

Marlon Brando was recently hired to supervise a large unit of a medical insurance company called Global Systems Inc., Sri Lanka. Marlon will be in charge of the unit responsible for processing insurance claims. When he was hired, the vice president made it clear to Marlon that he expects him to significantly increase the efficiency of the unit. The company has targets for the number of claims which should be processed by each unit and Marlon's unit has never been able to meet its target. One of the first things Marlon does when he starts his job is to install a software system that will allow him to monitor the work of each and every person processing claims. The software will allow Marlon to record the number of key strokes made per minute on any terminal in the unit. It also allows him to bring the work of others up on his computer screen so that he can watch individual work as it is being done. Further, Marlon can access copies of each employee's work at the end of each day. He can find out how much time each employee has spent while the terminal is off. He can see what correspondence the person has been responsible for. He can review emails which the employees have sent or received; and so on.

Global Systems Inc. specializes in Human Resources Management Systems too. The company is successful but does not have a well documented IT policy. Top management has decided that it is time for the company to have a formal IT policy. They set up a team comprising of the Claims Processing Manager, Systems Manager, HR Manager and Administrative Manager to formulate an IT policy.

Global Systems Inc. is planning to set up an on-line shop offering goods and services – in particular, books, CDs and insurance claim software – to Internet clients. The server supporting Global Systems Inc. website is to be located in Colombo, Sri Lanka. Clients purchasing goods or obtaining services will be required to fill in an order form and agree to Global Systems Inc. standard contractual terms and conditions. The Company intends to include a clause in the standard contractual terms and conditions whereby any dispute arising therefrom would be submitted to the exclusive jurisdiction of the courts of Sri Lanka.