University Conversion

Sara always acted proactively as an operations supervisor. She knew that the current database system for the University was quickly becoming outdated. She began researching other comparable systems, in preparation for the eventual conversion of their database systems. Linda, Sara’s supervisor, approved of Sara’s site visits to other universities that were utilizing comparable database systems. Linda was not too familiar with other systems and welcomed a report from Sara comparing other database systems.

After one month, Sara finds out that the Information Technology manager, Rebecca, was recommending a particular database system, Global 123, to Linda. Sara had done her homework on Global 123 when she had done her site visits. After one site visit, she determined that Global 123 would not meet the needs of their university. Sara wanted to finish two more site visits to see two other systems before making a final recommendation to Linda. However, Linda went ahead with Rebecca’s recommendation instead of waiting for Sara’s report.

Sara has a meeting with Linda next week.

- What are the possible conflicts in this case study?
- If you were Sara, how would you approach this situation?
- If you were Linda, how would you approach this situation?