

Subject: Proposal: Create a “Digitalization” Department

Executive Summary

Premier Energies’ software demand has outgrown the current IT operating model. I am the sole developer serving ~30 concurrent projects across departments (Sales, QA, Warranty, Production, Finance, etc.). This creates a single point of failure, context-switching losses, and unprioritized intake- slowing delivery and risking quality. Meanwhile, our IT team is largely dedicated to SAP operations with different rhythms/skills than product engineering.

Proposal

Create a dedicated **Digitalization** department to own product engineering, workflow automation, data apps, and integrations (incl. SAP interfaces), with a clear intake → prioritization → delivery → support lifecycle. The **Head of Digitalization (HOD)** must be responsible for formalizing ownership, instituting governance, building a small cross-functional team, and establishing KPIs tied to throughput, quality, and business outcomes.

Business Impact (12-month targets)

- **70–90% reduction** in context-switching and ad-hoc follow-ups via a formal intake & prioritization board.
- **2–3× delivery throughput** by moving from a single-person model to a small squad (PM, UX, Full-stack, QA).
- **Fewer defects & rework:** ≥30% drop in post-release defects via QA automation & gated releases.
- **Cycle time:** ≤50% faster from request to release for top-priority initiatives.
- **Compliance & auditability:** full traceability of requirements, approvals, releases, and access.

Why a new department (not just “more IT”)

- Different competency: Digital product engineering (design systems, APIs, CI/CD, analytics) vs. SAP basis/functional.
- Different cadence: Agile product sprints & portfolio planning vs. SAP change windows.
- Clear accountability: Single point of contact for non-SAP digital tools with defined SLAs and KPIs.

Ask

1. Approve creation of **Digitalization** reporting to relevant CXO
2. Approve initial team of 3 (Product Manager, UI/UX Designer, Quality Assurance & Maintenance) and operating budget.

A. Problem statement

- **30+ active initiatives** with no single prioritization queue or gatekeeping; all departments follow up in parallel.
- **Single-person dependency:** One developer doing requirements, UX, DB design, implementation, testing, QA, and support.
- **Unpredictable timelines:** Interrupt-driven work; high context switching; no portfolio visibility; release risk.
- **IT team \approx SAP-centric:** Different skills & cadence from modern app engineering \rightarrow bottlenecks and misalignment.

B. Opportunity & objectives

- Create a **factory for digital products:** predictable intake, scored priorities, repeatable delivery, and measurable outcomes.
- Improve speed, quality, compliance, and cross-functional transparency.

C. Department mandate (scope)

- **Product Engineering & UX:** Internal web apps, portals, automation, document/PDF pipelines, analytics UIs.
- **Systems Integration:** Robust APIs to SAP and other systems; secure, audited data flows.
- **Data & Reporting:** Operational dashboards, KPIs, self-serve analytics enablement.
- **DevOps & Quality:** CI/CD, environments, test automation, release management, SSO/roles.