Report to: JB Abbas

From: Nischal Shrestha Kasula

Regarding: Organizational Structure and IT Services at Durham College

Date: 2025-05-20

Here is the report you requested regarding *Organizational structure* and IT services at Durham College.

**Organizational structure at Durham College (1 mark)**

In my opinion, the organizational structure model that best describes the way IT work is managed at Durham College is a functional model because IT staffs are embedded within specific department's, each focusing on specialized tasks related to their department's need. This setup allows for specialized expertise on efficient problem solving as highlighted in course readings, which emphasize that functional models can ensure clear departmental roles and focused technological support.

**Benefits or strengths of this model for IT staff (1mark)**

IT staff benefit from clear role definitions and specialized expertise by working closely with department specific technologies which allows them to become highly skilled in their field, enhancing their ability to solve complex issues efficiently. According to course discussions, functional structures improve job focus and professional development as IT personnel work directly within their domain without being pulled into unrelated things.

**Benefits or strengths of this model for the various departments at the college (1mark)**

Well, I would say that the departments receive dedicated IT support tailored to their operational needs. They have high and in-depth understanding of departmental workflows, leading to faster problem resolution and customized solutions. Course readings highlight that functional model creates efficiency by ensuring that IT services align directly with a departments goals, reducing reliance on external teams.

**Weaknesses or challenges of this model for IT staff (1mark)**

One of the main challenges of this model for IT staff is that they are isolated within a specific department / unit i.e collaboration and knowledge sharing between IT teams across the college can be limited. The readings highlight that functional structures often lead to reduces cross department communication, making it harder to implement institution wide improvements.

**Weaknesses or challenges of this model for the various departments at the college (1mark)**

I would say that the weakness would be the decentralized approach as it can cause inconsistencies in IT policies and resource allocations. Without centralized IT governance structure, departments may go out of control leading to inefficiencies. According to course discussions matrix model would be more efficient in this part as it is a more integrated model and could improve coordination across the institution.