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BTS830

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Delivering Business Value with IT at Hefty Hardware

1. **Overall, how effective is the partnership between IT and the business at Hefty Hardware? Identify the shortcomings of both IT and the business.**

* It seems like the Business Operation team and the IT are currently not cooperating. Although the people in the Business Operation do acknowledge the work and benefits that the IT department has put into the company, there seems to be a miscommunication between the departments. The Business Operation team expect the IT team to come up with something that will help them improve the stores, such as understand the operations and how things work in business inside the company. The IT team, however, did response and provide solutions on that, but it seems like the Business Operation people doesn’t understand how IT works and complain how inefficient they are, when it comes to technologies release and improvement.
* Due to the inefficient communication, the IT is unable to meet with the Business Operation people for store visiting trip to note about the improvement that required in the store... Instead of sending someone who is known the work well, they sent a very limited knowledge person to the trip for the evaluation.
* Another problem is when the IT department see a future that can help the company to move forward with the mobile development but at the time, Hefty company is satisfied with the current staff and strategy and couldn’t see the need and usage of mobile (at the meantime, mobile isn’t well-developed but the IT can see the future for it).

1. **Create a plan for how IT and the business can work collaboratively to deliver the Savvy Store program successfully.**

* Firstly, the IT team must understand which project is their top priority and the Business Operation team should work with IT to clarify what will be their priority and the IT perspective on that. When they know which project and area need to be a focus on, they should allocate some extra time for unexpected things, such as site visiting or fixing bugs. The site visiting0. is very crucial as the environment and stores change quickly to adapt to customer satisfaction. It is reasonable to have both teams visit the store, let say twice a year to determine if they would need an improvement, change or be able to sustain until the next visit. Sending a new intern will not solve the problem as the new intern cannot have a good perspective, voice and decision making as other senior people in the department. It is always a recommendation for IT people to talk in a non-technology explanation to other people as technology sometimes can get extremely complicated and hard for people who have less IT knowledge to understand.
* Secondly, in the Business Operation department, they should take advice from the IT seriously as they are they one can foresee the future of technology. It is very common to see people from others department other than IT are struggling to understand technology, not to mention technology concept and features. Before making any decision, the Business Operation team should consider any proposal from IT team, transform it into Business perspective and make a decision from then.
* When the above 2 has been met, they can finally sit down, starting with the Business Operation to talk about their plan and collect the IT’s opinion about it.