

# Management Information Systems in the Global Intermodal Freight Transportation Community

## Introduction

*'Adrian Gonzalez...ARC Advisory Group, estimated that a typical cross-border shipment involves the accurate completion and filling of 35 documents, interfacing with 25 parties including customs, carriers and freight forwarders, and complying with over 600 laws and 500 trade agreements that are constantly changing.'*<sup>1</sup>

The paragraph provokes the following questions:

1. Who are these companies and what are their roles and responsibilities in the community?
2. Roles and responsibilities can be translated into a set of processes. These processes, when linked, enable the desired service to be provided to the customer. What are these processes?
3. What level of coordination takes place between the companies? How is this coordination managed? In particular, what information is exchanged and how?
4. How do the members of the community stay aware of and assure compliance with the changing nature of the laws and trade agreements?
5. What knowledge, skills, and experience are required by the human element of the management information systems? How do companies identify, attain, and retain this critical human resource?
6. What essential hardware and software components of management information systems enable this community information system?

The project for TMGT 7200 Management Information Systems in Transportation term is to answer these questions.

## Outputs

Two project reports are due.

### ***The Draft***

The draft should be no longer than two pages outlining the major issues you are addressing, and including a proposed table of contents for the final report and your plan for completing the work. This will not be graded, but must be submitted and will be reviewed. The intent of this is to assure you are proceeding on an appropriate path.

Your draft should be designed for an 8 ½ by 11 inch page, single spaced and written in a standard font (Times New Roman size 10 or something similar. This paper is written in Gil Sans size 10).

You may use pictures and diagrams as you think appropriate. Pictures and diagrams are often a clearer way to express your understanding, but they do take more space. Quality and clarity of expression is much to be preferred. If your thinking is not clear, then my assessment cannot be clear.

Start with a title page.

7200 Management Information Systems in Transportation

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<sup>1</sup> Ken Cottrill, Burden of Proof, Traffic World, March 17, 2003 p 21

Management Information Systems in the Global Intermodal Freight Transportation Community  
(Draft)

<team number followed by names of team members>

<date>

Then follow with the body of your draft.

## ***The Final Report***

Your final report should be designed for an 8 ½ by 11 inch page, single spaced and written in a standard font (Times New Roman size 10 or something similar. This paper is written in Gil Sans size 10). Strive to keep your report less than 25 pages

You may use pictures and diagrams as you think appropriate. Pictures and diagrams are often a clearer way to express your understanding, but they do take more space. Quality and clarity of expression is much to be preferred. If your thinking is not clear, then my assessment cannot be clear.

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<team number followed by names of team members>

<date>

Then follow with the body of your report.

Your project reports should be in either a Microsoft Word (.doc) format or an .rtf format. I prefer to receive it from you in a softcopy form as it makes it much easier for me to mark it up. You may send it to me over the internet, or provide it on some other media we can conveniently exchange.

My suggestion is that you appoint a single person to assemble and edit the contributions of all members of the team. The document needs to be laid out in such a way to attract the reader and tell a story that holds the reader's attention. See TMGT 7200.15 An Example of a Really Good Project Paper to get an idea what I mean.

## **Approach**

Be sure to read and understand the following documents in Module 15. Bringing It All Together, the Course Project:

1. TMGT 7200.15 Building the Team
2. TMGT 7300.15 Suggestions as to How to Approach the Project
3. TMGT 7300.15 Note on Building a Management System
4. TMGT 7300.15 Attachment to A Letter to a Client Regarding Process Design
5. TMGT 7300.15 A Note on Fact-Based Hypothesis-Driven Thinking

You may also find the following supplementary material helpful:

1. TMGT 7200.15 An Example of an Management Information System Strategy for a Transportation Company
2. TMGT 7200.15 An Example of a Really Good Project Paper

## **Markup and Assessment**

I will review your paper and mark it up using the tools available in Microsoft word. The markup will be placed in your team discussion area.

I will assign your paper a letter grade and this letter grade will be used to determine the number of points, out of a maximum of 56, the paper earns. See TMGT 7200 Grading for the matrix that turns a letter grade into a percentage which, when multiplied by 56, gives the final points assigned to the paper.

## **Final Blessing**

Start work on the project from the beginning of the course.

Get me involved if necessary. I have no skills at reading minds.

Do well. I would be absolutely delighted if I could give every paper 56 points and every team member 12 points for participation.

James Drogan  
January 21, 2007