

# Introduction

A common mistake made in building IT systems, is that it is considered an IT project led by IT people / developers. It may be assumed that it is clear that IT systems should accommodate business processes, however, in practice we see that 9 out of 10 IT projects result in the other way around. Meaning that the business is required to adapt to the IT process, instead of the other way around. A missed opportunity! The root cause of this outcome is mostly:

1. Insufficient involvement of business people, as it is considered an 'IT project', where it should be considered as a '**Business project**';
2. If there is **involvement of business people**, there usually is a lack of competency to be able to translate business processes into IT processes and the related IT architecture. That is nobody's fault, but it requires a special breed of people that have **a good understanding of the business process AND are IT savvy**.

The purpose of this HandBook is to describe the outlines of the business process of dealing with Energy Products (Fluid bulk) and outline the fundamentals required in terms of setup, that will result in a User friendly and efficient solution that enables the business to optimize processes. It will describe a setup that is future proof to ensure continuity. There are two basic starting points that should be considered at all times:

1. The principle of **What You See Is What You Get** (WYSIWYG). A common mistake made is that functionality is developed without fully understanding what business processes it is covering. This means that when you look out the window and you see a Vessel coming in to discharge Product, that is what a User should be able to register;
2. Especially in bulk, which is very different from piece goods, the **Physical Product comes with administrative aspects**. When these Products mix, the record keeping should facilitate in keeping track of the administration. This is commonly referred to as a **Parcel administration** or a **Lot administration**.

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