Leyton Microcomputer Services

Tech Talk

In this Issue

Feature Article

IT Strategy in 2008
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The start of a new year is a good time to rethink your strategic use of IT.

Leyton's Soap Box:
We are not taking that!
Commentary about getting what you deserve!

Editorial
Leyton's Year in Review

Computer Tip
Protecting Your Eyes

Leyton's Trivia Question
Submit responses at leyton@leytonms.com and receive a prize!
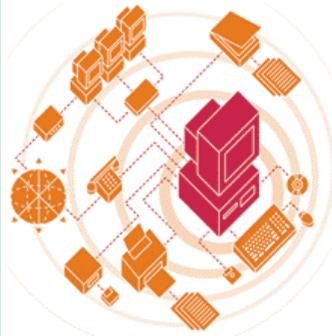
Coming in April and future issues of Tech Talk:
- Outsourcing strategically
- Marketing your business online
- Backup Solutions
- Trivia question answers

Your IT Strategy for 2008

Today's IT executives are focused on building a reputation for providing value to their business. A cornerstone for achieving that goal is a well-articulated IT strategy. So what is a strategy, really? And furthermore what is an IT strategy?

According to Michael Porter, foremost management guru, strategy is "a broad based formula for how business is going to compete, what its goals should be, and what will be needed to carry out those goals. The essence of formulating competitive strategy is relating a company to its environment". As for IT strategy, it is NOT simply about the number of computers the company needs to buy, nor is it the types of software or the IT skills that need to be recruited. An IT strategy must, at the very least, describe the alignment of business plans and IT architecture.

To achieve a successful IT strategy, companies should take part in a consultative process involving management, employees and shareholders. This way, a company can establish a companywide IT Vision, IT mission, strategic objectives and business performance measures. This type of process allows companies to create IT programmes that support business goals such as "rapid development of new products or services" and "streamlining business processes". There are many IT related decisions to be made, with respect to applications, infrastructure, the web or its management. These must be made taking into consideration the business implications to the company. For instance the decision to purchase off-the-shelf instead of using custom applications. To arrive at these maxims and principles, decision-makers must have a clear idea of the company's internal strengths and weaknesses, and the opportunities and threats from the external environment.

Information technology has become a modern phenomenon and is indispensable to today's business practices. The formulation of an IT strategy has become as crucial as the production of financial statements. A strategy will help companies make the best use of their IT resources now and in the future. It will help ensure that the purchase, use and management of technology are firmly tied to the company's vision and business objectives.

We are not taking that!

In small communities, we often feel that we have few choices; few places to shop, limited options for certain services and so on. In that atmosphere, we feel compelled to take what we get. Unfortunately, this leads to a downward spiral, since people will only give you what you accept.

We have to consciously overcome this by taking a stance and telling the people in our lives, friends, family, merchants, leaders that we deserve the best and we are not accepting anything less. Be proud to represent an unpopular view, to stand by your principles and accept only what you know you deserve.

Travelling between St. Kitts and Nevis? Check the Ferry Schedule Online at boatschedule.leytonms.com

Leyton's Year in Review

2007 was an exciting year for Leyton. We expanded several of our existing products and added new offerings. In **March**, Leyton participated in the 2nd annual Young Entrepreneurs Symposium in St. Kitts (right). In **April**, we welcomed Tomeka Richardson as our office assistant. In **August**, our General Manager, Carol Mitchell, who had been working behind the scenes from the US, returned to St. Kitts.

CustomsAid. This year we worked closely with the Customs Department to develop the new system which allows brokers to submit their entries online, thereby reducing the time it takes to clear goods. We are very grateful to the management and staff at Hobson Enterprises who spent a lot of time testing the software. We launched CustomsAid 5.1 in **September** with the online submission feature and many other enhancements. A number of our clients have come on board and are very excited about these benefits.

We also had a soft launch of the **Pay-As-You-Use** version of CustomsAid targeted at brokers and companies who produce entries infrequently and who cannot meet the upfront expense of purchasing CustomsAid.

WagesPlus. This year, Leyton enhanced WagesPlus, our payroll system to make several new optional features available. Leyton now has the ability to install employee clocks for our customers, which relieves companies from entering employee time manually and thus saves time and money. Leyton also introduced its own desktop based time keeping system, **WagesPlus TMS**, ideal for companies, such as call centers, whose employees work is centered around a computer. In **December**, we introduced WagesPlus into our third territory, Dominica, adding to St. Kitts and Nevis and Anguilla.

In the Community. Leyton is committed to supporting the youth in our community. In **September**, we remembered our past employee Delsa Edmeade with our annual prize to a student at the Cayon High School. In **December**, we hosted students on job attachments from Basseterre High School and Verchild's High School.

Computer Tip – Protecting Your Eyes

In today's world, we spend many hours a day working in front of a computer. If you are suffering from eye problems and headaches, pain in the shoulder, neck or back, this could be caused by computer use. Take these steps to protect your eyes:

- Have your eyes examined annually. If you wear glasses, consider glare coating on your lenses.
- Select a monitor with a larger and flat screen.
- Place your screen 20 to 26 inches away from your eyes and the top of the screen at or a little below eye level. So you can read the screen without leaning your head, neck, or trunk forward or backward.
- To reduce glare, place your monitor perpendicular to a window, adjust or add window blinds, and reduce interior lighting to lower glare and reflections.
- Take a vision break every 20 minutes or so and look at an object 20 feet away to relax your eye muscles.
- Blink your eyes regularly and more often to rewet your eyes and avoid dryness and irritation.
- Alternate your computer work with non-computer tasks to give your eyes a rest.

Trivia Question:

What is one word that a manufacturer can add to its product packaging that could double its sales?

Submit your answers to: leyton@leytonms.com, along with your full name and a contact number to win.

Current Leyton employees are not eligible for this competition.

About Leyton

Leyton provides customised IT solutions to its customers specifically with regard to problems related to data management. We consult in this area and design and create solutions, both desktop and web based to address these issues. We have done this for 20 years in a variety of industries including the public and financial sectors.

Leyton has produced a number of software solutions, including:

WagesPlus, WagesPlus TMS – full payroll management

CustomsAid 5.1 – Customs Brokerage Solutions,

CustomsAid Online and **CustomsAid Pay-As-You-Use**

ManageRX – a customer service solution for pharmacies.

And much more …

Leyton Microcomputer Services

Customised IT Solutions   Regional. Reliable. Experienced. Qualified.   869.466.4618