**Shore & More Bicycles – IT Department Gap Analysis**

**Key Aspects**

List 8-10 aspects of the company technology that are necessary to help the company achieve their growth goals. For each one, discuss briefly (a sentence or two) what each item is and why it is important to the company.

**Gap Analysis**

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| **Aspect** | **Current State** | **Future State** | **Gap** |
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Enter each of the 8-10 aspects from the above section into the gap analysis table. Describe the current state and desired future state of each. Discuss the gap that exists between the current and future states and what problems will occur if the gaps are not addressed. The gap column may also include a general direction as to how to bridge the gaps.

**Infrastructure Upgrade Proposal**

Recommend new technology to address the gaps identified in the above table. In particular, address the points given in the task instructions. Currently available hardware means hardware that can currently be purchased and used by the company. Currently available software means software that can currently be purchased and used by the company. Virtual infrastructure may also be used. System support refers to how vendors or in-house technical support of both hardware and software will be provided for a variety of layers of the OSI model – physical through application layers and their relevant users. Later implementation means building in some room for growth with the recommended hardware, software, and support. How will the technology recommendations be able to continue to support the company as they achieve their growth goals? Are there additional features or capacity that can be enabled as needed so that you do not need to come back in a year and replace everything we just implemented? Specific, real-world technologies should be recommended, not just general categories of technology.

**Three-Year Plan**

Provide a discussion of how each of the 8-10 hardware/software/support solutions discussed previously will be rolled out over three years. Discuss the relationships among the new technologies and why the order is necessary. Do not provide a detailed implementation plan for each technology separately but rather show the sequence that will be followed at a high level. Discuss how and when each gap will be addressed.

**Human Resources**

Identify the positions that the IT Department will need to hire for, in order to implement and run the technologies described in the proposal and three-year plan. List basic position requirements and when each should be posted. In addition, some amount of technical training may be discussed to help IT personnel administer the new systems and to help users across the country learn how to use them properly. Training is optional, but new IT positions are required.

**Globalization**

Write a paragraph or two describing how each of the specific chosen technologies from the proposal section were selected due to features that allow them function well in a global environment. Look at this from several different angles. Having specific technologies in mind from real companies help make this part easier, as you can talk about how the features they have tipped the scales in towards the selected technologies, compared to the options you found but did not pick since they were missing those features.

**Emerging Technology**

Identify an emerging technology for the company to keep on eye on that eventually could be adopted by the company, perhaps at or near the end of the three-year plan. This should be something cutting edge and not a technology that is already widely adopted – still early on the technology adoption curve. This technology should be something that can be integrated directly into the products and services the company provides its customers. That is, it should not be something used in-house by employees, which indirectly improves existing products and services but rather be a technology that customers of the company would be willing to pay directly for.

**Sources**

Include in-text citations and full references for all outside sources used – the infrastructure upgrade proposal, emerging technology, and anywhere else they are used.