YARMOUK UNIVERSITY
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INFORMATION SYSTEM IN
JORDAN TELECOMMUNICATION COMPANY
AT THE NORTHERN REGION OF JORDAN
A CASE STUDY

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Preface

Information and information systems plays a critical role in the effectiveness and efficiency of organizations. The developments in the information field are very fast. The information technology enables faster, more efficient, reliable, and secure data transfer. These developments reduce the time and cost of processing and communication information, due the decreasing cost and increasing capacity of the information technology.

The applications are growing rapidly. The Internet implementation is growing rapidly in size and services. Through the use of Intranet and Extranet with the Internet, organizations can save time and cost. The products and services available through electronic commerce are increasing rapidly, and customers can order them easily.

Telecommunication networks implementation reduces the time required for business activities, and reduces the effects of geographical distance. The trend in the telecommunication field is toward liberalization, privatization, and regulation. The competition is very high.

Data was collected for this research through observation, interviews, and analysis of procedures, forms, and reports to understand the details of the existing situation and to identify information needs.

The existing system is not the most suitable, because it uses three separate computer systems in addition to a large number of personal computers without any direct link between them for integration.

A new system was designed to replace the existing systems, because the existing systems and their technologies are very old, did not satisfy the information needs and their upgrading is not efficient. The new integrated system considers the present and future information needs that may arise from the expansion and development of the telecommunication network.