DISP GROUP 7 | Project Proposal

Introduction

As IT businesses continue to evolve and develop, the combination of technology and organizational strategies are vital to ensure the success of services. At the core of this business structure are the principles of business and enterprise architecture. These principles create a foundation that steers the course of modern enterprises by outlining the structural framework of an organization. The business framework ensures that strategic objectives are met alongside the enterprise architecture that encompasses a comprehensive view of the broader business ecosystem.

This report encapsulates a critical evaluation regarding the current information system architecture of the UK-based SME retailer. Currently, the architecture is reliant on Jira which is utilized for the management of IT services support tickets, company endeavours for in sourcing the system with the objective of minimizing operation expenses and providing elements of automation. The proposed transition upholds a strategic shift from the existing model to evolve to an internally developed IT support ticketing system. Thus, improving the environment to increase customization, reducing reliance on third-party services, and creating a desired cost-effective operational paradigm.

In the pursuit of this architectural reformation, an in-depth assessment of the existing system is required. The assessment should highlight the strengths and weaknesses which justify the proposition to change. The intertwining of business strategy and technological capabilities will be used for the purpose of streamlining the IT support process to mitigate any hindrances towards the goals of the organization. The subsequent sections of this report will delve into a comprehensive analysis of the proposed changes, modelling the socio-technical system, strategic business processes, and project management initiatives, all tailored to propel the client towards an optimized and purpose-driven IT support framework.