IT Strategic Assessment Report

4/14/2023

Revision History

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 3/08/2023 | 0.1 | Getting early detail about Logan’s Treehouse through Email | Jon McCarrick |
| 3/27/2023 | 0.2 | Visiting their Bardstown Rd. location, and walking around with the receptionist there | Jon McCarrick |
| 4/14/2023 | 1.0 | Rough Draft | Jon McCarrick |
| 4/22/2023 | 2.0 | Final Draft | Jon McCarrick |

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# Executive Summary

## Logan’s Treehouse’s Start

In 2018, Solomon and Michelle Logan created Logan's Treehouse to meet their need for a safe, dependable, and top-notch childcare provider for their firstborn child. As parents themselves, they understood the importance of finding a trustworthy and nurturing environment for their little one, and they wanted to provide the same level of care to other families in their community. With this goal in mind, they established Logan's Treehouse, a place where children can play, learn, and grow while receiving personalized attention from experienced and caring staff members.

## Porter’s Five Forces

Threats of New Entrants

As new entrants enter the daycare market, they often introduce innovative approaches, unique value propositions, and competitive pricing strategies that can put pressure on established providers like Logan's Treehouse. To maintain its competitive edge, Logan's Treehouse must proactively manage these challenges by developing effective barriers that safeguard its position in the market. This may involve leveraging its existing strengths, investing in innovative technologies or services, or finding ways to differentiate itself from the competition to ensure that it continues to provide the highest level of care and value to its customers.

Bargaining Power of Suppliers

In the daycare industry, most companies purchase raw materials from various suppliers. However, when suppliers hold a dominant position, they can exercise their bargaining power to reduce the profit margins of providers like Logan's Treehouse. This is particularly true in the consumer product sector, where powerful suppliers may demand higher prices from daycare providers. The consequences of higher supplier bargaining power can be significant, as it can lower the overall profitability of the daycare industry. As such, companies like Logan's Treehouse need to manage their supplier relationships carefully and seek out alternative sources of raw materials when necessary to maintain their profitability and competitive edge.

Bargaining Power of Buyers

Buyers in the daycare industry can be highly demanding, seeking out the best possible offerings while trying to pay the lowest possible price. Over time, this pressure can impact the profitability of providers like Logan's Treehouse. Furthermore, the smaller and more concentrated the customer base of Logan's Treehouse, the greater the bargaining power of those customers. This can lead to increased pressure on Logan's Treehouse to provide discounts and offers, further eroding its profitability. In response, providers in the daycare industry must find ways to balance the demands of their customers with their own financial sustainability, perhaps by offering unique services or experiences that differentiate them from competitors and add value to their offerings.

Threat of Substitutes

The introduction of a service that addresses a similar customer need in a unique way can have a significant impact on the profitability of an industry. In such cases as daycares, the threat of a substitute services is high, especially if it offers a unique value proposition that sets it apart from existing daycares in the industry. This can lead to reduced demand for established daycares, as customers are drawn to the new offering. To mitigate this threat, providers like Logan's Treehouse must remain vigilant, closely monitoring industry trends and customer needs to identify potential substitutes and adapt their offerings to remain competitive. By staying attuned to customer demands and offering a differentiated value proposition, providers can maintain their position in the market and sustain their profitability over time.

Competitive Rivalry

Intense rivalry among existing daycare providers can drive down prices and erode the overall profitability of the industry. For Logan's Treehouse, operating in a highly competitive consumer services industry can take a toll on its long-term profitability. As such, it is critical for Logan's Treehouse to continuously assess its competitive position and find ways to differentiate its services from those of its competitors. By focusing on its unique strengths and providing high-quality, personalized care to its clients, Logan's Treehouse can enhance its competitiveness and maintain its profitability in the face of intense industry rivalry.

## Essential Business Functions

The daycare industry in the United States has grown by an average annual rate of 3.9% over the past five years, generating over $60 billion in revenue in 2021. Additionally, the report states that there are over 893,000 daycare and childcare centers in the US, employing over 1.5 million people. This indicates that the daycare industry is a significant contributor to the US economy and an essential service for working parents (IBISWorld).

Logan’s Treehouse’s goal is to help shape the future one child at a time, by providing high-quality childcare in a safe, respectful, and inclusive environment. The daycare center provides service to children from six weeks old up to six years old. Logan’s Treehouse offers a range of programs, including full-time and part-time care, preschool education, and after-school programs for school-aged children.

## Current IT Environment

After conducting my analysis, Logan’s Treehouse has not embraced what technology can offer. In each of the sixteen classroom they have one Amazon Alexa, One Camera for security purposes, and the cell phone of the teacher. At the front office they have three computers running Windows 10 professional. As well as one centrally located Router. They also have a total of eighteen security cameras around the building both inside and outside. As of right now they only have one IT individual to cover both of their campuses.

## Envisioned IT Capabilities

What I envision for Logan’s Treehouse, is to focus more on the advanced learning capabilities that technology can offer. Technological innovations such as tablets, computers, and classroom management apps like Brightwheel have the potential to transform the way children learn in the classroom. Tablets and computers can provide interactive learning experiences, with educational apps and games that engage and motivate students. Classroom management apps like Brightwheel can streamline administrative tasks, enabling teachers to focus more on teaching and less on paperwork. These technologies also offer opportunities for greater collaboration between teachers, parents, and students, as they can easily communicate and share updates on student progress. Overall, technology has the potential to enhance the classroom experience, making learning more engaging, efficient, and effective for everyone involved.

## Conclusion

I recommend that Logan’s Treehouse prioritize differentiation through innovative technology and data analytics to boost efficiency and strengthening their marketing and branding strategies to attract and retain customers. I think Logan’s Treehouse has done a wonderful job of differentiating their daycare through their programs and services. But I would also recommend that the training for their staff also include training on new systems that could increase the value of the business.

Logan’s Treehouse can not only improve on their IT infrastructure, but I believe with the investment of new and innovative technologies that it will increase the capacity of the center, as well as increase the differentiation from their competitors in the area. These investments will be worthwhile and show prospective parents that they are serious in advancing and shaping the future one child at a time.

# History and Purpose

## History of Logan’s Treehouse

In 2018, Logan's Treehouse was brought to life by its owners, Solomon, and Michelle Logan, who were searching for a secure, dependable, and high-quality childcare provider for their eldest child. Failing to find a suitable option, and recognizing that other hardworking families shared their frustration, the Logans decided to create the environment they were seeking. Abandoning their corporate careers for the world of childcare, the Logans take pride in providing a happy, healthy, and enjoyable setting where children feel loved and supported as they grow. By choosing Logan's Treehouse, you can experience the difference of family-owned and family-first care and early learning and become a part of their family from the moment you step in.

## The Purpose of Logan’s Treehouse

Logan's Treehouse is driven by a clear purpose: to create a safe, nurturing, and engaging environment where children can learn, grow, and explore. Recognizing that each child is unique, Logan's Treehouse is committed to providing an individualized approach to learning that allows every child to develop at their own pace. With a focus on promoting social, emotional, cognitive, and physical development, Logan's Treehouse offers a range of age-appropriate activities and experiences designed to foster a lifelong love of learning. The team of experienced and compassionate caregivers at Logan's Treehouse is dedicated to building strong relationships with both children and families, ensuring that every child feels valued and supported throughout their time at the daycare.

At Logan's Treehouse, the commitment to providing exceptional care and education for young children is palpable. The daycare is enthusiastic about helping each child reach their full potential and prepare for a lifetime of success. With a focus on building strong relationships, creating engaging learning experiences, and fostering a love of learning, Logan's Treehouse is dedicated to providing the highest quality care and education for young children. By prioritizing the individual needs of each child and creating a supportive and nurturing environment, Logan's Treehouse is helping to shape the next generation of successful and well-rounded individuals.

# Management and Business Processes.

Logan's Treehouse prioritizes five essential business processes critical to its success: Enrollment and Registration, Daily Operations, Staff Management and Training, Financial Management, and Parent Communication and Engagement. These processes enable the daycare to efficiently manage operations, provide high-quality care and education, and build strong relationships with staff and families. By focusing on these key processes, Logan's Treehouse can continue to provide exceptional care for children while achieving its objectives.

## Enrollment and Registration

The enrollment and registration process are an essential aspect of any daycare business. It involves the initial steps of registering a child for the daycare program, which includes collecting information about the child and their family, discussing program options and fees, and completing necessary paperwork. A smooth enrollment process can help establish a positive relationship with the family and ensure a smooth transition for the child. By providing clear and concise information to the parents and addressing any concerns they may have, the daycare business can build trust and establish a positive reputation. Additionally, a well-organized and efficient enrollment process can help streamline the daycare's operations and improve its overall efficiency.

## Daily Operations

Daily operational processes are critical to the success of any daycare business. These processes encompass a range of activities, such as meal preparation, maintaining a safe and clean environment, and providing age-appropriate educational opportunities for children. For daycare businesses to provide consistent, high-quality care, they must establish and maintain clear policies and procedures. Well-defined processes can ensure that staff members understand their roles and responsibilities and that children receive consistent care and attention. Moreover, operational processes can create a nurturing and stimulating environment that encourages children to learn and grow. By providing a safe and hygienic environment and offering a diverse range of educational activities, daycare businesses can support the development of important skills and prepare children for future success. Children who receive high-quality care and education in their early years are more likely to succeed academically, socially, and emotionally overall. Therefore, daily operational processes are crucial for the success of daycare businesses and the development of children in their care.

## Staff Management and Training

The quality of care provided by a daycare is heavily reliant on the competence, knowledge, and commitment of its staff members. Consequently, effective staff management and training is a vital component of running a successful daycare business. To achieve this, daycare businesses need to adopt robust staff management and training processes, which include implementing comprehensive hiring practices that ensure the employment of only qualified and experienced individuals. Beyond the hiring process, it is important to provide ongoing training and development opportunities for staff members to enhance their skills and knowledge. Regular performance management is also crucial to ensure that staff members meet expectations and provide the highest quality of care possible. By investing in staff management and training, daycare businesses can attract and retain high-quality employees, create a positive work environment that fosters teamwork, and ultimately provide the best possible care for the children they serve. In addition, effective staff management and training processes can enhance staff morale and job satisfaction, reduce turnover, and improve the daycare's reputation in the community, thereby increasing the potential for business growth and success.

## Financial Management

For any daycare business, financial management is a critical aspect that requires effective planning and implementation. To ensure profitability and sustainability, daycare businesses need to manage their expenses, including rent, utilities, and supplies, while also tracking income from tuition fees and government subsidies. A thorough understanding of the financial health of the business is essential in developing a sound financial plan that can help ensure long-term profitability. This may involve forecasting revenue and expenses, analyzing financial performance, and making strategic decisions to allocate resources efficiently. Effective financial management is not just about balancing the books; it also involves building and maintaining positive relationships with suppliers and vendors to ensure the business can meet its financial obligations on time. Ultimately, successful financial management is crucial for the longevity and growth of any daycare business. By implementing sound financial management practices, daycare businesses can maintain profitability, secure funding for expansion and development, and continue to provide high-quality care for children and families in their community.

## Parent Communication and Engagement

Effective parent communication and engagement are essential to the success of any daycare business. Regular communication with parents can help build trust and maintain a positive relationship. This includes providing updates on the child's progress, discussing any concerns or issues, and inviting parents to participate in the daycare program. Additionally, providing parents with information about the daycare's philosophy, policies, and practices can help build a keen sense of community and partnership.

Daycare businesses should also consider using various communication channels such as email, social media, and phone calls to ensure that parents are informed and engaged. By keeping parents informed about their child's activities and progress, daycare businesses can help build a strong sense of trust and partnership. They can also ensure that parents feel confident and secure about leaving their child in the care of the daycare.

In addition, daycare businesses can encourage parent involvement by hosting events such as parent-teacher conferences, open houses, and parent education workshops. These events can provide opportunities for parents to engage with the daycare staff and learn more about their child's development.

Ultimately, effective communication and engagement with parents can help daycare businesses establish a positive reputation in the community. This can lead to increased enrollment, improved retention rates, and ultimately, a more successful and sustainable business.

# Current IT Environment

## Hardware

Logan’s Treehouse, a daycare center with one of its two locations on Bardstown Road, relies on a limited technology setup consisting of only three computers, sixteen Amazon Alexa devices, and eighteen cameras for their daily operations. However, this setup presents potential connectivity issues due to the presence of only one router in the building. Despite Alexa devices and cameras requiring less bandwidth than computers, the shortage of routers may result in slower internet speeds and connection dropouts. To ensure stable and reliable connectivity throughout their building, the daycare center should consider investing in additional routers or networking equipment. This would not only improve the performance of their current devices but also allow for future expansion of their network infrastructure, including the implementation of new tools or systems to enhance their service quality. Addressing this potential issue would enable Logan’s Treehouse to provide more efficient and reliable services to parents and children.

## Software

Logan’s Treehouse relies on a variety of software applications to manage its operations and deliver high-quality care to the children in its care. One of the most important software solutions that the daycare uses is a childcare management software. This software provides various features that enable the daycare staff to track attendance, manage schedules, and monitor child development milestones. Additionally, the software provides features for billing, invoicing, and payment processing, which streamlines the payment process for parents and simplifies accounting for the daycare center.

Apart from childcare management software, Logan’s Treehouse also could other software solutions to improve its operations. For instance, they may want to use communication tools such as messaging apps, or a parent portal to keep parents informed about their child's activities and progress. This can help to build a strong sense of community and partnership between the daycare and the parents.

Overall, the software that Logan’s Treehouse uses is in my opinion the bare minimum that they could have. Other software’s may play a consequential role in helping them run more smoothly, improve operational efficiency, and provide the best possible care for the children in its care. By using other software solutions, the daycare center can streamline its operations and make its services more accessible and convenient for parents.

## Staff IT Skills

To effectively incorporate technology in Logan's Treehouse, it is important to recognize that not all daycare workers have experience with technology. While this is not necessarily a requirement for their job, it is still important to provide training and support to ensure that they are able to effectively use any innovative technologies that may be added to the daycare. This includes the childcare management software that is crucial to the daycare's operations.

To support workers who are not as familiar with innovative technologies, Logan's Treehouse may consider offering training sessions on how to use the software, as well as basic troubleshooting techniques. Additionally, it may be beneficial for the daycare to have a resolute IT support person for each location who can assist workers when they encounter problems or have questions.

By providing this support and training, Logan's Treehouse can ensure that all workers feel comfortable and confident when using innovative technologies, ultimately leading to better quality care for the children in their care. It can also help the daycare stay up to date with industry trends and improve its overall operations.

## IT Budget

Logan’s Treehouse has a budget of $2,000 for IT infrastructure and innovative technologies, which may seem modest, but with strategic planning and implementation, the daycare can still make significant investments in technology. Given the limited budget, the daycare can prioritize investments based on their most pressing needs. For example, the daycare may choose to invest in essential hardware, such as new computers, tablets, or printers, to streamline daily operations. They may also consider investing in software programs that can help with billing, scheduling, or child development tracking.

With only one IT professional, the daycare must ensure that they have a diverse skill set to manage various tasks such as network management, software installation, and hardware maintenance. They may also need to prioritize their tasks based on the most critical needs of the business. In some cases, it may be more cost-effective to outsource certain IT tasks to third-party vendors or service providers who can provide specialized support.

Furthermore, the daycare may need to be creative in finding cost-effective solutions that meet their technology needs. For example, they may choose to use open-source software rather than paid versions, or they may look for refurbished hardware instead of purchasing brand new equipment. Additionally, cloud-based solutions can provide significant cost savings as they do not require upfront investments in hardware or infrastructure.

By making strategic investments in technology and leveraging the skills of their IT professional, Logan’s Treehouse can improve the quality of care they provide and make their operations more efficient, even on a smaller budget. This can help them remain competitive and attract new clients while retaining their existing ones.

# Envisioned IT Capabilities

## Leadership’s Vision

When I talked to one of the owners Solomon who is in charge of the back of house operations, he had this to say “As a business owner, I am constantly on the lookout for ways to improve our operations and enhance the experience for not only the kids, but the staff and the parents too. One of the most promising ways to do that is by implementing innovative technology into our processes. Whether it is upgrading our childcare management software, automating certain tasks, or adopting new teaching tools, I know that there is a lot of potential to be gained from investing in innovative technology.

However, as much as I would love to bring in these innovative technologies, I have to be realistic about our financial situation. Like many businesses, we operate on a tight budget, and there are always competing priorities for our funds. While I understand the potential benefits of innovative technology, I am hesitant to commit the resources we need to make it happen.

It is not just the cost of the technology itself that concerns me. There are also the costs of implementation, training, and maintenance to consider. I know from experience that these costs can add up quickly, and I worry that we simply do not have the resources to support a major technology initiative right now.

That being said, I am not willing to give up on the idea of implementing innovative technology entirely. I know that it can help us improve our efficiency, creating a better learning environment, and offer unique services to the parents that trust us with their kids. I am willing to explore different options and look for ways to bring in innovative technology in a more cost-effective manner.

One possibility I have been thinking about is to start small, with a pilot program or a limited implementation of an innovative technology. By testing the waters in this way, we can get a better sense of the costs and benefits and assess whether the technology is really worth the investment. If it proves successful, we can then look for ways to scale up the implementation and make a bigger impact.

Another option is to look for outside funding or partnerships. There may be other grants, loans, or other sources of funding available that can help us cover the costs of implementing innovative technology. Similarly, there may be technology vendors or other businesses that are willing to collaborate with us and share the costs and risks of implementation.

Ultimately, I know that we need to be careful and thoughtful in our approach to implementing innovative technology. We need to weigh the costs and benefits carefully, and make sure that we are making the best use of our resources. At the same time, we cannot afford to stand still and let our competitors gain an edge by adopting innovative technologies before we do. It is a delicate balance, but one that I am committed to navigating as we move forward.”

While I agree with his thoughts on the excessive costs of implementing innovative technology, I do think that even investing in a small portion of their needs will dramatically improve their business operations. By taking small steps towards implementing innovative technology, businesses can gradually build up their capabilities without overwhelming their budgets. For example, investing in additional routers, networking equipment, or implementing a customer relationship management system, can offer immediate benefits while still being relatively low-cost. These technologies can help businesses streamline their operations, improve their customer service, and ultimately drive growth. So, while it may be daunting to take on a major technology initiative, I believe that even small investments can pay off in a big way.

## Top ten Technology Issues

Logan’s Treehouse just like other daycares face a range of technology issues that can affect their daily operations and ability to provide quality care to children. Limited internet access or slow Wi-Fi is a common issue that can hinder communication and the use of online tools, such as their Alexa’s or any added educational apps. Logan’s Treehouse might also encounter compatibility issues or outdated technology in the future, which can lead to decreased efficiency and security concerns. For instance, older devices may be more vulnerable to malware or viruses and may not receive necessary security updates. Inadequate IT support can make it difficult to manage these issues, and staff may require training and ongoing support to effectively use innovative technology tools and systems. Mobile device management is another area of concern, as the rise of smartphones in the workplace can present security risks. Language or technical barriers may also hinder communication between daycare staff and parents, particularly for families with limited English proficiency. Finally, cost concerns can make it difficult for Logan’s Treehouse to implement and maintain innovative technology systems, particularly for small or non-profit centers. However, like I have recommended, investing in technology can ultimately improve the quality of care for children and families, by streamlining operations, improving communication, and enhancing the learning experience. Therefore, without Logan’s Treehouse keeping their daycares to stay up to date with technology trends and it will become harder to overcome these issues to provide the best possible care for children and families.

# Closing the Gap

## Recommendation 1

After conducting a thorough assessment of Logan’s Treehouse, I strongly recommend that they invest in a new childcare management software (CMS) and start a small test program. Many CMSs offer a test trial, which would allow Logan’s Treehouse to try them out without making a significant financial commitment. The primary issue this would solve is the current system's inadequacy, which makes it challenging for the daycare to operate efficiently. During my discussion with one of their receptionists, it became clear that while the current system works, it does not make their lives easier.

I recommend exploring Brightwheel or Illumine, both of which offer automated billing and an intuitive dashboard for both parents and teachers. This will provide a better experience for parents and create a sense of community between the daycare and parents while giving teachers an easier way to update parents and mark attendance.

By starting small, Logan’s Treehouse can assess whether a new CMS would be more effective than their current system. If they decide to adopt it full-scale, Brightwheel offers their services at a monthly cost of $65 for 25 students and $10 more per month for every five students added. Brightwheel is available on both Android and IOS and can be downloaded on the phones of both teachers and parents.

Illumine offers three categories: Standard ($1 a month per student), Business ($2 a month per student), and Enterprise ($3 a month per student). It also includes features such as a lesson planner and a paperless application process. Like Brightwheel, it can be downloaded on the phones of both teachers and parents.

Investing in a new CMS will help Logan’s Treehouse operate more efficiently and provide a better experience for parents and teachers alike. By starting small and taking advantage of trial periods, they can determine which CMS best suits their needs before committing to it fully.

## Recommendation 2

Based on my assessment of Logan’s Treehouse, I highly recommend investing in additional networking equipment, specifically refurbished Netgear routers, and at least one TV or projector in each classroom, such as the TCL 32" Class 720P HD LED Roku Smart TV 3 Series 32S331.

The addition of routers will not only help reduce networking issues but also allow for the use of the new smart TVs, which can enhance the learning experience for children. The smart TVs can enable teachers to play interactive dance and educational videos, creating a more engaging classroom environment and providing an updated teaching experience that parents will love.

Refurbished Netgear routers typically range from $35 to $150, while the TVs are usually priced at around $130 but can often be found on sale. Both upgrades combined should be under $2,000, making them a cost-effective investment in improving the overall quality of the daycare.

By implementing these upgrades, Logan’s Treehouse can enhance the technological capabilities of its classrooms, improving the learning environment and providing more engaging teaching experiences for both students and parents.

## Recommendation 3

After analyzing Logan's Treehouse, I have identified a third option that can improve their operations. Firstly, my recommendation is to invest in additional networking equipment, such as refurbished Netgear routers, to mitigate networking issues. In addition to upgrading their technology, I suggest that Logan's Treehouse invests in a new childcare management software (CMS) to replace their current inadequate system that causes inefficiencies for the daycare. By exploring options such as Brightwheel or Illumine, which provide automated billing and a user-friendly dashboard for both parents and teachers, Logan's Treehouse can enhance parents' experience and foster a sense of community between them and the daycare. By taking advantage of the trial periods offered by these CMS options, they can assess their effectiveness before making a full-scale commitment.

This third option is a combination of networking equipment investment and CMS exploration, aiming to streamline their operations, provide a better experience for both parents and teachers, and keep costs under control. Starting small and testing out which options best suit their needs before fully committing is a wise approach. These improvements will help Logan's Treehouse operate more efficiently, leading to an improved quality of care and services.

# Conclusion

In Conclusion, through my thorough analysis of Logan's Treehouse, it is clear that the daycare has immense potential to enhance its operations through investments in technology and software. Michelle and Solomon have created a safe and engaging learning environment for children, but there are areas where the daycare can improve its IT infrastructure to offer an even better experience for both children and parents.

One area where Logan's Treehouse can invest is in networking equipment. By adding refurbished netgear routers, they can reduce networking issues and improve the connectivity of their smart TVs. These TVs will allow teachers to play interactive dance videos and educational content, giving children a more engaging and immersive learning experience. Investing in additional smart TVs for each classroom will also give parents a better understanding of what their children are learning and offer them peace of mind.

Another area where Logan's Treehouse can enhance its operations is by exploring new childcare management software (CMS). The current system used by the daycare works, but is inadequate, causing inefficiencies for both parents and teachers. By exploring options such as Brightwheel or Illumine, they can improve the billing process, provide real-time updates to parents, and foster a stronger sense of community between parents and the daycare. The trial periods offered by these CMS options can allow Logan's Treehouse to assess their effectiveness before making a full-scale commitment.

By investing in a mix of both networking equipment and CMS software, Logan's Treehouse can streamline its operations and provide a better experience for both children and parents. However, it is important to approach these investments strategically and carefully budget for them to avoid overspending.

Michelle and Solomon have done an excellent job of creating a safe and engaging learning environment for children, but there is always room for improvement. With the right investments in technology and software, Logan's Treehouse can enhance the teaching abilities of its staff, improve the learning experience of its children, and offer a better experience for parents. Overall, the potential for growth and improvement at Logan's Treehouse is substantial, and with careful planning and budgeting, they can achieve their goals while staying within their financial means.

# Appendices

## Basis of Analysis

### Porter’s Five Forces

[Link to Porters Five Forces](../../../Downloads/porter's-five-forces-framework.pdf)

It is crucial to perform an analysis of Porter's Five Forces in order to identify both the potential opportunities and risks for an organization. Michael Porter developed this model, which is widely utilized by organizations around the world. By utilizing appropriate business analysis techniques to assess the current state of their business, organizations can gain valuable insights into their competitive advantages and disadvantages.

### Porter’s Competitive Generic Strategy

[Link to Porter’s Generic Competitive Strategies](../../../Downloads/Porter’s%20Generic%20Competitive%20Strategies.pdf)

It is essential to comprehend how a business establishes a competitive advantage by examining Porter's Competitive Generic Strategy. This analysis allows organizations to determine their intended direction and the means of achieving it. There are three distinct strategies to consider: Cost leadership, Differentiation, and Focus. Although each strategy has inherent risks, comprehending the strategic approach is critical to understanding how a business operates.

## Technology Inventory

[Microsoft Teams](https://www.microsoft.com/en-us/microsoft-teams/group-chat-software)

[Microsoft 365 Office](https://www.microsoft.com/en-us/microsoft-365?rtc=1)

[NETGEAR](https://www.netgear.com/)

[Amazon Alexa](https://alexa.amazon.com/)

## Top 10 Technology Issues

As there was no official documentation available for the issues at Logan's Treehouse, it cannot be accessed.

## Strategic Planning/Visioning Documents

Unfortunately, Logan's Treehouse did not provide me with those details. I was only presented with a statement.

## IT Budget/Spending Documents

Unfortunately, Logan's Treehouse did not provide me with those details. I was only presented with a statement.