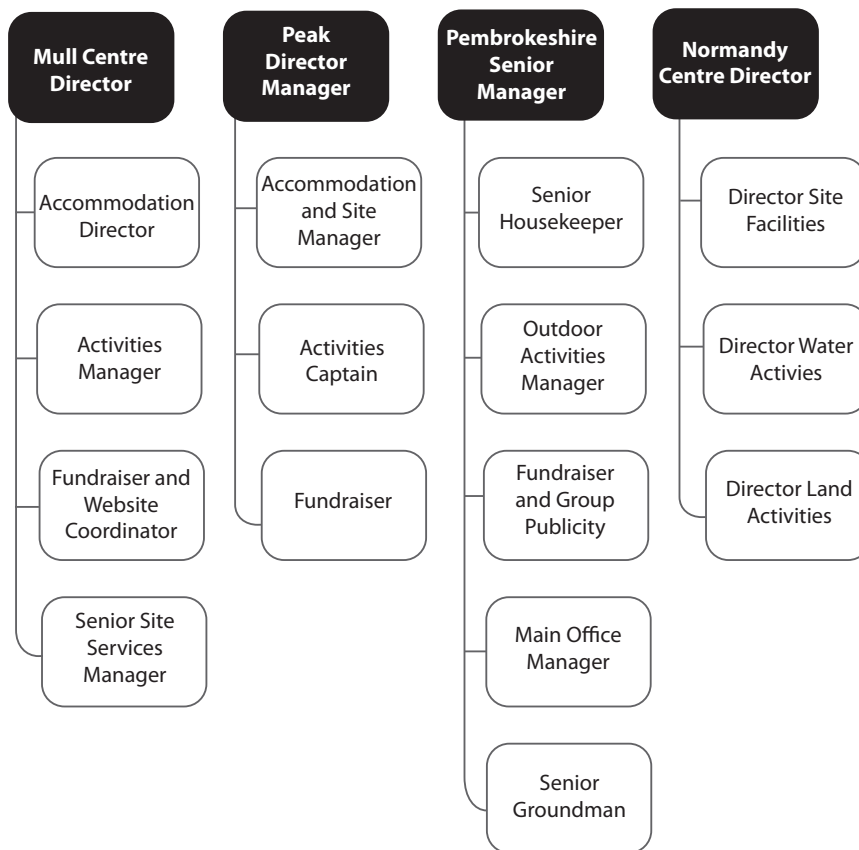
It offers the opportunity to share that experience with family and friends in natural surroundings and in appropriate accommodation.

It is an organisation supported by voluntary donations and is managed responsibly.

### **Structure of Latons**

Latons is also a registered limited company with its head office listed as the Pembrokeshire centre. Each centre runs as a separate business unit, raising its own funds, managing its own budget, organising its own bookings, staff and site management.

The current management structure of each centre of Latons is as follows:



**Figure 1 – Management structure of Latons**

A board of trustees oversees the work of the charity and meets four times a year to review reports from each of the four centres and advise on developments.

The only shared functions are publicity, which is handled by the Pembrokeshire centre, and the website which is handled by the Isle of Mull centre.

Last year the trustees recognised that this set up was not a very efficient way of running the charity and that savings could be made by sharing common functions.

IT provision could be much more efficient as all the centres are using different systems:

- Isle of Mull, uses Windows Vista with Microsoft Office
- Peak District, uses Windows 98 with Ability Office
- Pembrokeshire, uses Linux (Ubuntu) with Open Office
- Normandy, uses Apple Leopard with MacOffice

As the four centres have developed independently each has evolved its own management structure and terminology. As a result, roles and responsibilities at each centre can be different. Communication between centres is further complicated by people having different job descriptions at each centre.

## **Planned reorganisation**

The trustees have decided to:

- outsource the IT provision for all four centres to a company in Cardiff, called Crefft IT

and at the Pembrokeshire centre:

- promote the senior manager to group director, who will maintain responsibility of their centre
- appoint one group fundraiser for the whole charity to replace all existing fundraisers.

The trustees have been told it will cost £10,000 to implement the reorganisation but it should lead to an annual increase in profits of £2,500, through savings in improved efficiency.

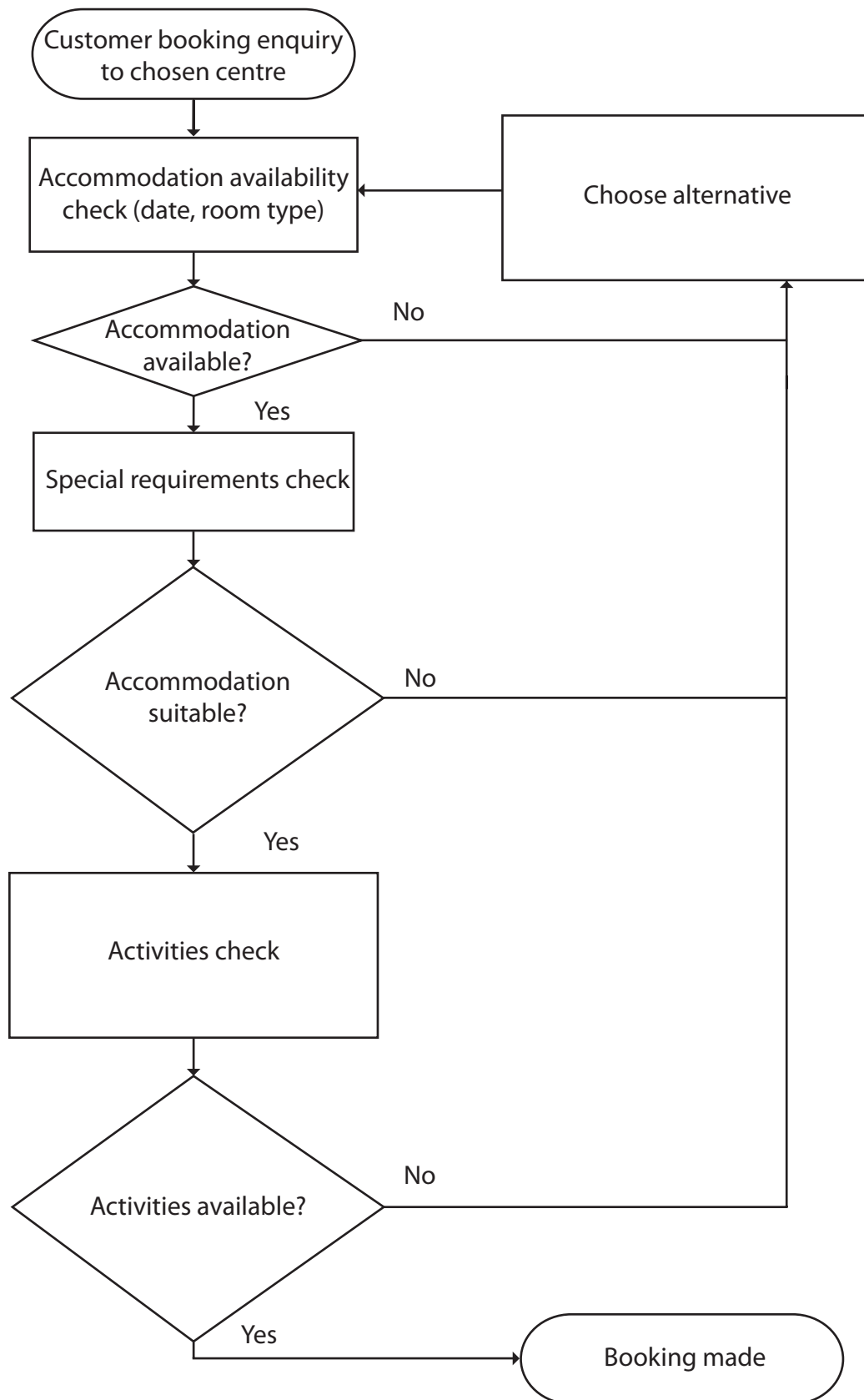
## **Crefft IT**

It is planned that Crefft IT will be responsible for:

- all IT provision in Latons
- recommending and supplying IT equipment
- providing secure data storage
- developing the new website which will handle the bookings for all four centres.

Latons has been reviewing many aspects of its operations and has asked Crefft IT to put forward proposals for improving its customer relationship management, especially obtaining customer feedback.

Crefft has also been asked to look at centralising Latons' financial management system and developing IT based training courses for centre staff.



**Figure 2 – Current booking process for each centre**

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