3). The vice president of accounting says to you, the IT director, “This request procedure takes too long.

My people know what they are doing, and their systems requests are necessary and important.” She suggests that the IT department bypass the initial steps and immediately get to work on her requests.

What would you say to her?

I would tell her that I am sure her people know what they are doing and that their requests are important, but to use an analogy, you can have two people driving on the road, they can know what they are doing and both have important tasks but if they just keep going at an intersection, without a traffic light, eventually there will be an accident. And the accident can often cost much more than any time saved by just doing their own thing. Something needs to ensure the resources, be it a road or a computer, are working well for everyone. If there is contention, stopped traffic or computer running slow, everyone is hurt. Much better to stop at a light or have someone look at the whole system to ensure traffic moves and peoples’ jobs get done.

I will investigate the request procedure to see if it can be made leaner. I will also investigate the types of requests to see if there is anything low impact enough that may be able to bypass the request process.