**IT Department Structure**

Given Northwoods Naturals' growing operations, both domestically and internationally, a robust IT department is essential. Here's a proposed structure:

**1. Chief Information Officer (CIO):**

* Oversees the entire IT department and aligns IT strategy with business objectives.
* Responsible for IT budget, resource allocation, and risk management.

**2. IT Infrastructure Manager:**

* Manages the company's hardware, software, and network infrastructure.
* Oversees data center operations, server maintenance, and network security.

**3. IT Security Manager:**

* Responsible for safeguarding the company's IT assets and sensitive data.
* Implements security policies, performs vulnerability assessments, and manages incident response.

**4. E-commerce Manager:**

* Manages the online store, ensuring smooth operations and optimal customer experience.
* Oversees website development, digital marketing, and online sales.

**5. Systems Analyst:**

* Analyzes business requirements and designs, develops, and implements IT solutions.
* Provides technical support and troubleshooting for various IT systems.

**6. Help Desk Technician:**

* Provides first-line technical support to employees and customers.
* Resolves IT issues and assists with software and hardware problems.

**IT Governance Structure**

To ensure effective IT governance, Northwoods Naturals should establish a governance board comprising key stakeholders:

**1. IT Governance Board:**

* **Membership:** CIO, CEO, CFO, CMO, and other relevant executives.
* **Responsibilities:**
  + Approves IT budget and strategic plans.
  + Reviews and approves major IT projects.
  + Oversees risk management and compliance.
  + Monitors IT performance and service delivery.

**2. IT Steering Committee:**

* **Membership:** CIO, IT managers, and key business leaders.
* **Responsibilities:**
  + Prioritizes IT projects and initiatives.
  + Makes decisions on IT investments and resource allocation.
  + Provides input on IT policies and standards.

**Key IT Initiatives for Northwoods Naturals:**

* **Cybersecurity:** Implement robust security measures to protect sensitive customer data and company assets.
* **Cloud Migration:** Consider migrating IT infrastructure to the cloud to improve scalability and cost-efficiency.
* **E-commerce Optimization:** Continuously optimize the online store for better performance, user experience, and increased sales.
* **Data Analytics:** Utilize data analytics to gain insights into customer behavior, product performance, and operational efficiency.
* **Remote Work Support:** Enhance IT infrastructure and security to support remote work and collaboration.
* **Supply Chain Management:** Implement IT solutions to streamline supply chain operations and improve inventory management.

By establishing a well-structured IT department and effective governance practices, Northwoods Naturals can ensure the smooth operation of its business, protect its valuable assets, and drive growth and innovation.