ABTRACT

In today's circumstances, information technologies become something that any business needs to have in order to stay in the field. In selecting the best IT solution regardless of the constraints like budgeting or human resources, we may either select the best from each area, then integrate them together or select one single solution to reduce the risk of integration. This seems to be a usual strategy for top organizations, which often have no problem with such constraints. In contrast, small and medium organization usually cannot afford such solutions; they may need to scale their strategy down to some level. Definitely, they will never be able to get the same results. Smaller size of software, hardware usually has limited features and functions. In most cases, they will have more chance of winning when competing with the big company if they can provide the same solutions. In order to let this small and medium organization a chance to use such solution as well as the big one, share services concept is being introduced. In this thesis, we will discuss sharing infrastructure including hardware, communication network, and database management system in a situation that one typical company needs to store their data which contain images, movies or other kind of multimedia objects. Those smaller DBMS may not be able to do so, leaving only choice upsizing to the top of the line like Oracle. And in order to use such RDBMS, it will have to invest a lot of money for the hardware, network, and people, which usually are the problem because such a company will not be able to afford. To solve such problems and give them a chance of world-class solution, shared services will be applied with the belief that it will create an economy of scale by sharing services to several businesses. These parties will receive and pay for whatever services they really need. This thesis

will discuss the methodologies and problems in sharing necessarily technological infrastructure for small and medium businesses. This thesis will concentrate on the design and integration methodology in order to achieve a system that fits the total need of a company at an affordable cost.

The thesis will first discuss the emerging of sharing concept, which will highlight this concept as a key success factor to sustain a win-win situation for small and medium business.

Later, the thesis will then define technologies, IT requirements, and technological trend, which will affect the business's computing style. An example of sharing, database sharing will then being discussed. The thesis will then reveal results of a research on SME 's IT requirement.

Finally, the thesis will present an estimating investment cost compared to the normal investment situation.