INFO5990: Week 6 Tutorial

In-Class Tutorial Activities

Case Study 1: Organizational Alignment Using McKinsey 7-S

Scenario:

A medium-sized enterprise is struggling with internal miscommunication, inefficient workflows, and inconsistent leadership styles. Management wants to use the McKinsey 7-S framework to review and improve the overall organizational alignment.

Questions:

1. What are the seven elements of the McKinsey 7-S framework?
2. How can this model be used to assess organizational readiness for change?
3. Which element(s) do you think should be addressed first during a transformation initiative?
4. Why is it often more difficult to change the “soft” elements than the “hard” ones?
5. What indicators can help organizations identify misalignment between their strategy and internal capabilities?

Case Study 2: Managing Change with the ADKAR Model

Scenario:

An IT company is introducing a new policy to allow remote work permanently. Many employees are excited, but some managers are unsure how to supervise teams effectively in this model. HR and leadership teams decide to implement the ADKAR model to guide the transition.

Questions:

1. What are the five components of the ADKAR model and what does each represent?
2. How can the ADKAR model be applied to both technical and cultural changes?
3. What practical steps can managers take to support each ADKAR stage?
4. How can employee feedback help identify barriers in the change process?
5. Why is it important to monitor progress beyond the initial implementation phase?

Case Study 3: Understanding the Value of Information in an Academic Environment

Scenario:

University students often struggle to differentiate between data, information, knowledge, and wisdom. At the same time, incidents of plagiarism and misuse of data sources are increasing. The academic department wants to promote better digital literacy and academic integrity.

Questions:

1. What is the difference between data, information, knowledge, and wisdom? Give examples for each.
2. Why is it important to evaluate the quality and context of information before using it?
3. What are common causes of plagiarism in IT assignments, and how can it be avoided?
4. How does proper citation and referencing contribute to responsible use of information?
5. How can academic institutions use technology to detect and reduce plagiarism?

Case Study 4: Planning Research for IT Service Improvement

Scenario:

An IT consulting firm wants to improve its customer service platform. The team decides to conduct both primary and secondary research to understand user pain points and identify trends in support technologies.

Questions:

1. What are the differences between primary and secondary research in an IT context?
2. Which research method would be more suitable for gathering direct feedback from end-users, and why?
3. How can literature reviews support early-stage planning in IT projects?
4. Why is statistical analysis important when interpreting survey or experimental data?
5. What role does data visualization (e.g., charts, graphs) play in presenting research findings to stakeholders?

Case Study 5: Estimating Software Size with Function Point Metrics

Scenario:

A software development company is preparing a proposal for a government project to develop a citizen portal for online services (e.g., birth certificates, tax filings, license renewals). To estimate the project scope, the project manager suggests using Function Point Analysis (FPA) instead of Lines of Code (LOC). Some team members are unfamiliar with this method and question its usefulness in modern development environments.

Questions:

1. What are the key components considered in calculating function points?
2. How does Function Point Analysis differ from Lines of Code as a sizing technique?
3. How can function points be used to support better cost estimation and effort allocation?
4. Why might function point metrics be challenging to apply to modern software systems with APIs, microservices, and third-party integrations?
5. What factors could lead to inaccurate function point estimations?

Spend rest of the time on your Group Project activities