1. **IT Organizational Resource Plan**
2. **IT Hierarchical Organizational Chart**

**Vice President of Software Engineering**

|  |  |  |
| --- | --- | --- |
| Full Time Employee | inshore | $200, 000 |

**Therese M. Parks (CIO)**

|  |  |  |
| --- | --- | --- |
| Full Time Employee | inshore | $300, 000 |

**Vice President of Operations & Systems**

|  |  |  |
| --- | --- | --- |
| Full Time Employee | inshore | $150, 000 |

**Vice President of Product & Project Management**

|  |  |  |
| --- | --- | --- |
| Full Time Employee | inshore | $140, 000 |

**Senior Manager of**

**Operations**

|  |  |  |
| --- | --- | --- |
| Full Time Employee | inshore | $100, 000 |

**Lead**

**Developer**

|  |  |  |
| --- | --- | --- |
| Full Time Employee | Offshore  (Minsk) | $180, 000 |

**Product Manager:**

**Cash**

|  |  |  |
| --- | --- | --- |
| Full Time Employee | inshore | $120, 000 |

**Lead**

**Developer**

|  |  |  |
| --- | --- | --- |
| Full Time Employee | Offshore  (Paris) | $180, 000 |

**Director of Systems Engineering & Networks**

|  |  |  |
| --- | --- | --- |
| Full Time Employee | inshore | $170, 000 |

**Product Manager: Fraud Management**

|  |  |  |
| --- | --- | --- |
| Full Time Employee | inshore | $120, 000 |

**Software Engineer 1**

|  |  |  |
| --- | --- | --- |
| Full Time Employee | Offshore  (Paris) | $150, 000 |

1. **Job Description of Software Engineer 1**

*Software Engineer 1* with a pay grade of $150,000, is a full-time employee in the Software Engineering Department, who reports directly to the *Lead Developer* in Paris. His role is to understand the requirements and specifications needed for software programs that manage customer relationships. This employee has great technical skills and is highly detailed and methodical. He is knowledgeable of computer science fundamentals and is a good team member. Since TreasureChest’s customer base has been growing rapidly, this employee’s role has been vital to the company’s successful management of customer relationships.

1. **Proposed Resource Options**

Since the company is implementing a unified *cloud-based* CRM & ERP system, the role of *Director of Systems Engineering & Networks* will no longer be needed. This employee’s role of overseeing, designing, upgrading, or maintaining systems and networks will longer be needed, because there will no longer be enough internal systems or networks, that require the responsibilities of this full-time employee. This is because the unified CRM & ERP system is a cloud-based solution, and TreasureChest will no longer perform most of the systems engineering and networking *internally*.

Similarly, since the company is implementing a unified cloud-based CRM system, the role of *Software Engineer 1* will no longer be needed. His role to understand the requirements and specifications needed for software programs and to develop applications, accordingly, will no longer be needed for the development of customer relationships management software. This is because the CRM system is a cloud-based, leased service, and a third-party company will be providing all customer relationship management software. Thus, there will no longer be a need for TreasureChest to internally develop its own Software for managing customer relationships.

The proposed solution, which will replace the roles of the two employees mentioned above, is the implementation of NetSuite’s unified CRM and ERP system, as well as *two* NetSuite consultants to be hired as external contractors. One consultant will be primarily assigned to the *Operations and Systems* department, and the other will be primarily assigned to the *Software Engineering* Department. Implementing the new unified CRM and ERP solution will allow the company to innovatively transition to a unified cloud-based solution. The company will greatly benefit from an improved environment with increased service, delivery, interoperability, scalability, flexibility, resilience, and security. Plus, TreasureChest will have an ability to expand as needed to accommodate the rapidly growing customer based in a modern global economy. The company will greatly benefit from hiring these two consultants, because they will help the company to customize its cloud-based system and assist employees during the transition to this update with guidance and training.

1. **Recommendation**
2. **Resource Plan Meets Business Goals**

The IT organizational resource plan proposed above, meets the business goals of TreasureChest, especially to *upgrade the business system software.* Currently, the use of separate instances of Salesforce.com by the Sales and Marketing Departments, along with a series of custom HTML5 and Force.com, means that there is no connection between Salesforce.com and the company’s business services and ERP system. Also, the company is using an outdated treasury software application (from 2007) on which the SaaS service is built. This means that the condition of the application is an issue because the architecture has become too outdated. Disparate software methodologies are being used for development, and disparate software applications and technologies are being used to manage the different departments within the organization.

Implementing NetSuite’s unified CRM and ERP system as well as hiring the two NetSuite Consultants, will greatly benefit the company. The company will experience storage and access to unified data in a centralized location, which can be accessed by employees at the same time all over the world. There will be an increase in communication, reliable functionality, and a continuously increasing customer base. Outsourcing professional leased services which are cloud-based will result in overall unified technologies and a company which performs as one united entity. This is because all company departments and locations will be on the same page. NetSuite’s unified CRM and ERP system is highly scalable and flexible. The company will greatly benefit from implementing the system because it will be using the latest technologies, which customers expect. Plus, NetSuite’s unified CRM and ERP system is highly resilient, trusted, and secure.

1. **IT Governance Practices**

“IT governance is an element of corporate governance, aimed at improving the overall management of IT, and driving improved value from its investment in information technology.” (IT Governance USA Inc., 2021). IT governance practices that contribute to the viability of the IT organization and resource plan, proposed above, are the implementation of governance practices using the Information Technology Infrastructure Library (ITIL) framework, which focuses on *service management*.

For example, the current state of TreasureChest’s service and delivery is a composed of disparate systems in use that cannot communicate with each other, and low communication in general among departments and locations. In its current state, the company cannot handle the growing customer base, and there is an immediate need for more reliable functionality. Using ITIL the company will “combat limitations or issues within current support processes” (Nyhuis, 2020). ITIL will be used to set standards and best practices for the use of the CRM and ERP system and to “produce a clear model for *ongoing success”* (Nyhuis, 2020). Thus, *IT governance* will be carried out using the ITIL framework as the company transitions through the stages of service strategy, service design and transition, aligning with the customers’ needs, service operation, and continual service improvement.

1. **Innovative Organizational Resource Technologies**

Innovative organizational resource technologies that will improve service at TreasureChest are the implementation of CRM and ERP technologies. As mentioned above, the company will be implementing NetSuite’s unified CRM and ERP system. NetSuite’s CRM is guaranteed to improve service because it is a tool that will help employees use the company’s flow of information efficiently to relate to and understand clients (Noblue, 2019). NetSuite’s ERP is guaranteed to improve service because it “delivers wide-ranging benefits by *automating* business process, improving operational awareness and giving organizations greater control over their resources” (Oracle, 2021).

Also, TreasureChest will greatly benefit from the implementation because “NetSuite is a unified business management suite encompassing ERP/Financials, eCommerce, and CRM for more than 24000 customers. It's a cloud-based ERP software that helps enterprises achieve business growth and progress by efficiently optimizing business processes” (Savaram, 2021). Many large companies continue to benefit from the use of NetSuite’s SaaS Services, including, but not limited to Oracle, Microsoft, and IBM (Infoclutch, 2021). The use of CRM and ERM will give the company the ability to automate business processes using cutting edge, time-tested, technologies that will boost the company’s efficiency and service delivery. Therefore, the company’s *service* will be greatly improved by the implementation of NetSuite’s unified CRM and ERP system.

**Resources**

IT Governance USA Inc. (2021). *What is it governance?* *Find out about aligning it with your business strategy and learn about best-practice it governance models and frameworks.* Retrieved from<https://www.itgovernanceusa.com/it_governance>

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Oracle. (2021). *NetSuite enterprise resource planning (erp) system.* (Retrieved from <https://www.netsuite.com/portal/products/erp.shtml>

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