1. Suppose that the vice president of marketing asks you to write a program to create labels for a one time advertising promotion. As IT manager, you know that the labels can be prepared more efficiently by exporting the data to a word processing program and using a mail merge feature. How would you handle this situation?

I would present the benefits of exporting the data, using a word processor along with the mail merge feature to get the job done efficiently and fast. I would explain that taking the time away to write a whole new program to accomplish this would take time and other resources away from other (more necessary) projects.

In my presentation I would include the time and costs it would take to write the program and a very short tutorial on how to achieve the same goal using the word processor. This would show the ease of the processes.

1. 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 suggest the IT department bypass the initial steps and immediately get to work on her requests. What would you say to her?

I would tell the vice president of accounting to please submit a request form detailing her needs and wants. I would go on to explain that if she just bypasses these steps she could be indirectly harming other projects by taking away resources or that the resources she requires may not even be there. It is better to submit it to the committee as they have a broader scope of everything happening within the company and that her individual perspective may not be able to see the whole end goal.

My suggestion is to consult with other department heads with a very clear report or presentation to support the urgency of her requests. This also helps ensure her requests are taking the business’ needs into careful consideration (and to understand how her requests impact other departments) before attempting to make any changes.

1. One of your coworkers says, “”Mission statements are nice, but they really don’t change things down here where the work gets done.” How would you reply?

I would tell my coworkers that the mission statements reflect the long term goals but that it helps keep our objectives in the short term clear and to the point. It gives us a perspective of what our work should accomplish. If our objectives don’t follow our mission statement, then something is out of sorts and may need to be further discussed (maybe the mission statement really does not match the intended goals).

1. Would you continue to work for a company if you disagreed with the firm’s mission statement? Why or why not?

If I did not agree with a firm’s mission statement it would be very difficult for me to work with them. It would feel like I was trying to accomplish goals I did not agree with and my work quality could suffer because of it. Sometimes though, it’s important to let go of that way of thinking because we may not have the perspective to see the ultimate goal the company is trying to achieve. In this case it is important to speak to people within other department to have a more clear understanding of the firm’s mission.

If I still could not find my-self agreeing with the mission (after finding that it negatively affects work quality, etc.), then I would not be able to work with the firm, as I could not represent that mission within my best work or to the best of my ability.

1. If an organization currently lacks the skills necessary to make a project technically feasible, how would you rectify the situation?

If a project does not seem to be technically feasible due to lack of skills then I would strongly suggest a training tutorial or other course for employees to gain the skills necessary. I would support this by including data that focuses on the tangible benefits and also shows the tangle benefits of this project being created. It would have to show that the time and resources being put in will greatly benefit the organization in the long-term.