The defense forces canteen organization

[Government](#), [Military](#)

DEFCON has self-service shops in all the military camps. In total, it has 29 shops, which provide services to Military Personnel. Initially, it was created solely for service provision regardless of whether a branch was making a profit or not. Over the years, it managed to adopt profit motives and achieve growth in both sales and profitability. It has also managed to expand its branch network to a maximum of 29 shops.

The Managing Director of DEFCO working in collaboration with various Chief Officers is responsible for managing the organization. The DEFCON Board of Management exercises the daily operation of DEFCO through the Managing Director who is appointed by this board. The policy of DEFCO is in the hands of the Council of Members who comprise the Chief of General staff as chairman, the Army, Commanders, and the Managing Director of DEFCO act as members.

Problem areas in the Organization

The ICT department uses a centralized management technique. This makes it difficult to be able to sort a problem that arises in those shops that are located in distant places. This resulted in many problems being presented to the Help Desk, hence becoming difficult to tackle the problems all at once. Therefore, this technique is not efficient in solving problems.

The E-Business Suite is a new system, and a good number of the employees have the proper expertise on how to go about it. As a result, many mistakes are made and it takes time for those mistakes to be amended.

The database has an issue with updating its records. This in turn causes the transactions of the organization to be brought to a standstill waiting for the database to update.

Identification of Options

The ICT department adopts the decentralized management system to minimize the time taken to solve a problem.

All the employees need to be taken through proper training on how to use E-Business Suite

The database has to undergo maintenance to ensure that updates record promptly.

Estimated staff, timeline, and budget to complete the Analytical Report

On approval, the estimated staff that will be needed to complete the Analytical Report is ten, and the task can be completed within 28 days. The estimated budget is roughly $500 [2].

Request for Authorization

My partner and I would request to be granted permission to undertake the identified options to mitigate the problem area of the organization.