Carolina Ingredients and the Maturation of a Management Information System

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Synopsis
The founder and CEO of Carolina Ingredients believed strongly that efficient and effective management of processes was part of the company’s core values. The company had made continuous improvements in the areas of sustainability and operating procedures. Realizing that information systems were an integral part of the company operations, a systems’ administrator was hired to manage the information systems. The systems’ administrator helped implement several improvements to the operating procedures of the company but a new inventory management system ended up posing a problem that the administrator had to bring to the management team for consultation. In preparation for the meeting with the management team, the administrator identified four different solutions that he planned to present to the group for discussion: purchase a different system; continue working with the vendor for the existing system; hire an outside consultant to develop a solution; or revert to manual processes.

Learning Outcomes
The outcomes of this case are:

1. Describe social concerns with information technology security.
2. Examine how information technology is changing business environments and the way people work.
3. Apply the systems development life cycle to a particular context;
4. Draw conclusions about the potential drawbacks related to systems implementation.
5. Evaluate different alternatives available to an administrator when a systems implementation does not go as planned.

Application
This case is appropriate for upper-level undergraduate and graduate courses in management information systems.

Key Words
Systems development life cycle, knowledge management

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