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Dear Members of the Steering Committee,

As part of TreasureChest's ongoing modernization initiative, I am submitting this recommendation detailing the proposed IT Organizational and Resource Plan. This plan directly supports TreasureChest's business goals by establishing a more efficient, data-driven, and scalable structure for managing technology operations. The plan focuses on replacing manual, outdated processes with automation and cross-functional collaboration that enhances decision-making and minimizes redundancy. (Williams, 2025)

By redistributing responsibilities from the Senior Manager of Operations to a partnership between the Product Manager for Business Intelligence and Analytics and the Director of Systems Engineering and Networks, the company can better manage system performance, compliance, and business intelligence.

This structure strengthens communication across departments, promotes accountability, and supports TreasureChest's broader goal of operational excellence and transparency. According to Schilling (2022), successful innovation depends on integrating creative ideas with organizational structures and resources that enable them to thrive; this approach is reflected in the plan's collaborative design.

Two examples from the plan demonstrate how these strategies will move the company forward, utilizing the ITIL practices of Change Management and Service Level Management:

1. Innovation Strategy 1: Transitions operations from reactive to predictive by merging live system data with analytics dashboards, enabling TreasureChest to identify performance issues early and maintain consistent uptime.

2. Innovation Strategy 2: Integrates compliance and governance metrics into the existing Power BI system, reducing audit preparation time and improving data accuracy. Both strategies are consistent with research showing that organizations that effectively manage technological innovation achieve faster development cycles and improved performance outcomes (Markham & Lee, 2013; Schilling, 2022).

Together, these initiatives ensure TreasureChest continues to operate efficiently while positioning the company for long-term growth, scalability, and competitiveness in an evolving digital environment.

Two additional examples to aid in the forward-thinking path for TreasureChest are the following:

1. Deployment of an AI-driven virtual agent: Reducing Tier 1 support workload while improving user satisfaction, by submitting tickets and escalating to human support when necessary.

2. Adjoining Service Management: extend IT service management best practices across the entire organization, allowing for improved interdepartmental collaboration.

Combined, both objectives strengthen not only the concept of continual improvement, but also relationship management while following ITIL practices. The implementation of both enhances service efficiency practices to drive sustainable, forward-thinking operations. While showcasing the company's capability and expertise through a quality-driven environment that "can be proudly viewed by customers and the public" (TreasureChest Case Study, n.d.).

Warm regards,

SHAYNETTA WILLIAMS
CHIEF INFORMATION OFFICER

References

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