DIT 605 Information Technology Strategic Management
TT01 Business and IT Strategy

The following is an email chain between the founders, project manager, head of ops, IT consultant, HR and legal. You've been added to the email chain so that you can bring a business strategy to the table and prioritize which projects will have the most impact on the business.

Ben, Sara	Founder
Alexsa	Project Manager
Carlos	IT Consultant
Kim	Legal
Brenda	HR

Email 1: From Ben & Sara (Founders)

Date: August 19, 2024

To: Alexsa (Project Manager), Carlos (IT Consultant), Kim (Legal), Brenda (HR)

Cc: [You]

Dear Team,

As you all know, we've come a long way since our college days with that single walk-up window. With ten cafes now, we are at a critical juncture were scaling our business. We've lined up ready to open more stores but we're not able to keep up with the shops that we have. Making the donuts isn't the problem, it is keeping track of what is going on at each of the locations.

Then we need to be able to reduce the workload. Right now, all the details are in Sara's head so training someone to take over isn't really an option. Get this out of our heads and into a dashboard or something. We also have a issue with staff turnover with is costing a lot in training and overtime. Review the list attached and provide your thoughts on what should be our top priorities.

Looking forward to your insights.

Best regards,

Ben & Sara

Email 2: From Alexsa (Project Manager)

Date: August 20, 2024

To: Ben, Sara

Cc: Carlos, Kim, Brenda, [You]

Hi Ben & Sara,

Thank you for outlining the focus areas. As the project manager, I believe it's crucial that we tackle the foundational issues first, such as Process Automation and Data Management, which will allow us to streamline operations and make data-driven decisions across the board.

However, I'll defer to the team for their input on what projects will give us the best return on investment and impact.

Best regards,

Alexsa

Email 3: From Carlos (IT Consultant)

Date: August 20, 2024

To: Alexsa

Cc: Ben, Sara, Kim, Brenda, [You]

Hi Everyone,

I agree with Alexsa that we need to prioritize Process Automation and Data Management. However, I also think we should prioritize Scalable Infrastructure Implementation early on, to ensure that as we grow, our systems can handle the increased load. This will prevent bottlenecks in our future operations.

Please let me know if there are specific tech tools or platforms you want to discuss further.

Best,

Carlos

Email 4: From Kim (Legal)

Date: August 21, 2024

To: Carlos, Alexsa

Cc: Ben, Sara, Brenda, [You]

Hi Team,

From a legal perspective, it's important that we address Compliance Management as early as possible. Implementing proper data security and ensuring compliance with relevant regulations will mitigate risks that could potentially cost us significantly down the line.

Let's ensure that these considerations are factored into the prioritization.

Best regards,

Kim

Email 5: From Brenda (HR)

Date: August 21, 2024

To: Kim, Carlos, Alexsa

Cc: Ben, Sara, [You]

Hi All,

I'd like to emphasize the importance of Employee Empowerment. If we want to maintain morale and keep turnover low, we need to provide our staff with the tools and training they need to succeed in this new environment. This should go hand-in-hand with our internal communications enhancements.

Looking forward to hearing everyone's thoughts.

Thanks,

Brenda