

Global IT Analysis

[Author Name(s), First M. Last, Omit Titles and Degrees]

[Institutional Affiliation(s)]

Author Note

[Include any grant/funding information and a complete correspondence address.]

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Culture and organization play a widespread role in IT function and impact on many companies, and this is perhaps even more essential considering the global marketplace. Across the world, various populations, backgrounds, and beliefs factor into both business and personal life, and as such, corporate survival and prosperity is clearly tied to these areas. It is important, then, for IT and business development alike to regard these areas as a part of their own structure and ongoing roles, and related arenas, such as ethics and corporate compliance, are also a necessity for greatest business success.

First, the need for communication across a given organization is critical in ensuring that all facets and levels are on the same page when it comes to the company's mission, business goals, and alignment. To that end, a flat organizational structure would be of enormous benefit, particularly in my current company, which is still employing a hierarchal structure. Meehan (2017) reflects the need for a flat structure in her article by noting that employing such a model can streamline and facilitate communication, thus ensuring that not only management and employees are on target with their goals, but also underscoring compliance with regulatory standards as needed, and allows employees to take a stronger responsibility in business decisions (para.2). Hence, streamlining this model can help to allow for the best response possible from the company for its tasks, and permits teams to work together for common good.

Likewise, IT governance roles are equally important in this endeavor. Kim Lindros (2017) underscores the need for a solid IT governance plan in her article, observing that having this type of structure in place can be a formalized way to align business and IT needs for all departments (para. 1). Along with paralleling the company objectives across the board, using these tactics also allows for compliance with external governance measures, such as Sarbanes-

Oxley, and as such, shifting the governance structure at my workplace to the flat level rather than the hierarchal will assist in achieving each of these objectives.

With these assets in place, the corporate structure can then review its employees and check to be sure that they are in the most strategic places possible for their respective roles. In conjunction with the IT department, employees will need to be well-versed in the company's product as well as its software, and doing so will help to ensure that tasks are being completed as efficiently and cost-effectively as possible. To that end, some factors which may be reviewed could include remote employees or allowing employees to work from home. Properly trained employees who can remote in can help to save overhead office costs while still maintaining high productivity levels. While there can be some concern about this type of work, particularly in the IT field where overseas outsourcing can dominate a fair number of workers, this form of employment can be a positive tool if used accordingly. The article "Outsourcing and Remote Staffing: What's the Difference?" touches on this same topic, observing that using one's own remote workers as opposed to contracted outsiders can serve as a safeguard to assure management and shareholders alike that protocols are being followed properly and that the company's rules and mission are being adequately addressed (2015, para. 4). This option can also function as an attractive employer for workers, who may wish to work from home for a broad variety of reasons. Hence, implementing this option in my workplace can benefit the entire corporation, rather than just filling empty jobs and hoping for the best. This form of work can also help in employee retention, since workers will be less likely to leave a company that they truly enjoy working for and with.

Within the flat structure, all employees and management are equally accountable for all decisions and results for the organization. With that in mind, then, ethics become a strong

highlight of this topic, as the need to remain honorable and ethical (and thus maintain the organization's reputation, which is key for its success) is necessary for business dealings. These values are particularly important in dealing with international businesses, where ethics can dictate whether those same businesses will interact with others or not. A substantial difference in values can lead companies to use a competing service instead of one's own company; therefore, monitoring this situation is crucial. Some ways to check for ethics and accountability is to review the decision-making process, as the outcome of one's decisions can benefit one person or a group (and if there is a limit as to how many benefit from a given item, why is that the case?). Chmielewski (2004) makes the same point, observing that "If you are the only one personally gaining from the situation, is it is at the expense of another? If so, you may benefit from questioning your ethics in advance of the decision." (para. 4). Using a flat structure for the business and streamlining the IT governance can help to maintain visibility for decisions of this nature at all echelons of the business, and can help outside parties, such as stockholders, to remain privy to the company's actions too. Chmielewski also emphasizes the value of teamwork in the workplace, and the idea that, while we all bring differing values and backgrounds to jobs, being able to work in tandem for a specific goal can present scenarios which may challenge those same backgrounds or even work in opposition to them (para. 6). As such, evaluating these items critically and objectively is important to determine if the action will be beneficial to the workplace and to everyone in the organization, rather than simply advancing management's ideas and agendas. Hence, revamping the workplace in these areas can help to advocate for everyone's interests. From an IT standpoint, ensuring ethical and social responsibility can be done through close collaboration with other associates of the organization, as well as improving upon items such as internet reliability and cybersecurity. By protecting the company and its assets, the IT

department can help in achieving the business' mission accordingly. Along the same lines, using a clearly defined enterprise architecture is also important for IT and corporate success alike.

Daniel Minoli (2016) notes that “The goal of enterprise architecture is to create a unified IT environment (standardized hardware and software systems) across the firm or all of the firm's business units, with tight symbiotic links to the business side of the organization (which typically is 90% of the firm)” (para. 1). With this objective in place, the IT department can work on checking to be sure that the latest and most effective software is implemented for the business' goals, that the company is adequately protected from cyberattacks, and that any issues are quickly addressed and resolved to help keep the company moving smoothly.

Another facet where IT involvement is important is in the business value chain. As previously noted, shifting the workplace structure to a flat level as opposed to a hierarchy can help to highlight the value of many echelons of the business, and the IT department would be no exception. In actuality, using the value chain to assess levels of importance can underscore precisely how important IT can be in its role in assisting the business. By confirming that the business and the IT team are coordinated with their goals, and that their visions are aligned correctly, then the IT team can function not only in its capacity for information and cyber-interactions, but also as a member of the corporate team. One particular spot where the IT team could be effective would be within the development and management of the company's portfolio. “General rules to guide the behavior (strategic focus) of the project teams—designed to help accomplish the goals of differentiation—are rooted in competitive attributes (fast time-to-market, superior product quality).” (Milosevic & Srivannaboon, 2006, para. 17). By forecasting potential problems or obstacles with a given project, the IT group can mobilize to either eliminate the issue or to develop a work-around to address it. As such, putting this method in motion in my

own workplace could assist in reducing downtime, saving money, and rapidly addressing any other complications that could arise.

With all items considered, my organization could stand to gain a great deal with time and changes. I propose to shift the organizational structure to a flat model, to institute a clear enterprise architecture and to highlight the role that IT possesses within the value chain as a workplace partner, and to keep the company as current and competitive as possible against the face of an ever-changing business and technological landscape. My business would need to maintain its competitive edge both domestically and internationally, and making these changes could clearly pave the way for the company's move into a productive future. Hierarchical structure and outdated/outmoded software are presently obstacles in my company, and as such, overhauling these items and replacing them with models that help to facilitate productivity would be a much more logical and cost-effective modality. It is therefore wise, in my view, to make these changes, and to offer further employee benefits such as allowing them to work remotely, which could help to make our workplace a positive and attractive one and could aid in employee retention. With everything considered, I would further propose to emphasize the need for our company to work as a solid and unified team rather than as separate entities, and that doing so will help cement our company's momentum as a solid force in both business and IT worldwide. As a corporation, we strive to provide world-class service, and making everyone a unified force would help us not only with our external customers, but with one another as internal customers too. Thus, making us all one force and striving for the same objectives will help lead us ultimately to success.

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