IT Strategic Assessment Report

<11/19/2016>

Revision History

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# Executive Summary

The purpose of this document is to collect, analyze, and define high-level needs and features of Hope Scarves. It focuses on the capabilities needed by the stakeholders and target users, and why these needs exist. Hope Scarves is a non-for profit organization based out of Louisville, KY that wants to improve the technological abilities. Their focus is to give hope to the people who have cancer in any type and increase the giving away scarves to 1500 scarves a year. This document will break down the organization and conclude with a recommendation for improving the organization’s ability to achieve the goals it has set.

# History and Purpose

## History of the Hope Scarves

The Founder Lara MacGregor was first diagnosed with breast cancer in 2007 at the age of 30, 7 months pregnant with her second son.  A woman she never met, but with whom she shared, a mutual friend sent her a package. Inside were beautiful scarves she wore during cancer treatment and a note saying, “You can do this.” The scarves were both practical and inspiring. And, knowing someone else had worn the scarves and faced cancer helped Lara believe she could do it too. Not long after Lara finished treatment, she went to a Young Survival Coalition Conference. Lara packed several scarves in hopes that she could pass them along to another woman, as had so graciously been done for her. There, Lara met Roberta and they laughed together as Lara showed her different ways to wear a scarf. Upon the completion of her treatment, Roberta sent the scarves back to Lara. Lara had since moved and one of the first friends she met was starting treatment. Lara brought over a scarf to Brooke’s house and they laughed through their tears about what it was like to lose your hair. This whole time Lara could not stop thinking about the amazing journey these scarves were on.

So, Lara created Hope Scarves in 2012 as a way to capture these beautiful stories and encourage others.  The program started in Lara’s spare bedroom with her toddler volunteer by her side, sending out 2-3 Hope Scarves a week.  Today Hope Scarves is a bustling office of volunteers and staff, sending nearly 50 scarves a week all around the world. Hope Scarves has sent over 4,500 scarves to every state in the country and 12 foreign countries, to people facing over 85 different types of cancer. The oldest recipient is 92 and the youngest, 5.  The Hope Scarf Collection, which changes constantly, contains over 5,000 scarves and over 500 stories.

After almost 7 years cancer free, Lara faces a new twist in her journey with cancer, as she was diagnosed with Stage IV Metastatic Breast Cancer in January 2014. Lara started Hope Scarves to spread hope, which she is now holding onto more than ever. Leading Hope Scarves allows Lara to live out her passion to help others facing cancer.

## Purpose of the Hope Scarves

Hope Scarves is trying making fighting cancer a little less scary and a little more beautiful by collect head scarves and stories of hope from women who have faced cancer and then send these head scarves and stories on to others in treatment. Because they believe in hopes come in many forms. Hope scarves do one to one match. They try to match the color of scarves and story with patient. They give the scarves free to the patient on treatment and with donate for a gift. They raise money for translational research because they believe research is key for improved treatment options and outcomes.

# Management and Business Processes.

The Management and Business Processes of an organization describe the activities performed to accomplish a specific organizational goal. The processes for Hope Scarves.

## Community Donation

Hope scarves rely on donation from anyone in community that can help them going to the bright future. Most the donations are scarves. Hope scarves calls it “In Kind”. The “in kind” budget for 2016 is $42,000. They have a good number of scarves from cancer survivors but the majority are from donate from companies, organizations and stores. Companies and stores know about hope scarves, they sent out of season, over stock.

## Buy Scarves

Hope Scarves sometimes they go and but scarves when the get request from recipient that does not match that they have. Hope scarves have special price from a store that sell scarves that way they get help with lower the cost.

## Volunteers

Hope scarves rely on volunteers. They have a few volunteers come to help on the weekend with packaging data entering. Also, they do have some volunteers that go to event to spread the word.

## Community Partnership

Hope scarves have community partnership like hospitals and salons. They spread the word and help hope scarves with their mission. They buy packages and give it to patients who are going thought treatment. They usual buy 30 packages at the time.

# Current IT Environment

The current IT environment describes the organizations hardware and software inventory as the organization stands currently. The hardware consists of laptop, printer, shipping scale, shipping label printer, phone, Wi-Fi router, physical storage devices and anything other physical piece of technology that is used to improve the operations for Hope scares. Software consists of operating systems, computer programs, computer applications, Internet connections, digital storage and any non-physical technology that is used to improve operations for Hope scarves

## Hardware

Hope scarves have a limited hardware inventory. The hardware inventory consists of

* Two “hand me down” MacBook pro.
* One personal MacBook pro.
* One “hand me down” MacBook air.
* One personal MacBook air.
* Two inkjet printers.
* Shipping scale.
* Shipping label printer.
* Six personal phones.
* Label scanner.
* AT&T Wi-Fi router.

## Software

Hope Scarves’ four Macintosh laptops are running “Sierra” operating system and one laptop is running “El Capitan” operating system. All the laptops run application such as office 365, web browser, iContact for salesforce, QuickBooks plus, endicia, PayPal pro and run signup software. For phones, they use ring central.

* Office 365: Uses for writing documents and PowerPoint.
* Office exchange: Uses to share the files with each other.
* iContact for salesforce: Uses for Email marketing.
* QuickBooks plus: Uses for tracking the inventories and sales receipt.
* Endicia: Uses for printing labels
* PayPal pro: Uses for payment from Hope Scarves’ website
* Run signup: Uses for registration module
* Ring central: Uses to transfer the land phone line to their phone.
* Eventbrite: Uses to make events

## Staff IT Skills/Training

Hope scarves have a very limited number of staff members and volunteers. They are 6 staff doing 6-part time job. They work from 5 to 25 hours a week. Some of the stuff work from home and some they come to the office. The office locates in St. Mathews. The volunteers can sign up for Thursday or Tuesday and perform tasks such as enter scarves barcode data and prepare the packages. All the stuffs know how to use the products they have.

Hope scarves’ stuffs can commutate with the customers from anywhere with ring central. They have many ways to speak engagement, vender root, create events and promotions by volunteers held at such as school, churches, support groups party with a purpose and book groups. Without the motivation and dedication of the hope scarves volunteers would not be able to spread the word and able to carry its mission.

## IT Budgeting and Spending

Hope Scarves have an IT budget, for the entire organization, of six thousand dollars per year. This budget is used for the maintenance and support of technology used throughout the organization. This consists of the pay bills; renew software cost, any services that are being purchased such as online domain name payments. Hope Scarves do not have budget for improvement yet because they just starts getting technology.

# Envisioned IT Capabilities

## Leadership’s Vision

Hope Scarves' leadership vision is to do their part to change the way people experience cancer around the world. The organization hopes to grow the IT aspect of their organization so they are able to communicate to people with cancer all over the world. In addition, they are moving to a bigger place to the can have more volunteers to work and spread the word. In the new location, they have three big rooms. The father room will be a conference room, the room in the middle will be offices for the stuffs who work in-site, and the last room will be the workshop and small kitchen. The workshop will be design to scarves process in order. Right now, they have relationship with United State post office; they will pick up the packages for them and deliver it to United State post office but they are not doing their job well. Therefore, they want to a partnership with UPS to help them with cost of shipping the packages to the people because they have better service. In addition, the have a partnership with dry clear, they wash the scarves free when they come in.

## Top 10 Technology Issues

1. Manual code enters: Hope Scarves volunteers enter the scarf code manually which it is produce with high human error.
2. online search engine: Hope scarves used to be one of the first pop up in the search engine but know with a lot of organization have the same mission they do not show up.
3. Uploading pictures for gift packages: Hope scarves send photo of the scarves to anyone request a gift package. Right now, they do it manually and it takes long time to do it.
4. Track inventory: Hope Scarves do not have everything recorded to the inventory. For example, bracelet.
5. Financial recorded:
6. Need of laptops: Hope Scarves Do not have enough laptops to all their stuffs.
7. Review postage, shipping technology: Hope Scarves have high price shipment
8. Scarf fulfillment process: Hope Scarves is handing packages selecting, packaging, data entry and shipping less efficiencies.

# Closing the Gap

## Recommendation 1

## Recommendation 2

## Recommendation 3

## Recommendation 4

## Recommendation 5

# Conclusions

# Appendices

## Basis of Analysis

[In this section, explain findings in light of the theories and models used in the course, as outlined in Dr. Barker’s class meetings.]

## Technology Inventory

[Include details from Section 4.]

## Top 10 Technology Issues

[Include organizational documentation, if available.]

## Strategic Planning/Visioning Documents

[If Available.]

## IT Budget/Spending Documents

[If Available.]