



Proposal: Collective Enterprise to Supersede Senior Manager of Operations

Current State: TreasureChest's current IT Operations model includes a Risk Management Product Manager role within the Product and Project Management Division. As TreasureChest continues to evolve, the organization has adopted new ways of working that make this role less essential. Integrating an automated compliance dashboard, centralized Power BI reporting, and a newly established Network Operations Center (NOC). This strategy now provides the visibility and governance that was once maintained manually. Finance, Data Security, and IT Operations now collaborate more closely than ever before, allowing for real-time data exchange and faster decision-making.

Future State: The alignment within the TreasureChest organization can strengthen both efficiency and scalability by redistributing the Risk Management Product Manager's responsibilities across two pre-existing leadership roles:

- Product Manager for Business Intelligence Analytics
- Director of Systems Engineering and Networks

The strategy to redistribute from the Senior Manager of Operations will secure a collaborative partnership between the Product Manager of Business Intelligence Analytics and the Director of Systems Engineering Networks. This partnership will establish a unified framework that collectively manages system performance, risk metrics, and business intelligence, providing a comprehensive view of the organization's operations.

This approach places accountability where it has the most impact within the teams responsible for data analytics and infrastructure operations. The Business Intelligence and Analytics Product Manager will take ownership of compliance metrics, data reporting, and visualization, ensuring risk information is part of the company's broader performance picture. The Director of Systems Engineering and Networks will lead technical oversight, ensuring the systems remain stable, secure, and compliant.

Overview Key Components:

- Live operational metrics will feed directly into Power BI dashboards, ensuring executives have real-time visibility.
- Both roles will co-own system reliability and data accuracy, supporting governance and oversight.
- Both departments will jointly review reports to align operational trends.

Justification: This transition supports and aligns with the organization's scalable, data-driven, and collaborative initiative. By combining the analytical perspective of the Business Intelligence Analyst Product Manager with the technical expertise of the Director of Systems Engineering and Networks, the company gains a robust, forward-thinking model.

Innovation Strategy 1: Through this partnership, TreasureChest transforms from a reactive to a predictive operation state. By merging system data with the analytics dashboards, the company can forecast potential performance issues, anticipate capacity needs, and optimize uptime before problems occur. This approach not only enhances customer experience but also sets a new internal standard for proactive IT management across all regions.

Innovation Strategy 2: By integrating governance and compliance metrics into the same framework used for business analytics, TreasureChest will move toward a scalable data governance model. This approach ensures that compliance, operational performance, and financial insights are all visible in one place, reducing audit preparation time, improving reporting accuracy, and supporting expansion into new regulatory environments.