

# Example of the technology-related decision making in organizations case study

[Business](#), [Management](#)



## **The Technology-Related Decision Making in Organizations**

Perhaps one of the most significant difficulties encountered by chief information officers emanate from misunderstandings inherent in IT governance and management. The establishment of effective governance structures is a key process in the intricate plan of information management. IT governance structures are critical in all organizations since the structures provide a succinct layout of the authority levels, as well as procedures and process in which key and strategic operational decision making takes place (Schein, 1997). Proper and effective IT governance define the relationship that exists among multiple stakeholders within an organization and decision making progression and the manner in which this process resolves organizational issues. Effective IT governance structures ensure that continuous implementation takes place in order to support the strategies endorsed by pertinent stakeholders. This paper will describe an IT governance structure, as well as the decision making processes within an organization, describing the strengths and weaknesses of the organization and how the IT governance structure can be improved to fulfill its objectives. Numerous variables collectively or institutionally restricted play significant roles in impacting what constitutes viable governance and decision making. These factors include, among others, institutional characteristics, levels, as well as sources of funding, planning formalities, organizational culture, leadership styles, form of IT leadership structure and style of decision making. The IT System integrates elements of viable IT governance and decision making to allow for the provision of customer services such as storage, collection, processing and distribution of information (Penrod,

2003). Organizational decision making, on the other hand, ensures the provision of new computing services, as well as applications for the institution. Decision making also facilitates continuous development of these computing services in adherence to changing times. Decision making entails consistent consultations between departments on networking, voice and data communications. This entails the assessment of use and needs of IT resources. The IT governance structure encompasses various frameworks and relationships, which give input into the implementation of processes, project tasks and technology decisions.

As a whole, the IT governance structure establishes and communicates an organization-wide vision, which supports the entire institution's goals and missions. The governance structure also establishes IT policies, which support strategic, organization-wide priorities (Dolence, Rowley & Luhaj, 1997). The existence of distinctive priorities, goals and objectives, is one of the organizations most notable strengths since these systems provide a measure of the IT governance structure's effectiveness. However, the organization's most notable weakness lies in its relatively meager financial capacity. The organization does not boast of vast monetary resources to facilitate extensive expenditure on an IT governance structure. However, the IT governance structure establishes a comprehensive IT budget structure for all the organization's IT expenditures. In addition, the IT governance defines the technical architectures, as well as technical standards, of the organization and simultaneously establishes best practices and tools for IT throughout the organization (Weil & Ross, 2004).

The organization's IT governance structure is divided into three distinctive

segments; strategic, technical and operational levels managed by different committees. The strategic level encompasses the strategic accountability board, which oversees all organizational IT issues, and the faculty IT committee in charge of managing IT issues in various faculties (Bryson, 1995). The operational level consists of an operational IT committee in charge of business service committee, which manages business services offered by the organization's IT structure; the research and educational technology committee is in charge of furnishing decision makers with the information necessary for decision making. The technical level of the organization's IT governance structure consists of an IT architecture and infrastructure committee, which manages the organization's IT infrastructure by ensuring the organization's IT environment is safe from integrity breaches.

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