Professional Practices in ICT
ITC 4182

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Organisations

- An organization is a **structured group of individuals working together towards common goals** or objectives.
- These groups typically have a defined structure, roles, and processes to facilitate coordination and collaboration.
- Organizations can vary widely in size, scope, and purpose, ranging from small teams or departments within a company to large multinational corporations, non-profit organizations, government agencies, or international bodies.

Organisations

- They exist to achieve specific missions or fulfill certain functions, whether that involves producing goods and services, advancing research and innovation, advocating for causes, or providing public services.
- Effective organizations often have clear communication channels, established hierarchies of authority, and shared values or culture that guide their actions and decision-making processes.

Why do we have Organisations?

Organizations, including IT organizations, exist to fulfill various purposes and address specific needs within society and the economy.

- **Achieving Common Goals**
- **Efficiency and Specialization**
- **Innovation and Creativity**
- **Value Creation**
- **Market Demand and Opportunity**
- **Profit and Sustainability**
- **Social and Economic Impact**

Types of Organisations

There are various types of organisations, each with its own characteristics, purposes, and structures.

- For-profit Organisations
- Non-profit Organisations
- Government Organisations
- Hybrid Organisations
- International Organisations

For-profit Organisations

• For-profit organizations are entities primarily focused on generating revenue and maximizing profits for their owners or shareholders.

• **Corporations** - Google, Apple, Microsoft

• **Small and Medium**-sized Enterprises (SMEs) - Businesses ranging from local shops to mid-sized companies

Non-profit Organisations

- on-profit organizations (NPOs) are entities that operate for purposes other than generating profits. They typically pursue social, charitable, or educational missions.

- Charities - Organizations like the Red Cross or Oxfam

- Foundations - Institutions like the Bill & Melinda Gates Foundation

Government Organisations

- Government organizations are entities established by government authorities to perform specific functions or deliver public services.

  - Government Agencies - NASA,EPA, ICTA

  - Government Bodies - Parliament, Ministries, Departments, Local councils.

Hybrid Organisations

Hybrid organizations combine elements of both for-profit and non-profit entities, operating with dual goals of generating revenue and fulfilling social or environmental missions.

- **Social Enterprises** - Reforest Sri Lanka, Good Market

- **B Corporations**

International Organisations

- International organizations are entities established through agreements between multiple countries or sovereign states to address global issues or promote cooperation.

- United Nations (UN)

- World Bank

Organisational Structure

- Organisational structure refers to the way in which an organisation is arranged in terms of its hierarchy, departments, roles, and reporting relationships.
- It outlines how different parts of the organisation are interconnected and how authority and decision-making flow within the entity.
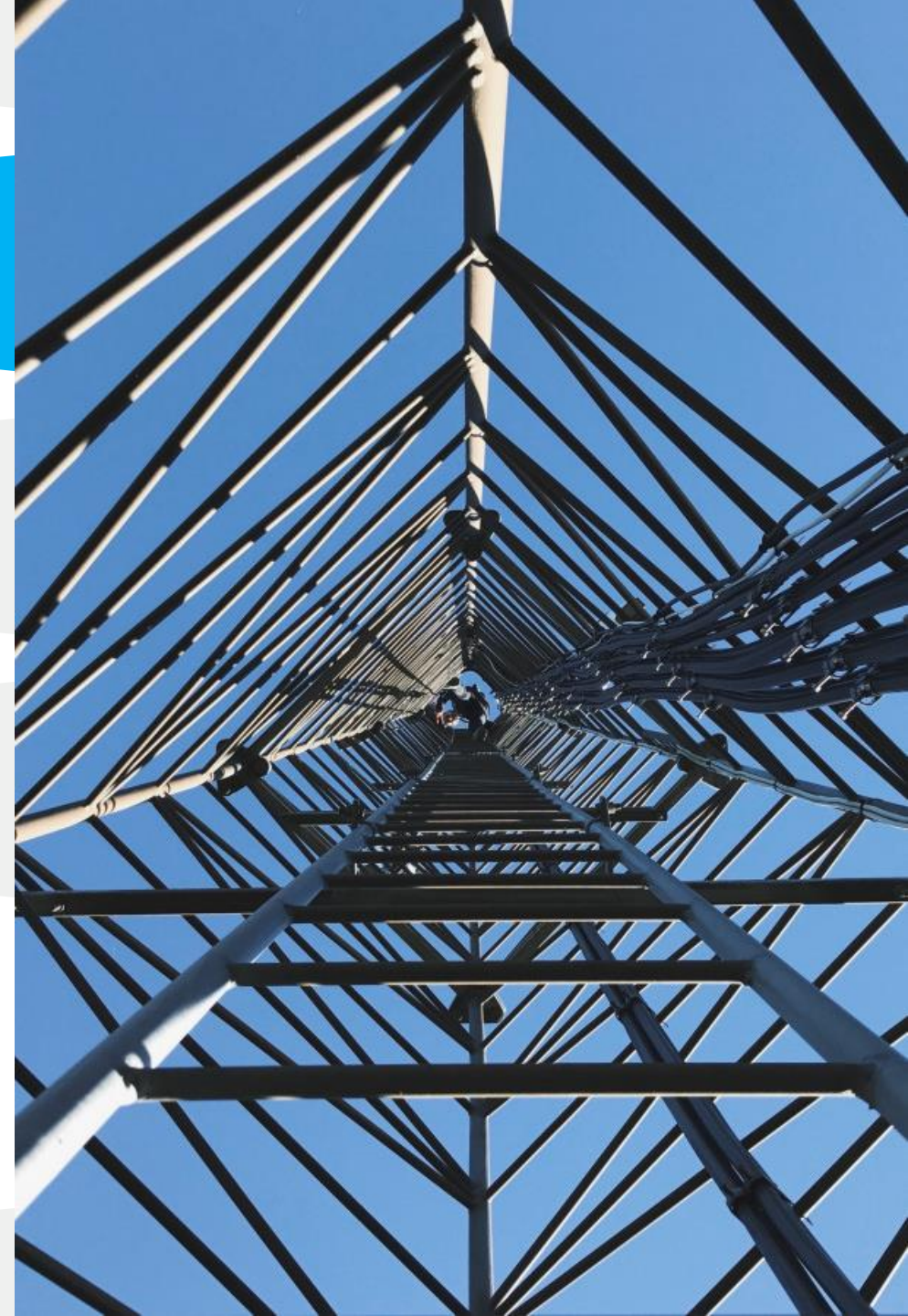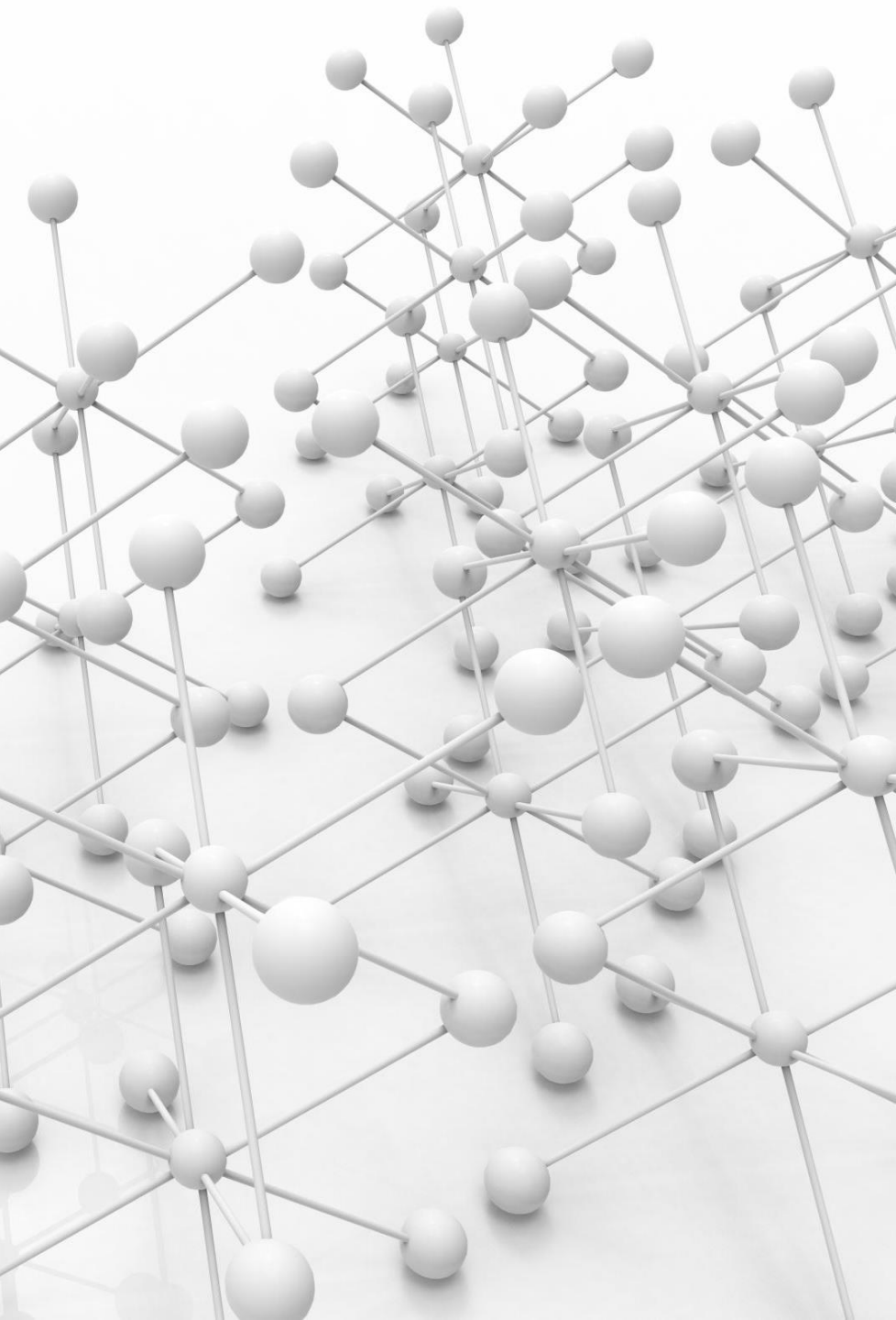
Organisational Structure

There are several types of organisational structures commonly found.

- Hierarchical Structure

- Flat Structure

- Matrix Structure

- Functional Structure

- Divisional Structure

- Network Structure

Hierarchical Structure

- In a hierarchical structure, there is a clear chain of command with multiple levels of management.

- Each level has its own set of responsibilities, and employees report to higher-ranking individuals.

- This structure is often depicted as a pyramid, with senior management at the top and front-line workers at the bottom.
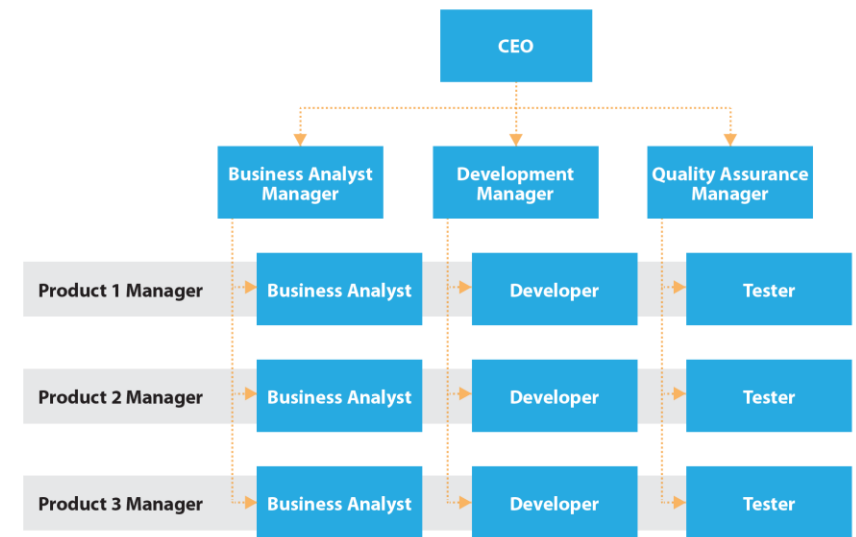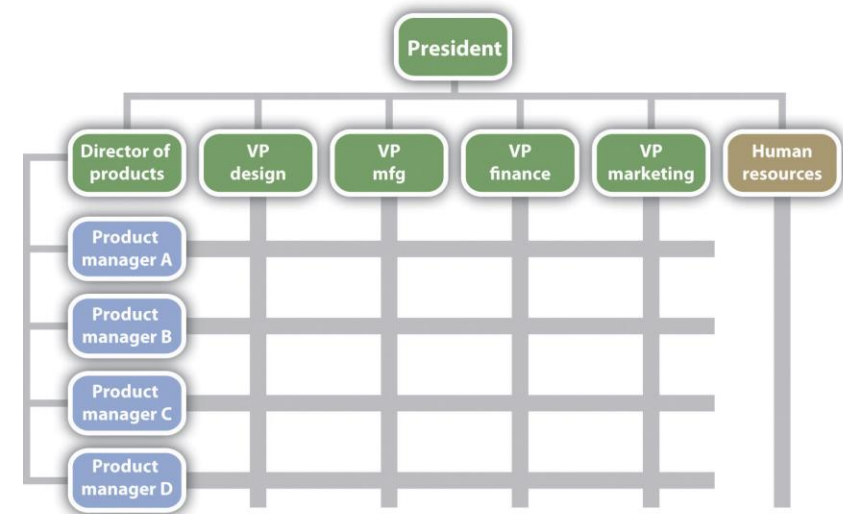
Flat Structure
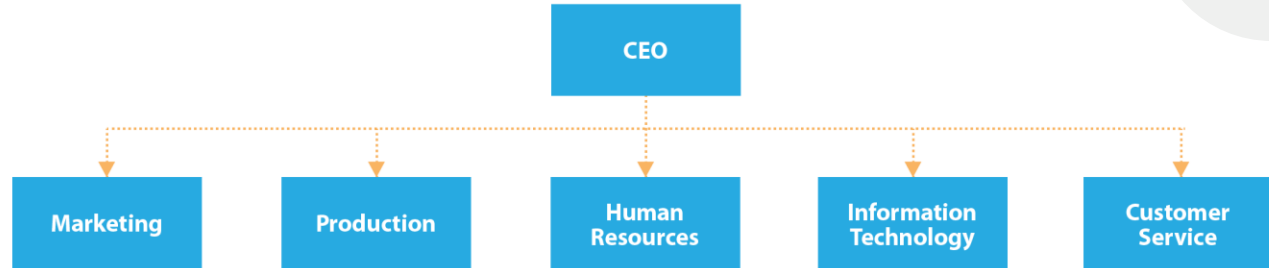
- A flat structure has few or no levels of middle management between the top executives and the employees.

- Decision-making authority is decentralized, and communication tends to be more direct between employees and top management.

- This structure promotes collaboration and autonomy among employees.

Matrix Structure

- A matrix structure combines elements of both functional and project-based organisational structures.

- Employees report to both functional managers (based on their expertise or department) and project managers (based on the specific projects they're working on).

- This allows for efficient resource allocation and the utilization of specialized expertise across different projects or initiatives.

Functional Structure

- In a functional structure, departments are organized based on specific functions or expertise areas, such as finance, marketing, operations, or human resources.

- Each department operates independently, with its own hierarchy and reporting lines. This structure promotes specialization and efficiency within each functional area.
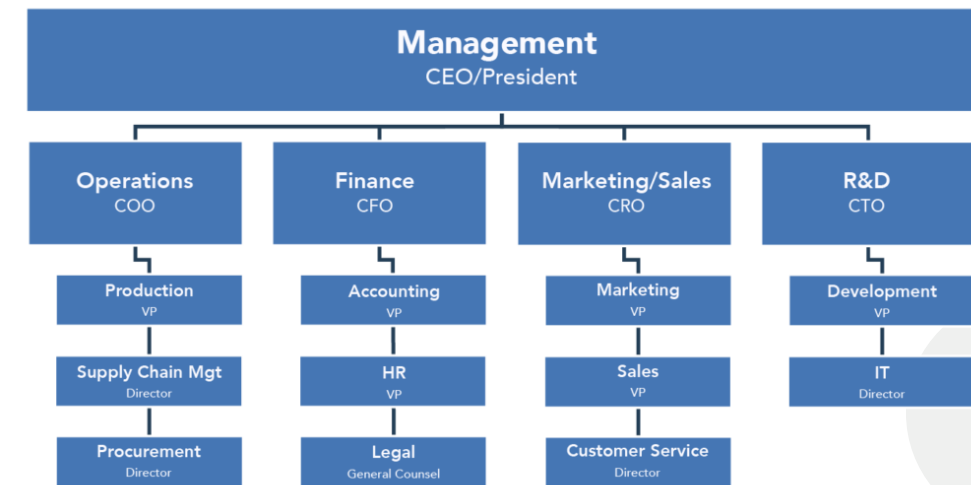
Divisional Structure

- A divisional structure divides the organisation into semi-autonomous divisions or units based on products, services, geographic regions, or customer segments.

- Each division operates as a separate entity with its own resources and decision-making authority.

- This structure facilitates focused operations and accountability within each division.
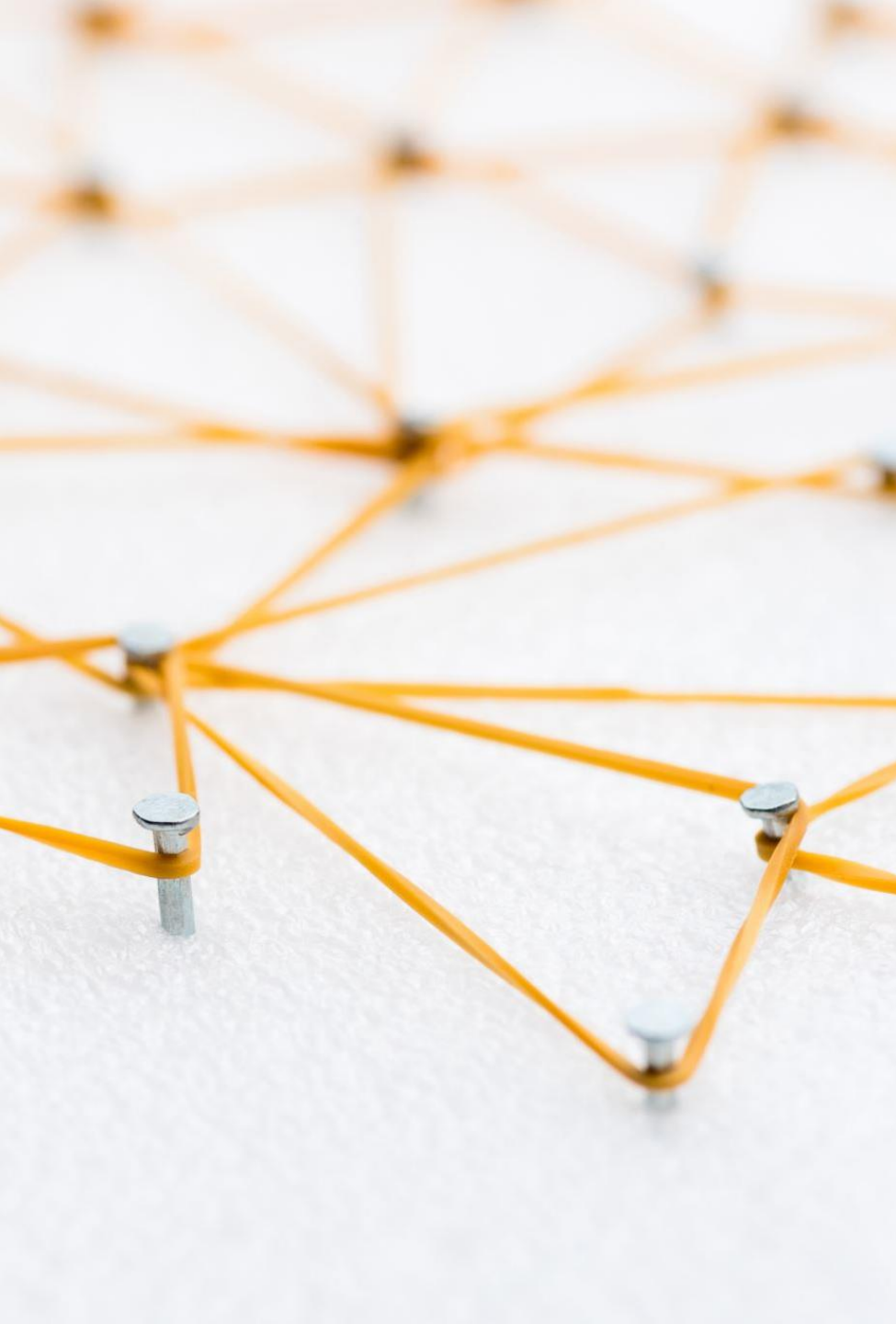
Network Structure

- A network structure involves a network of interconnected and interdependent entities, often collaborating through partnerships, alliances, or outsourcing arrangements.

- There is no centralized authority, and coordination occurs through mutually beneficial relationships.

- This structure enables organisations to access diverse expertise and resources while remaining flexible and adaptable.

IT organisational Structures

IT organizational structures vary significantly based on factors such as the size of the organization, its industry focus, the nature of its operations, and its strategic objectives. However, there are some common characteristics and trends observed in IT organizational structures.

- Matrix Structures
- Functional Structures
- Flat Hierarchies
- Project-Based Structures
- Hybrid Structures
- Virtual Structures
- Agile Teams

Organisational Culture

- Organizational culture refers to the shared values, beliefs, norms, attitudes, and behaviors that characterize an organization and guide the interactions and decision-making of its members.
- It encompasses the unwritten rules and social dynamics that shape the work environment and influence how individuals perceive, think, and act within the organization.

Organisational Culture

- Shared Values and Beliefs

- Norms and Expectations

- Attitudes and Behaviors

- Social Dynamics and Relationships

- Artifacts and Symbols

- Adaptability and Change

Culture in IT Organisations

- Innovation and Creativity

- Agility and Adaptability

- Collaboration and Teamwork

- Meritocracy and Expertise

- Flat Hierarchies and Open Communication

- Work-Life Balance and Flexibility

- Customer-Centricity

- Embrace of Diversity and Inclusion