COMPUTER MANAGEMENT SYSTEMS IN MARITIME ORGANIZATION

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ABSTRACT

Increasingly rapid changes in business environment and increase the complexity of activities within a shipping company needs to continuously adapt in a fast rhythm that often challenging exercise capacity and human factor analysis. ERP systems (Enterprise Resource Planning) was created as the solution to these challenges, being able to process a high volume of data and aggregated information to optimize processes and efficiency.

The use of IT management solutions within an organization can optimize resources for multiple projects, you can remove failures created by the lack of centralized coordination of projects, can make project portfolio analysis to assess their performance and profitability. An ERP is a complex multi-modal software application that integrates with the organization of economic processes to optimize and increase their efficiency.

In terms of functionality, an ERP software covers the following areas of interest of the organization: planning, procurement management, inventory management, interaction with suppliers, customer relationship management, order tracking, financial management, human resource management.

Starting from the premise of that the whole is greater than the sum of the parties, conducted an ERP integration and synchronization functions. It is an excellent means of integrating and ordering information, streamlining the exchange of data between departments.

Keywords: Management, Enterprise Resource Planning, Organization, Software, Computer systems

1. INTRODUCTION

For a computer systems management objectives to be operational in good condition and to use their normal parameters is required:

• knowledge of continuous quality of the services provided;
• proper management structure and systems and their components;
• achieving the transition from curative to preventive actions before the damage occurred does not substantially affect the performance of the system or its components;
• ensuring adapt easily and relatively quickly to developments in the field.

Structure management computer system contains technical and software elements which must provide:

• information redundancy suppression management;
• make easy dialogue between management applications;
• increase capacity and improve the system development (extensions, integration of machinery and new applications);
• obtain a high yield of the processing system ongoing hardware and software;
• execute in secret operations management at all levels of hierarchical military organization;
• make timely inspection and maintenance operations for all components.

2. COMPUTER SYSTEMS MANAGEMENT STRUCTURE

We can define five components of computer systems management:

• configuration management including: setup and system configuration changes, specifying its parameters, specific data collection;
• management failures which consists in detecting, diagnosing and correcting them;
• performance management aimed at gathering and statistical data on the state assessment systems and running applications;
• verifying security management: reliability, access control, system integrity, and data processed by it;
• metering and accounting management aimed at tracking resources and associated costs.

Configuration management means that all the activities and medium term to define, observe and collect data for monitoring physical, electrical and logical system components. Fault management includes activities to maintain a high quality dynamic services in the system. This process has the following objectives: detection of abnormal conditions caused by events that lead to system failures (errors) or abnormal, by collecting information about them, isolate the causes that have produced failure and analysis, correction of errors or abnormal operations leading to malfunction system.

Performance management activities is to assess (monitor) in real time to key performance indicators on the use of the hardware system, checking the levels of maintenance at a time and the potential. Monitoring consists of measuring performance and system testing facilities, monitoring performance and efficiency of computer applications and databases.

Safety management system aimed at protecting, seeking input into the system, access to applications, data transfer, protection management components, implementation of security measures.
3. IMPLEMENTING AN ERP SOFTWARE? (ENTERPRISE RESOURCE PLANNING) IN AN ORGANIZATION - NEED TO IMPLEMENT A COMPUTER SYSTEM

A potential customer should consider improving resource planning organization and then implement an application or computer system.

The need for improved resource planning organization comes more from the negative experience that has it in their daily work - with high costs distribution of information, slow retrieval of information, failure monitoring work carried out, ineffective communication, the existence of downtime / delays, increased costs of materials needed storage. After accepting the idea and awareness, an important step in forming belief implementation of such solutions is endorsed advice made by specialist advisors, consulting firms, etc., accompanied by sound arguments and many examples to support optării for one or more parts of this vast field.

As a long term investment, consultancy work is useful in establishing a strategy together with the client to identify business process consultancy that require automation, build solutions, development, training, technical support. For the organization to derive maximum benefit from Project and solution to quick assimilation by users organizanţiei personnel must be involved in all phases of implementation: associating the project to decision makers who can allocate the necessary resources to engage in proper conduct of its consisting of user key personnel who can provide information in the analysis stage, IT professionals who have a role in putting the technical infrastructure.

Implemented for the project to gain a higher value is recommended as Managing organization, an individual decision to participate actively in its entry in the "production". There are plenty of cases where implementation was technically outstanding, but use solution under the "production" has not made a decision without time by management. Resource planning applications do not require significant additional hardware.

Depending on the complexity of the project should take account of existing hardware resources, servers, communication lines, workstations. It seeks to develop solutions that take into account the technical resources of infrastructure and communication lines of different structures weaker military. The main advantage to a military structure is scalable solution - an implementation can begin building on the modest resources, increasing system performance with minimum cost escalation of hardware resources and staggered over time.

Often seeks the integration of existing systems with new solutions resource planning solutions that solve business problems other very well.

4. WHAT IS THE ERP SOFTWARE? (ENTERPRISE RESOURCE PLANNING)

An ERP is a complex multi-modular software application that integrates business process optimization and organization in order to increase their effectiveness. In terms of functionality, an ERP software covers the following areas of interest of the organization: planning, procurement management, inventory management, interaction with suppliers, customer relationship management, order tracking, financial management, human resource management.

Starting from the premise of that the whole is greater than the sum of the parties, conducted an ERP integration organization and synchronization functions. It is an excellent means of integrating and ordering information, streamlining the exchange of data between departments.

Increasingly rapid changes in business environment and increase the complexity of activities within a company needs to continuously adapt in a fast pace that often challenging exercise capacity and human factor analysis. Systems ERP (Enterprise Resource Planning) was created as a solution to these challenges, being able to process a large volume of data and aggregated information to optimize processes and efficiency.

5. IN SERVING AN ERP? JUSTIFICATION FOR INVESTMENT IN AN ERP SYSTEM

A computer system resource management organization may serve to:

• gather relationships with customers and suppliers through a chain efficiently;
• reduce production costs and stocks of resources;
• integrated planning organization;
• improve productivity;
• maximize overall profit by flexibility and responsiveness;

Why the growing market requirements to implement an ERP system in the organization we have? For the following figures speak for themselves about the benefits of ERP:

- stocks - 18%;
- reduce material costs - 5%;
- additional cost savings / salary - 8%;
- increase in sales and customer satisfaction - 12%;
- improve control Financial Accountant - 16%.

Purpose is the most important business process value chain in an organization and the quality and market competitiveness of products resulting from the processes is essential. To achieve these goals is essential to effective management information system activity. But implementing a software solution perfectly modeled on specific activities of the organization can ensure competitiveness on the premises.

What would justify the investment in a system

palnificare resources:
• streamlining the organization's actions;
• standardization of processes within the organization;
• eliminate islands of information
• modularity and information islands open architecture that facilitates adoption of future technologies.
6. IMPLEMENTING AN ERP SYSTEM

Implementing an ERP system must have the purpose of streamlining business processes and organization, and their senior management. Military organizations have specific managerial and procedural flow of their work, which distinguishes them from other organizations. Their specificity is useful and even necessary in certain situations, consulting on specific activities regarding the implementation of an ERP system.

Assessment activity redesigning flows - where appropriate - and realistic estimate of the benefits of ERP implementation steps necessary for successful implementation of an integrated information system and complex as an ERP.

Good management of business operations and lead to increased productivity, compliance standards, reducing production costs incidental (unplanned), an efficiency of basic word organization.

Theory can not establish a set of standard tools (generally valid) to business management, tools such as system of rules, system methodologies, workflow (via which describes the conduct of processes), information flows, as these tools to become functional to be adapted to specific conditions of business: complexity of technological lines, existing equipment, preparedness of staff, absence of an integrated information system, or whether a less powerful.

What can be said with certainty and fact practice showed that value management organization is greatly increased by using an integrated ERP computer system. When it comes to using an ERP system performance, storage methodologies, workflow and information flows irrespective factor designed computer could process development and thus hamper the effective management of activities.

It is absolutely necessary if such methodologies, procedures and flows of their optimization, the optimization starts from the ERP system functionality and part of management consulting.

Ensuring successful implementation of ERP system is subject to:

- simplifying information flow restoration (where appropriate a) methodologies and working procedures;
- establishing product nomenclatures structure;
- identify measures to avoid sharp increase in risk of unfinished business;
- identifying risk factors (in terms of implementation) and reduce its effective;
- training on levels of competence of staff to use an ERP system;
- training staff to be able to establish new working methodologies and procedures using the ERP system.

7. HIGH PRESSURE REQUIRES A CHANGE

The public sector is in the midst of change required, first, the multiplicity of laws, initiatives and standards that have made their presence felt in recent years. All they have imposed on public sector reform in the hope that at the end they be able to speak about transparency, operational efficiency and on performance management.

The pressure felt by the public sector has its origins in growing demand great customer service oriented, the need for collaboration between public agencies, national security, optimizing resources, fiscal responsibility and visible performances.

Due to the spread of electronic commerce and electronic payments for various services, people began to become intolerant to red tape present in their relationship with government. In addition, media attention has brought many examples of ineffective or even illegal practices in the public sector, that transparency has become an imperative. In response to these accusations, the government is quick to implement an information system to support interaction with citizens.

However, to minimize risks of such critical initiatives, public sector would need a better approach to information architecture.

8. ORGANIZATION RESISTANCE TO CHANGE - HOW TO PROTECT OURSELVES WHEN IMPLEMENTING AN ERP?

Just as the human body reacts to detect a virus, so on, and an organization will react to the attempt to implement a new ERP system. Why? Firstly, because there is a change, and human resistance to change is one of the largest and most fierce.

One of the biggest risks of implementing a new computer system in an organization is that of acceptance. Clearly, however integrator and would try anything and would like the recipient, never can "customize" or customize an application in such a way that required a change in organization processes. In addition to this structural change, large or small, there will be an inherent difference in how the actual work and human interaction with the system.

Extremes of practice examples, where customers must evaluate and select a computer system are: an example in which the client says he has a distributed data processing so that each regional center shall perform all operations, then the only center Reporting aggregate - a situation where a provider immediately said that during the implementation period, estimated at nine months, will be migrated to a central processing because software is licensed per number of users defined in the version distributed system and the cost would be huge.

Of course it is unrealistic to expect the organization to change structurally in a relatively short time. Other extreme is the provider's representative says without blinking that the application will mold perfectly to the structure of the company, you really do not have basic information on processes and working methods used - as unrealistic. It is clear that implementation of a new computer system will induce a change in the organization - how this change is treated as provider and the beneficiary contributes fundamentally to success.

According to studies on the psychology of change and innovation adoption, there are two major reasons for this resistance to humans. The first and most important is accustomed to the current situation, acceptance and willingness to conserve "nothing." In fact, this custom
refers to the way the man carries out certain activities, not necessarily refer to the outcome of these activities.

The current process is changing greatly and resistance will be higher - see rhetorical question in the title. For example, the five o'clock Saturday afternoon is the busiest at the supermarket? Because such people have become accustomed. Even if it stems from home exasperates, how many of them will come the next morning at 10? Only those who have the strength to change the habit.

This factor is of course dictated by the subconscious conservation, since there are usually logical reasons for this change. The second major reason for resistance to change is the perceived risk of producing a change in the current process. The perceived risk is greater, the resistance will be fierce, but in this case there are objective reasons, justifications that can give easily, sorry.

Even though in some cases this risk is low, the desire will be stronger conservation, and seek and invent arguments against.

As such, management strategies have emerged and induced change in organization development and continuing evolution of IT technologies.

A preliminary phase would be to review / assessment of individual users and groups of influence in the organization who would be affected, and who could resist change. Following this analysis, will be implemented effective change management strategy that can have three stages. User awareness through effective communication of concepts, technology and benefits the organization as a result of implementing an ERP.

This first phase refers to a communication within the organization.

The second stage could be a communication to the user groups, usually by direct manager and / or through workshops. This stage involves influencing emotional behavior of users on the new system, conveying the message that this change will have beneficial effects on this group and on each individual in the group. In this case, the message should be made other than the media and be tailored to the needs and expectations of each group.

The third stage of the strategy change management introduced the organization by a new computerized system would be to adopt - training the users and finding the most effective means of migration so accustomed to the previous situation to be channeled to the new system.

9. CONCLUSIONS

Performing organizations and institutions are put in a position to initiate, plan, propose and carry out activities and projects.

Computer assisted management helps managers to make project planning to introduce and organize all the details necessary to achieve the objectives acestora.Is also essential to ensure markets or gain, increase profits, reduce costs, increase product quality and service.

Risks must be assessed as well to have prepared alternative scenarios for further reduction of the time or resources consumed. Sometimes, however, is resource intensive risk assessment, risk evaluation costs exceed the costs that may arise.

How can managers provide this risk? Only experience and full use of software tools can help.

The use of IT management solutions within an organization can optimize resource allocation for multiple projects, you can eliminate failures created by the lack of centralized coordination of projects may be achieve project portfolio analysis to assess their performance and profitability.

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