To [Prem.paelchen@Tafesa.edu.au](mailto:Prem.paelchen@Tafesa.edu.au)

Subject: Gap analysis report

Hi Prem,

I have finished the gap analysis and wanted to let you know of what my conclusions are from it. In short, I believe that it would be beneficial for International Technical Institute (ITI) to move to a cloud-based SaaS provider such as Microsoft or Amazon web services, I have provided a more detailed breakdown below:

**Proposed changes**

The proposed change for ITI is to implement Microsoft 365 E5 as this SaaS cloud solution meets all of ITI’s requirements

**Gaps identified.**

1. Currently unable to deliver courses externally or online
2. Beast IT currently lacks sufficient collaborative tools, providing an unstable environment, this prevents ITI from having effective staff collaboration, this will be fixed by using Microsoft 365 E5
3. All software is currently on prem and licensed, this means for each new user ITI needs to buy a new permanent license making costs for software upgrades high, this also means software Upgrades are manually completed
4. The gap to the future state is the current inflexibility of storage scalability and payment solutions
5. The is that the current solution ITI has does not evolve with a continuously changing security landscape, it also currently does not meet ISO27001 opening ITI to potential cybersecurity risks

**Improvement opportunities**

Some improvement opportunities through using SaaS cloud services include the ability for more online students to access International Technical Institute and increase numbers of students by using online classroom tools such as blackboard collaborate. Cloud services also allow for more efficient and effective collaboration between Staff using SaaS services, this can also reduce the cost of desktop software through bundles. Cloud software providers also allow for the ability to dynamically scale storage solutions, using companies like Azure provides the benefit of having another step in the security process by using an already secure provider.

If you have any questions or follow ups, please feel free to contact me via email.

Kind Regards,

Andre Alexandrov