ITS

Fax

Information Technology Services S.p.A.

A: UNIVERSITA DI FIRENZE	**Da:**	ITS S.p.A
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Att.ne: PROF. PAOLO MANZELLI	**Data:** 4 09.02	
Oggetto: LRE-EGO-CREAXET	**Pagine:** 4	(inclusa la presente)

Urgente   **Da approvare**   **Richiesti commenti**   **Risposta necessaria**   **Da inoltrare**

Commenti:

Come da precedenti accordi,
Le invio la lettera di intenti di ITS firmata dal
responsabile della Business Out multimediale

Distinti saluti

PROT 243
DEL 4·09·02,

Information Technology Services S.p.A.
Servizi di Informatica e Telecomunicazioni

@LIS Call for proposals / e-learning and cultural diversity
pilot project named "SKILL SHORTAGE"

LETTER OF INTENT

for taking part at the project "SKILL SHORTAGE"

ITS Information Technology Services S.p.A. intends to join the pilot project "SKILL SHORTAGE", submitted **by LRE-EGO-CreaNET Research Educational Laboratory of the University of Florence, Italy,** under the @LIS programme.

Main project objective is to develop, in networking, e-learning (NET-LEARNING) in a context of cultural diversity among Europe and Latin American countries, and to improve professional development potential in innovative knowledge management oriented to develop new international opportunity for intellectual job.
The Skill Shortage programme will survey on new ICT way for learning by means of developing and implementing a "Developmental Skill International Virtual Advanced Laboratory", dedicated to a cross fertilization of innovation quality of e-learning objects for the knowledge management in the context of the knowledge driven society.

According to our competences and past experiences, we propose that our contribution could be specifically given to:

> Project coordination and management
> Technical coordination, management and consultancy
> System Integration
> Expertises in distance/e-Learning technologies both synchronous and asynchronous
> Usage of the netStre@m broadband interactive platform
> Cooperation with partner organisations in designing, develop and testing innovative models for content management
> Collaboration in the research about the skill for managing knowledge in e-learning scenario
> Participation in pilot project or experiences especially in phases of project management, feasibility, and development
> Participation in trans-national "web meetings", and collaborative learning models for exchange of experience
> Dissemination of the project results on Italian and European basis

Please find attached a short description of ITS S.p.A.

Naples 29/08/2002

ITS Multimedia Business Unit Responsible
Alfredo Troiano

Information Technology Services S.p.A.
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ITS short description

ITS is a "Software and System House" born in 1994 and specialised in information system engineering, integration and development and interactive broadband applications. The quality of services and products and great care of Customers represent the key features of its prestigious goals: high technology, fast invoicing, staff growth and constant increase of Customers. ITS Group is profit shared by Sviluppo Italia (Italian Development Agency for South Italy).

ITS group is composed by various highly specialised realities that work in ongoing synergy with a strong technological integration:

- **ITS** S.p.A. is the parent company specialised in software advising, turn-key system production and telecommunication services supply
- **ITSOFT S.r.l.** is specialised in software production addressed to the market
- **SMS S.p.A.** specialised in outsourcing and facility management services
- **ITFORM** specialised in ICT courses
- **netStre@m S.p.A.** specialised in satellite broadband solutions
- **T&M** is specialised in traditional and multimedia publishing
- **CRIAI** a research consortium with University of Naples "Federico II"

The ITS multimedia business unit is specialised in new solutions for interactive multimedia communication. The quality of services and products and great care of Customers represent the key features of its mission.

The Multimedia Business Unit provides consultancy, solutions and services in the following areas:

- Interactive Distance Learning;
- Interactive Video Conference;
- E-channel and I-channel for television broadcaster
- Package delivery system
- Multimedia systems for marketing and communication

Strategy

ITS success is due to an ongoing research of excellence and undisputed d ability in operating on advanced fields that allows ITS to attract the best ITC (Information and Communication Technology) professionals, to give them always new expectations and to provide Customers with modern and effective solutions.A widespread and detailed internal system of quality control and ongoing research activities, in association with Universities and Research Institutes, allows ITS to operate at forefront technical levels.

By investing in a Software Production Center in Torre Annunziata (NA) and in a Telecommunication Service Center in Torre del Greco (NA), ITS meant to realize a technological center at international level near Vesuvio. Those investments are mainly oriented to telecommunication and multimedia area, operating in joint venture with major national and international organizations.

Innovation

Since it was borne, ITS supports investments in technological innovation, mainly aiming to enhance human resources.

Those investments are focused on following fields:

- Telecommunication applications primarily oriented to satellite technologies
- Tele-learning and cooperative learning applications
- Distributed applications on problems of software engineering for multi-layer client/server platforms

Solutions

Cap.Sociale € 1.113.615,88 i.v.
Sede Legale: Via Circumvallazione 137/Z – 80059 Torre del Greco (NA)
Direzione Generale: Via Tironcelli 23 – 80059 Torre del Greco (NA) Tel. 081/8477201 Fax. 081/8477216
P.IVA: 02866801216 C.C.I.A.A Napoli REA n. 523067 –Reg.Imp.Napoli n.NA 049-1995-2524
Azienda certificata ISO 9001

Information Technology Services S.p.A.
Servizi di Informatica e Telecomunicazioni

ITS provides consultancy, solutions and services in three areas:
- Solutions for earth and satellite telecommunications
- Management data processing products and services
- Multimedia systems for training, marketing and communication
- WEB application for resources management

Following the evolution of the market and sometimes, forestalling its demand, ITS has customized its offer by addressing it to turn-key solutions, with a large use of WEB technology, even in those areas where mainframe is strongly present.

By means of agreements with major telecommunication organizations, today ITS is able to provide solutions in Fleet Management, Call Center and Tele-learning fields, and guarantees all most current technologies support (IP, IP over satellite). Its also handles all most sophisticated services demanded by the market in system and network management fields.

The structure

the group is structured on multiple integrated design and development areas:
- **Software development:** applications for telecommunications (network management, supervisory and control), Internet/Intranet and BIS (Business Intelligence System)
- **Network Management and Application Maintenance**
- **Outsourcing & Facility Managemnt**
- **Space Unit**
- **Multimedia:** solutions for self-teaching and remote training, electronic catalogues and commerce, WEB sites engineering and development
- **Research:** multimedia applications based on standard or its own protocols for narrow or wide band networks

Research background Experiences

ITS Group has worked in several national and international research projects. The more recent are:
- **HAMLET (Esa Artes project)** - The project aims at the creation of highly qualified Hypermedia Academic Multicultural LEarning Technologies (HAMLET) environment for knowledge and skill acquisition based on an hybrid satellite/terrestrial platform IP based. **Partners:** Consorzio Nettuno, AleniaSpazio
- **SkyMed (Esa Artes Project)** – The project developed an operative Service Centre based on the Desnet Platform (Euromednet) and SkyplexNet platform for the delivery of Continuous Medical Education (CME) service other than the others already provided telemedicine services in SHARED/EuromedNet network. In the SkyMed framework ITS developed the CME application. **Partners:** AleniaSpazio, Consorzio Padova Ricerche, Telbios, Sudler & Hennesey
- **SkyplexNet (Esa Artes Project)** – In the SkyplexNet project, ITS developed a WEB application for the Remote Learning compatible with the SkypexNet architecture. The SkyplexNet system optimises separately the two basic links of a generic satellite broadcasting system: the former between the earth station and the satellite and the latter between the satellite and the end user receiving station.
- **netC@st (ASI-Italian Space Agency- Project)** – realization of an adaptative satellite multicast web push system
- **@SAT (EU Ten Telecom Project)** – definition and implementation of an integrated distance learning and broadband communication platform. Partners: Telespazio, QMS, ETONE