CEI Manual No. 6.2

**American Technology & Management Advisory
for Ukrainian Company Directors and Managers**

14 Case Studies

**Slavutych Study Tour Company Improvements
From**

Information Technology

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Slavutych Study Tour Company Improvements Resulting From Information Technology

1. Executive Overview

  A. Background

Slavutych is a town about 2 ½ hour drive due north of Kiev. It is a new town that was built in 1986 as a result of the Chernobyl nuclear disaster when reactor #4 exploded. The current population of Slavutych is 26,000 and it has one of the youngest populations in Ukraine. A majority of residents either work at the Chernobyl Nuclear Power Plant (ChNPP) or are connected to it in some way. Each day the workers reach the plant by train which travels through the 30 km exclusion zone.

In 2000 ChNPP stopped generating electric power. However, a great deal of work was required to shut down the entire plant in a controlled manner, and in 2001 when CEI first visited the plant, there were still 6,000 employees at the site. This number continues to diminish as the shut down progresses.

Reactor #4 at ChNPP was encased in concrete soon after the explosion. This was done by erecting concrete slabs, or a "sarcophagus" around the structure. Unfortunately, there are gaps between the slabs and unless remedied, radioactive dust will continue to escape to the atmosphere for hundreds of years. It was therefore decided to build a shelter, similar to a "Quonset hut" over the "sarcophagus". This is a $754 million project, financed and managed by the West and is one of the largest construction projects in the world.

There were two main reasons for the U.S. government deciding to conduct study tours for Slavutych. First, an improved knowledge of Western construction techniques was required. Second, new employment is required for the workers displaced as the power plant is shut down.

After discussions in Slavutych, the City administration and CEI decided that the study tours should be Construction and Information Technology (IT). Both tours would benefit the operations at the power plant and had the potential to create new jobs in Slavutych.

Participant selection for the study tours was challenging, due to the small number of firms and qualified personnel in the target sectors. Nevertheless, the number of applicants was almost overwhelming. As a result of this new opportunity, many new IT and Construction firms were started. Unfortunately, few had much operating experience. Therefore, participants had to be selected as much for their potential as their industry qualifications. An attempt was also made to achieve a balance between Chernobyl and non-Chernobyl workers.

There are few IT technicians in Chernobyl or Slavutych. Nevertheless, CEI felt that the IT tour should not advise on the technicalities of IT such as programming and maintenance since these could be learned in Slavutych. It was agreed that the tour should concentrate on IT and database applications. It was therefore decided to include management personnel who would learn how to apply computers and again a greater

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appreciation of the role of IT in Western industry. It was anticipated that this would result in a greater number of IT contracts with the resulting positive impact on employment.

B. Overall Observations
    a. Significant benefits from participation in the study tour were obtained by the participants, their organizations, and the nation of Ukraine.
    b. Approximately 50% of the study tour participants have been promoted or have changed companies. One person has been promoted twice. Some of those who were not promoted were already head of their organizations. This applied to people on both the IT and Construction study tours. One of the reasons for the promotions was that their resumes were stronger as a result of plant visits in the U.S. in the U.S. Since much of the work at the Chernobyl Nuclear Power Plant (ChNPP) is under the direction of Western companies, the study tour participants were in a better position to understand what was required by the Western organizations in their subcontract work.
    c. A Columbus Club has been established in Slavutych. The initial plan was to include all tour participants who had been to the U.S. which would include mainly members of the 2 Slavutych study tours. Now others who have been to America are also joining. The goal of the club is to develop relations between the U.S. and Ukraine; Larysa Nikitich is currently President. The Columbus Club is in essence the prime organization to disseminate the productivity information learned in USA. The club is very important since it is an effective forum for study tour participants to get together and to discuss topics of mutual interest.

C. Information Technology Study Tour Observations
    Many benefits for the Information Technology firms were reported. The most significant include:
    1. Greatly improved efficiency at the Chernobyl Nuclear Power Plant as a result of installing improved computer systems as observed in the U.S. The benefits are reported to be over $2 million per year. These systems will provide improved tracking of nuclear materials, physical assets, and inventory.
    2. New jobs and businesses are being created in the private sector as a result of the study tour.
    3. Tour participants are being recognized as having higher qualifications and they are being promoted. This will help not only the individuals, but also their organizations.
    4. There is now greater coordination between the IT organizations as a result of the Columbus Club.
    5. Improved record keeping systems are now being designed for the City of Slavutych which will track health and other personal data.

D. Participants not interviewed
    Igor Klimentov – Moved to Russia

2. Statistics

Name	Product-ivity up	Sales up	Costs down	Profits up	Wages up	Prom-oted	Note
Volodymyr Byelov		10%				(c)	
Yevgeny Byelyshev						Yes	(a)
Gennady Dobrovinsky			20-30% (d)	Yes		(c)	
Sergiy Golota						Yes	(a)
Andriy Karasov	200%	15%				Yes	
Sergiy Krutsenko							(a)
Oleksiy Myronov		$27,700				Yes	
Larysa Nikitenko				100%		Yes	
Larysa Nikitich				Increased		(c)	(a)
Oleksandr Novikov		250% (e)		36%			
Valentyna Odynytsya	100%						(a)
Iryna Sukhetska			$100k/yr				(a)
Oleg Ustymenko			$100k/yr			Yes	(a)
Oleksandr Zakharov						**Yes**	**(a)**

3. Dissemination

Name	Personal	Professional	Total	Article
Volodymyr Byelov	-	11	11	
Yevgeny Byelyshev	120	30	150	
Gennady Dobrovinsky	20	100	120	
Sergiy Golota	-	-		
Andriy Karasov	100	80	180	Written
Sergiy Krutsenko	50	50	100	
Oleksiy Myronov	20	15	35	Writing
Larysa Nikitenko	20	480	500	Two
Larysa Nikitich	100	80	180	Two
Oleksandr Novikov	200	50	250	
Valentyna Odynytsya	75	50	125	
Iryna Sukhetska	100	100	200	
Oleg Ustymenko	25	50	75	
Oleksandr Zakharov	20	100	120	**Booklet**
Total	**850**	**1196**	**2046**	**Avg. 136**

4. Information Technology Tour

Case 1: Vladimir Byelov, Ukrtechpostavka, Director

Presentation Summary

My company has been a sub-contractor to a major foreign firm working at the Chernobyl Nuclear Power Plant (ChNPP). My visit to the U.S. was extremely helpful in dealing with and understanding the operating practices of various foreign contractors and in implementing projects and abiding by the work ethics required. We had an increase in sales of 10% due mainly to a transport service sub-contracting assignment received from the French company Campegnon Bernard immediately after returning from USA. We are now working on a second subcontract. These subcontract awards are gained in part based on our U.S. experience.

We are now conducting a computer graphics project for the ChNPP in which we are adding French construction codes and making hard copies. This is a long 2-year contract.

My company wants to get increasing Internet traffic by using better and faster lines from the current speed of 500 MB to an all time high-speed line of 2.5 GB. We are trying to obtain funding from the EBRD and if we are successful our sales will double.

The greatest benefit from the study tour was in marketing. We have developed an Internet site for this purpose. We have sent many e-mail solicitation messages and have received many positive responses but had to back off until we get the high-speed lines. We are very aggressive in seeking contracts but unfortunately we have not finalized any at this time. We are however a leading agent for a system to monitor the ChNPP sarcophagus construction.

I was very impressed with the wearable computers we saw at DynCorp in the U.S. and have been trying to get this equipment approved at ChNPP.

Information dissemination

I have had professional dissemination contacts with 11 suppliers and companies with whom I deal. I have also contributed to the Internet site and the Columbus Club that is expanding the distribution of information learned from U.S.

Case 2: Yevgeny Byelyshev, ChNPP, Reactor Department, Senior Foreman

Company profile

In the Reactor Department there is a section on transportation and production equipment. The main tasks of this section are:
1. To ensure the proper operation of equipment needed for conducting transportation and production with new and used fuel utilized at the ChNPP;
2. To repair the transportation and production equipment;
3. To accumulate data and create a data base of repairs and defects in the equipment.

Presentation Summary

I have been the head of the fuel loading operation for the reactors in the Chernobyl Nuclear Power Station (ChNPP) - a very specialized field with responsibility of handling nuclear fuel with robots and various remote control devices. After returning from USA I was promoted twice and have since been made the Chief of Fuel Disposal Operation. With the changing of my role at ChNPP, my current position offers great new prospects for my career. There are 70 people working under me right now. My division has a major role in keeping track of the inventory of spent fuel, its movement and relocation, repair and spare parts etc. and hence my exposure to various tracking systems in USA had been very helpful for my current job.

My division is hooked up with International Atomic Energy Commission and all operations performed are monitored by live cameras. All movement of spent fuel is done in compliance with regulatory agencies reporting requirement as per the international treaty agreement signed by Ukrainian Government.

Information dissemination

I talked to some 150 personal, plus 30 professional contacts and students at the local school describing my American learning experience using video presentations. I also described my American experience to colleagues in the fuel handling departments in other Nuclear Power Stations located in the Baltic Republics of the ex-USSR.

Case 3: Gennady Dobrovinsky, Informproekt, Director
Company profile

The company was established in September 2000 to develop, sell and maintain software programming products. Currently it employs 15. Its main platform is Windows NT and UNIX.

Presentation Summary

My company develops and installs software products. Our sales are somewhat lower since 80% of our sales are to the government and there has been a decline in government contracts, many of which have now been frozen. Nevertheless, I am very optimistic about the future.

My best new technical ideas are based on what I learned on the CEI study tour to the U.S. I also learned that we need to specialize; one cannot be experts in all fields. Our typical customer is a small enterprise with 50 to 100 employees. A recent example is a manufacturer of molding machines.

My cost of developing software systems has been lowered by 20-30%. This has resulted in our increased profitability due to larger use of sub-contracting. Subcontracting is less risky because of a reduced dependency on personnel, many of whom are constantly emigrating from Ukraine.

Many Financial Systems, Management Systems, Enterprise Resource Planning (ERP), and other software systems that I saw in the U.S. have their equivalent clone products and systems developed in Russia with prices in the $10,000 range and which are affordable to Ukrainians. I have changed my strategy of developing such systems from ground zero and now install these systems and provide services to our clients concentrating on our core capabilities. Currently, we employ 15 people, 5 of whom work under contract.

Information dissemination

I spoke of our U.S. study tour to 100 plus professional contacts and gave 2 seminars explaining what I learned in American. We continue to give seminars since that is a good way to communicate with clients. I am also active in the Columbus Club, which is very important since this is an effective forum for study tour participants to get together and to talk on topics of mutual interest.

Case 4: Sergiy Golota, ChNPP, Production-Technical Dept., Engineer
Presentation Summary

I am employed in the Production-Technical Department of ChNPP and was appointed a member of the Slavutych City Council after my return from the U.S. My main interest in the study tour visit to the U.S. had been to develop a Document Management System for ChNPP,

reducing paper waste, in minimizing time lost in getting documents approved at different levels of management, and in producing hard copies ready for signature by multiple department officials. The draft of my proposal is now before management for approval and funding. We expect the resulting savings to range in the thousands of dollars per year. This proposal also represents a fundamental management change in the company's way of doing business and thus will increase productivity and avoid many document duplications. I am also currently working on and developing concepts for:

- An Asset Tracking System for building and drawings. There is a budget allocated for this project and we expect it will be approved. This system is urgently needed since the nuclear plants now have no way to track inventory and assets. We estimate it will cost $10,000 to develop the system and the annual savings to be over $1 million.
- Total ChNPP Decommissioning Tracking System. This is a huge project for which we are trying to get budget approval. The system concept has been approved and is based on what we saw on the study tour. We estimate the annual savings to be over $1 million.
- We are also studying a Project Management system. I learned about this system while on the study tour. We have already purchased a copy of the R3 software for $50,000 from SAP America. Our additional cost of development will be $10,000.

Information dissemination
  I have talked with the ChNPP Director and the Mayor of Slavutych about what I have learned on the study tour. I also wrote an article that appeared in the local newspaper. See the chart above for additional details.

Case 5: Andriy Karasov, Atomservice, Deputy Director (formerly Head of IT Technologies Dept.)
Company profile
  All of the company's employees have higher education and extensive work experience. New employees are hired on a competitive basis, mainly former employees of the Chernobyl NPS. The company also has nine part-time employees who work under a contract and are hired for execution of specific works.
  "Atomservice" Scientific-Production Enterprise specializes in the implementation of quality systems at the nuclear power enterprises in accordance with the ISO 9000-2000 International system of standards.

Presentation Summary
  After returning from the study tour I was promoted to Deputy Director of our company and we now have a much wider range of responsibilities. Our firm is now profitable in all areas of our work and we are experts in radiation safety. We currently publish books on safety, but this is not a long-term market. I have started introducing new products including a colored sticker pad similar to 3M's Post-it Notes. We also have developed high quality professional certificate samples. My company has increased its productivity by 200% and sales have increased by 15%.
  We also provide computer hardware servicing which has increased our current business volume. We currently employ 14 people and have plans to increase the number to 50 in the near future.
  I am very interested in a new direction for our company, which is the use of Knowledge Management that I learned at Cincom in the U.S. I will soon be making a presentation to our

management and I will propose the product be offered to the Ukrainian government. We are too small to be able to afford buying the software systems from Cincom.

Ukraine is now doing more to move towards to international standards. We are looking for an order to store government information in the Ukrainian language. These systems will provide information which is needed by the Ukrainian government.

Information dissemination
I have talked about my study tour experience to more than 100 personal and 80 professional contacts. I have written an article that will be published soon. I have made three presentations to various forums, one of which was to our organization in Kiev.

Case 6: Sergiy Krutsenko, Saitex, Software Manager
Company profile
The company was organized in 2001 by former specialists of the Information Measuring Systems Laboratory of the Chernobyl Nuclear Power Station. The company is involved in work in the following areas: system integration, network integration, software for small businesses, and software for energy systems. The company's personnel have a great deal of practical experience.

Presentation Summary
We formed a start-up software development company just prior to traveling to the U.S. on the study tour. We are still too new to have financial statements. We have 4 employees, two of whom are working part time at their current jobs at the ChNPP. We got many ideas on software design from the study tour, but people in Ukraine find it difficult to afford software at present.

We have developed a Personal Call Center program and sell through our web site: www.sitex.com.ua. We promote our product through web based search engines and press releases. The concept was brought from the U.S. and is being used by 15-20 people per day; it is being used primarily for address books. Currently, the program is being distributed as a shareware product in English with a 30 days trial period. We are trying to promote this product on the Ukrainian market and will convert to the Ukrainian language if there is a market. Any further use by the client will require a normal purchase via Internet. Already, 15-20 downloads of the product have been registered.

Another product, Mail Generator, is being developed and is meant for small businesses using a Local Area Network (LAN). It will soon be ready for marketing. This will also be a shareware product and marketed through the Internet. The main method of marketing will be through press releases, written articles, Internet forums, and registration with various societies.

We are also interested in developing a Document Management System.

Information dissemination
I have talked about the information I learned on the CEI study tour with 50 personal and 50 professional contacts.

Case 7: Oleksiy Myronov, Maket, Head - Software Dev. (formerly at Lotos, as Head of ACS Dept.)
Company profile
The company's employees know the following programming languages: SQL, VBA, VB, C++, Delphi. New employees are hired from Slavutych.

The company's main activities cover the entire production cycle – from the moment of project development (analysis) until its full completion (submission of documents and personnel training). Planned sales volume in 2002 is 100,000 to 200,000 UAH.

The company searches for new clients via previous buyers of different software versions and via the Internet. Varied financial payment schemes are used with clients. In the Slavutych market, the company does not face any competition, though outside Slavutych the competition is very strong.

Presentation Summary

With the experience gained in the U.S. I have developed a system to forecast the IT market in Ukraine for the next 5-10 years. After returning to Ukraine I joined the most advanced IT company in town, Maket, with a solid infrastructure that has a strong potential in the Ukrainian market. I have done some strategic planning work for Maket and its future course of action for development and expansion. I learned on the U.S. study tour how to close the gaps our quality assurance systems of our management personnel.

There are two markets for the company to consider, the internal Slavutych market and the external IT market. The internal Slavutych market is somewhat limited and highly competitive. Maket makes every effort to explore every available opportunity in this market. The primary areas of IT activities are:

- PC Manufacturing
- Maintenance, repair and servicing
- Internet Service Provider (with availability of 32 MB line)
- Computer Training
- Trade & Commerce
- Development of Software Products

The company provides complete IT solutions for the client. The complex internal structure of the company has required developing software to establish an interface between various departments and with clients for our product called: Call Center and Super Organizer.

To develop the Software Department at the company became rather difficult with loss of personnel due to emigration. Programmers who remained in Slavutych mostly work in the state owned companies. They also do some part time work for private companies. Because of this situation, Maket has taken unusual step of training its own staff from the local Slavutych population. A computer-programming club has been set up under the company's initiative and has 9 workstations. The club trains its members and in return gets software developed, which is sold for a profit. Most software developed is based on Microsoft Win2000, VB 6.0, MS SQL Server 7.0, and ASP etc. The company has also started compiling a library for the club. Recently, the company has successfully participated in two Slavutych tenders.

The company has also made significant progress with out-of-town market participants. They can be summarized in the following two directions:

- Open up IT cooperation with the firm Informproekt (the Director, Gennady Dobrovinsky, was also a member of the U.S. tour).
- Organized software sales through the Internet.

After joining Maket, I have successfully completed the following:
- Developed a software project worth Hr 145,500 ($27,700) with the Slavutych Laboratory of International Research and Technologies (SLIRT).

- Developed Call Center and Super Organizer software for internal use and have organized sales through the Internet.
- Set up a Programmers Club, which in essence resolved our staff recruitment problems.
- Compiled a specialized library for computer developers
- Made preparations for participation in two major tenders which are underway (Nuclear Shelter Program and the Slavutych City Council medical related Automatic System Control).

Information dissemination

The Slavutych local TV network interviewed me for 2 sessions (30 minutes each) on the subject "Future of Slavutych and why I decided to quit my job at the ChNPP and take a position with one of the business structures of the town".

Case 8: Larysa Nikitenko, Business Development Agency, Executive Director (formerly Business Planning)

Company profile

The Slavutych Business Development Agency provides the following consulting services:
- Development and examination of business plans, projects, and proposals; creation of financial models for enterprises;
- Analysis of investment projects and tender offers;
- Conducting market research and search for partners;
- Conducting training with the use of modern techniques in the field of management, marketing, finances, professional sales, business communication, project management, and organization of presentations;
- Preparation of presentations, developing and printing brochures and advertising booklets;
- Organization of advertising in the local mass media (TV, Press, radio).

Presentation Summary

Two months after returning from the U.S., I was fortunate enough to be selected as the Director of the Business Development Agency (BDA). This occurred after my return to Slavutych and during a round table meeting with the City Mayor at which the study tour participants discussed the study tour. The tour was clearly a great benefit for me professionally. I was originally recruited from BDA to write the study tour technical report and this turned our very well.

After I joined as the Director of BDA things have started changing. BDA also manages the Business Incubator program in Slavutych. The building has been renovated, the 2nd floor completed, and spaces were given to 9 more start-up companies. There now 43 clients and compared to year 2001, profits have increased. BDA now can provide its clients with an ADSL high speed Internet line, LAN, wide area network (WAN), and multi-channel PABX telephone lines for various businesses that operate from our two locations in Slavutych. BDA has a strategic planner, who is in-charge of expanding its operation, products and services. BDA operates in coordination with the City Administration and hence they are connected via an intranet. In short, we provide full business services to any would be investor or entrepreneur - foreign or local. We also organized 5 training seminars on business planning for almost 60 participants in the last 7 months. We would like to expand this to other cities in Ukraine.

We are planning to restructure BDA and will have both an IT group and a construction group. These will help companies in these fields locate to the City by providing reports on local conditions. We will also help with the start-up and necessary paperwork.

Information dissemination

I have made available my American experience to more than 500 professional people so far. I have written 2 articles for the local newspaper and 1 technical brochure for career counseling for students based on information gained during the MTM study tour program. Slavutych TV also interviewed me.

Case 9: Larysa Nikitich, Slavutych Town Executive Comm., Head of General Department

Company profile

The Town Executive Committee has 12 departments with 56 specialists involved in different areas. The General Department is the key department involved in providing organizational and technical direction of the town council's activity. All departments of the Executive Committee are provided with computers (20 in total, including 14 with Intel Pentium processors). The main areas of the Department's activity are:
- Organization of business correspondence and ensuring implementation timelines;
- Provision of software for the activities of the different sections and departments of the Executive Committee;
- Provision of office equipment and its maintenance.

The following software is used: "ASKOD", "Accounting and Control of the Resolution and Assignment Execution", "Archives", "Accounting", "Legal Regulations", "Victims of Chernobyl Accident", "Protection of the Children's Health", "Businesses", "Units Under Construction". There is a local network which facilitates the work between departments.

Presentation Summary

Since I have returned from the U.S. we have been working on disseminating the information we have learned. One of the ways we are doing this is through the website set up by Alexander Novikov. We will shortly be adding the information from the Construction study tour to the U.S.; I have already seen the preliminary report.

I have been instrumental in setting up the Columbus Club whose goal is to develop relations between the U.S. and Ukraine and I am currently President. The initial idea was to include all those people who had been to the U.S. and this was originally mainly members of the 2 Slavutych study tours. Now others who have been to America are joining. The Columbus Club is in essence the prime organization to disseminate the learning experience in the USA. In this position I have had many interviews with our members. I also talked with my superior, the Governor's advisor, in Kiev for 1-½ hours and told him of the many benefits of this program. I also wrote to USAID expressing the same sentiments.

After I returned I spoke to the Mayor of Slavutych about our program and the use of IT in the City Administration. As you know, I am on the Slavutych Town Executive Committee. I have also written an article "Our Population" in our local newspaper about my tour and discussed the usage of a relational database for information retrieval and use.

As a result of the study tour I am currently in charge of tenders and technical evaluation of IT related projects undertaken by the City Council. We are in negotiation with Maket and others regarding implementation of our "Arm project". This system will be for the City Recorder's Office and we will keep track of births, deaths, and other personal data. We also

want to set up a system for city services. Our plans are to make these systems available on a local area network (LAN) so multiple departments in our newly centralized city offices will have access to the data. I also found that the study tour helped me to understand working conditions in the U.S. and we are incorporating this information into the systems we are developing.

I have also started going to school to improve my English, which I feel is essential.

Information dissemination

See the above chart for details.

Case 10: Oleksandr Novikov, Maket, Web Design Manager

Company profile

The company's employees know the following programming languages: SQL, VBA, VB, C++, Delphi. New employees come from Slavutych.

The company's main activities cover the entire software production cycle – from the moment of project development (analysis) until its full completion (submission of documents and personnel training). Planned sales volume in 2002 is 100,000 to 200,000 UAH.

The company searches for new clients via previous buyers of different software versions and via the Internet. Varied financial payment schemes are used with clients. In the Slavutych market, the company does not face any competition, though outside Slavutych the competition is very tough.

Presentation Summary

The study tour provided me with new information, which I have been able to use and to disseminate through the Columbus Club. A website (www.slavutich.kiev.ua/usa4ua/) has been set up to display the study tour technical manual. It is receiving 1,200 hits per month and has had a total of 89,000 hits.

Upon my return we have set up a general call center, which is manned by 3 people. Subscribers can phone in and ask any questions they have. Often the information is on the web but few individuals have access at present.

We have 5 technical people in our software division who have written several software packages, including:

1. Billing software for their Internet clients. As a result our revenue increased 24%, our client problems decreased, and the image of our firm improved. I have also started working more closely with our clients.
2. We had sales of $27,000 for software for a laboratory.
3. We are now working with a very large client in Kiev – Ukr Telephone and its 12 subsidiaries (www.pn.ukrtel.net).
4. We are now targeting big companies.
5. We are also developing a site for a Swedish company in Ukraine.
6. There is not yet a strong search engine in Ukraine and we are working on one.
7. An inventory control system has been developed. There have been some savings from this package but the figures are not available.

We are interested in a data center such as the one we saw at SAP America, but unfortunately this requires privacy laws that do not exist in Ukraine.

Maket has 6 divisions, one of which sells computer systems and they have sold 160 computers for 7.5 million hryvna. When we sell a computer we also get revenue for service, Internet access, and training.

Oleksandr claimed that their revenue was up over 250% as a result of the study tour. CEI was led to believe this is a very conservative number.

Information dissemination
See the above chart for details.

Case 11: Valentyna Odynytsya, ChNPP, Sarcophagus Unit, Hear of Public Relations
Company profile
In 1986 the first "Sarcophagus" unit was put into operation. In 1998 the Sarcophagus International Program (SIP) began. The aim of the program was to transform the "Sarcophagus" (Block 4) into an ecologically safe unit. The main goal of the SIP Program is to protect personnel, population and the environment from the potential danger of leaking nuclear and radio-active materials. Ultimately, the project aims to isolate, remove, and render harmless all contaminates.
According to Ukrainian legislation, the enterprise is obliged to inform the public about all activities conducted at nuclear units which may influence health and environment. This department, when created, plans to use IT to disseminate information to the public.

Presentation Summary
The tour helped me a lot since I was able to understand how we compare with the rest of the world. I have been able to convince my superiors to use modern technology and they are now connected to a LAN and the Internet and have e-mail. They are planning to make use of computer technology to make an outsider's visit to the observation center more vivid. By being connected to the corporate network they will have access to all the information stored on it. This will be especially helpful in their Public Relations activities.
I plan to use the portable computer unit seen at DynCorp and have talked with them.
We are now using our computer to track the visitors to Chernobyl. There are 3000 visitors per year from 30 countries.
I want to write an Information Technology Careers booklet and will discuss this with the Business Development Agency (BDA).

Information dissemination
See the above chart for details.

Case 12: Iryna Sukhetska, ChNPP, Laboratory of Reliability, Engineer - Technologist
Company profile
Due to the changed tasks of the Chernobyl NPS after the shutdown of all energy units (as well as the complete restructuring of the company); the workload of the Production-Technical Department will expand significantly. There will be an increase in the number of documents which need to be prepared, used, filed, changed, and stored. These include instructions, programs, regulations, technical solutions, lists, etc. In order to put them in a classified order and to facilitate the search for required documents it is necessary to create a database and develop new methods of storing and shelving documents. Currently all work is carried out on a P-166 computer system with the use of Microsoft Word, Access, and Excel programs.

Presentation Summary
I work at the Power Plant's archives on the control of decommissioning documents. We found a company in Chernigiv to develop software for them and this greatly reduces the number

of documents they use. The application is Internet based. We are now changing over to the new systems.

We have also started working with legal documents and this system will be operational soon.

I have recently been transferred to the Human Resources Department in a new job at ChNPP. There are new regulations and additional information to be put into a database, including job descriptions, wages, etc. It really is a very large job. The software used was developed in Chernigiv for $900.

I feel that the study tour really helped since I saw how a document control system could help when we visited the Cincom Company. I estimate the savings from these new applications at $100,000 / year.

I wrote a large part of the Technical Manual which is now on the website.

I feel that management needs to see the benefits of a system before they will approve a project. This process is now started but it is still just in beginning stages.

Information dissemination
See the above chart for details.

Case 13: Oleg Ustymenko, ChNPP, Automated Control Systems, Group Leader
Company profile
In 1995 an R/3 system group was established within the Enterprise Automated Control Systems Department. Later it was reorganized as an EACS Department. Since its establishment, the SAP R/3 System was introduced, modernized, and has been completed. In 2001 about 10 financial-accounting departments of ChNPP used this system. New modules are being installed for the supply and planning departments' automation. UNIX-servers are used as a system platform and Informix is used as a database server.

This Sector consists of two groups: administrators and analysts. The Administrators group is responsible for the technical and program parts of the system's maintenance. Analysts are responsible for the system's operation, quality control, development and modernization.

Presentation Summary
There were many interesting changes that have occurred after my return from the study tour. At the ChNPP we are now working on a budget basis and this is a change for the better. There has been a large amount of restructuring at ChNPP and I am now at the Automatic Enterprise Management Department. We have a local area network (LAN). We are using the R3 model of the software from SAP and I am now in charge of this operation. I advised on the re-organization and on the use of the software, based on some of the methods I saw in the U.S. It is all based on combined technologies which are not well known in Ukraine and I can now provide some direction as a result of what I learned in the U.S.

I provide services to the programming department and also am providing end-user support and training. These services were performed done by the programmers.

When I returned I started to make forms and standards for the computer users. At this I had some success, but I had to write a lot of instructions. I now plan for a working group to standardize forms and operations. As a result we have been able to reduce the work of the programmers and thus improve their productivity. We have been able to reduce costs and the number of employees in the accounting, bureaucratic and planning departments. Errors and mistakes have been reduced and there has been a speed-up of the paperwork. We estimate savings at over $100,000 per year.

After the tour I have been interested in management control systems. Here there are many potential savings.

Information dissemination
The Columbus Club will prepare a brochure that will describe how to use IT in the average business. See the above chart for additional details.

Case 14: Oleksandr Zakharov, Sarcophagus Implementation Group, Lead IT Engineer
Company profile
The Group was established in 1998. Its purpose is to transform the Sarcophagus into an ecologically safe system. The Plan of the Project consists of 22 goals. One of them (# 18) is to create an integrated database that houses Sarcophagus data.

The Group consists of 150 specialists. They represent both the "client" (Chernobyl nuclear power station) and Western companies.

The information technologies department of the Group consists of 5 specialists. All of them have higher education degrees in the field of computer technologies. The main functions of the information technologies department are the following:

1. To create, develop and control the Group computer network.
2. To evaluate and implement technological decisions for the eighteenth goal.
3. Maintenance of the computer equipment and software.

The Group has 150 computers (IBM PC, Windows 98 operating system) and 20 networked printers. There is a Windows NT 4.0 Server and a Windows 2000 Server which power the network.

Presentation Summary
I am now working on the Project Management team of the Implementation Group.

In the U.S., I was surprised at the way IT is used by the average business – even more so than the technology I observed.

I am most interested in the Knowledge Management systems we saw at Cincom. We have made a management data base system which we started on January 1, 2002 based on Lotus Domino/Notes. It includes a great deal of data, including trouble shooting. We do a lot of software outsourcing, much of it with Oleksandr Novikov of Maket. The idea of outsourcing is one we gained from the study tour.

I have received a letter from Cincom regarding possible representation in Ukraine. I am helping them find a partner and have possible candidates in Kiev.

We use Microsoft Project in our planning activities.

I am actively writing a booklet for students about careers in IT. It will be about 30 pages in length.

Information dissemination
See the above chart for details.