

Scenario of Enhancing the Quality of Basketball

Exercise

The traditional scenario depicts basketball leagues being organized and managed by recreation staff. Upon further review it is noted that the number of teams enrolling has declined, the maintenance of facilities has increased and the subsequent revenue picture is in decline. Through a number of management decisions it is decided that the agency will manage the facility and award a contract for 'basketball services' to a local provider.

The agency begins transition by acquiring staff with good contract management skills. A contract manager must know about all aspects of providing basketball services (maintenance standards, officials, pricing, basketball rules, legal aspects, public needs, etc.).

In order to accomplish his task the agency must become more integrated. Instead of perpetuating information islands (recreation systems, maintenance systems, finance systems, etc.) databases must be re-engineered to have a common look and feel. By re-engineering access to department information systems, staff can use common groupware tools to get the job done. Especially, as it relates to basketball.

Question

1. The contractor must pay for court time and a percentage of fees collected. What other items should the contractor be required to give the agency (if any)?