How to effectively implement ict driven change essay examples

ASSIGN BUSTER

Part II

Executive summary

Ready Rural Company is a large company specializing in steel products in Canada. It has a large number of employees and a strong capital base. The company also has a large number of ICT staff based on various branches across the country. However, the company is lacking in adequate ICT policies that can help the organization realize most of its goals. Therefore the management have recommended for a strategic analysis on the company's ICT policies and the actions that need to be taken in order to ensure that the company remain at top of the industry. According to the research conducted, the company has a number of ICT equipments and systems most of which are underutilized. ICT is very vital in the success of any company especially if it is effectively used. The company is also understaffed and it was recommended that the staff for the company be increased from the current 120 to about 180 so as to enable them carry out their activities efficiently. In general the company has been successful in terms of gaining a strong customer base. However, the company can perform even better if proper ICT issues recommended in the report are taken into consideration. ICT implementation is a strategic action that can help company improve it performance if properly utilized.

Introduction

ICT is one of the most important aspects in an organization that engages a number of people in the organization at different levels. ICT helps in the smooth running of the organization and ensures a timely completion of tasks

in the organization. There is need to understand the impact of ICT in order to know how to implement various IT features and the people involved in the implementation process. Ready Rural (RR) is a big company compromising of enormous number of employees, suppliers and trade customers. Implementation of ICT in RR will undeniably bring about changes in the organization in very many aspects that pertains to the running of the business. In brief ICT will see number of employees sliced down to probably half and also the general course of process will change in that some of the processes will be automated and also the business will tend to blossom to greener pastures. The main purpose of writing this report is to establish the importance of implementing ICT and also determine whether ICT implementation is a strategic plan that can help the organization achieve its slated goals.

This report is presented to the management and the stakeholders of Ready Rural and outlines the following components:

Expense incurred in data capture

This undertakes in observing and determining the amount of funds and costs that the organization spends in making available information and also how it can retrieve data from the customers. It undertakes to determine the value that will be achieved with the implemented ICT. This component will make it possible for the organization to determine whether the project implementation is viable. If the company cannot be able to meet the expenses without straining their budget then the project is considered unviable and therefore cannot be implemented.

Information timeliness

This undertakes to determine the timeliness of information as information becomes useful when it is provided at the right time. It undertakes to evaluate the amount of time it takes information to reach the customer and time for receiving customer feedback. This aspect ensures that information which is given or supplied to the stakeholders during the implementation phase is always up to date and legitimate.

Information flexibility

Information flexibility is an important element in designing an information system and governs how a customer request can be processed with ease taking in considerations the changes that can be made and at the right time for convenience.

Accuracy and quality of data

Accuracy of information in the organization is very important as it can break or make the company. The customer feedback on the operation of the organization needs to be accurate to ensure prompt action. It establishes on the value of data that enter or leave the business organization.

Association and collaboration

This is an important aspect that takes into account the relationship between the business and the surrounding environment especially the community around. It ascertains whether the business is able to give back to the society through support for the disadvantaged for example.

Findings

From the above study conducted, it was realized that Rural Ready had a big ICT team consisting of a well dedicated staff. However, there was lack of coordination in the firm that resulted into some technological lapse within

the organization. ICT is very important towards determining the information needs of the customers. It also reflects the areas that the customers have made recommendations for improvements and the actions that the management should take in order to ensure that customers' needs are observed to the latter. It is therefore recommended that in order for the company to maintain a close contact with its customers, they need to provide a feedback channel and also establish a direct communication link with their customers. This can make it possible for the customers to express their concerns, hence pushing the management towards ensuring that customer needs are always met.

The company (RR) has a hierarchal structure with different levels of management. There re top level managers, middle level managers and the operational managers. Every manager is responsible for the tasks falling directly below their managerial level. They therefore report to the senior managers above them on the progress of their areas of duty. This principle being used by RR is very effective towards ensuring that tasks are completely completed and handled in a timely manner.

The company has a set of ICT systems that are not fully being utilized. It has a number of ICT systems which have the capabilities of centralizing the operations in the company. However, it was realized that most of the activities in the company were not centralized. It is therefore recommended that the company devises ways of centralizing its operations and ensure that there is increased efficiency. This will also play a very important role towards ensuring that there is improved customer satisfaction.

From the study and analysis of the firm, it was realized that ICT

implementation play a very important role towards ensuring that data security is always observed. ICT implementation is very important as it also helps in maintaining customer relationship and also ensuring that data is always kept safe and legitimate.

Conclusions

ICT implementation is a very important undertaking as it ensures that critical issues at the company like data protection are always taken into consideration. It is the responsibility of the management of any organization to ensure that they implement ICT in their operation so as to achieve maximum efficiency. The implementation of ICT in a company will also help in controlling the company's expenditure and also ensure that the company has an elaborate and comprehensive stock management system. This also helps in improving the company's profitability and customer satisfaction. Apart from improving the company's profitability ICT also ensures accuracy in the operations of the company and the amount of production is also likely to increase significantly as a result of using the ICT in the operations of the company.

Recommendations

The company has engaged in commendable ICT strategies however, there are some areas that need more modification in order to make the company more successful. The management should ensure that they have an experienced database administrator so as to handle all the cases related to database administration. It is also recommended that the organization involves all the stakeholders involved in the production process. They should also be given a chance to give their feedback on the operations of the

company. This will help in ensuring that the company remains successful and that the necessary improvements are done to the company.

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