

Casestudy

Business



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List of Problems

Business Impact of Problem

Lack of Communication

Employees are disgruntled and organization is lacking the synergy necessary for a higher level of customer satisfaction.

Lack of Collaboration and Alignment

IT and management is not able to work properly which is affecting the functioning of both departments and this is impeding innovation within the company.

Lack of IT Managers

The firm does not have any managers that have both IT and business knowledge, and this is why IT and business departments are not getting on the same page which is making technological up gradation difficult.

Diffused Accountability

Both are blaming each other and the company might lose business in future because of this.

Step 3: Craft a Business Impact Summary

Employees are not satisfied and synergy is lacking which is affecting customer satisfaction because employees within the organization are not communicating with each other. IT and management are not working together which is impeding innovation because both departments are not aligned. Goals and objectives of both departments seem to be different which is causing alignment issues. The firm is not upgrading its technology soon enough because it is lacking managers that have both business and IT knowledge. The company is heading towards loss of business in future

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because business and IT departments are both blaming each other. No one is ready to accept responsibility of the problem.

Step 4: Two Recommendations

First recommendation is to assign a liaison officer between business and IT departments. His job would be to make sure that both departments are on the same page and he would help in facilitating communication between the two departments. The liaison officer should also have an IT and business background.

Second recommendation is to set specific goals and objectives for both departments. It is essential that both departments are made responsible for their actions and this will help improve their performance. Both departments are currently blaming each other for their own shortcomings and this will be avoided by setting specific goals for each of them. The goals set should also be measurable so that blame game within the organization is curtailed.