# THE IT DEPARTMENT ORGANIZATION

**David López (i Josep Ll. Berral)**
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General organizations:

# 1.- Governance
- Leadership, strategy, whole vision with no details, decision making, resource balancing and distribution, risk management, accountability

# 2.- Management
- Search for the more accurate tools or processes, knowledge of strategy, knowledge of technical details, reporting for decision-making, resource distribution, team management, accountability

# 3.- Execution
- Implementation, monitoring, maintenance, deploying, operating, developing, reporting, accountability

ORGANIZATIONS

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## Some rules for an efficient organization

1. Authority must be divided in a balanced way
2. Know your role in every aspect of your workplace (do not get wrong about your role)
3. Do not assume other roles (accept decisions and learn to delegate)
4. Gather good data to support decision making (of quality and on-time)
5. Do not confuse compliance with strategy
6. Prepare for transparency and accountability
7. Have metrics and a system of incentives/ penalties
8. Search for continuous improvement



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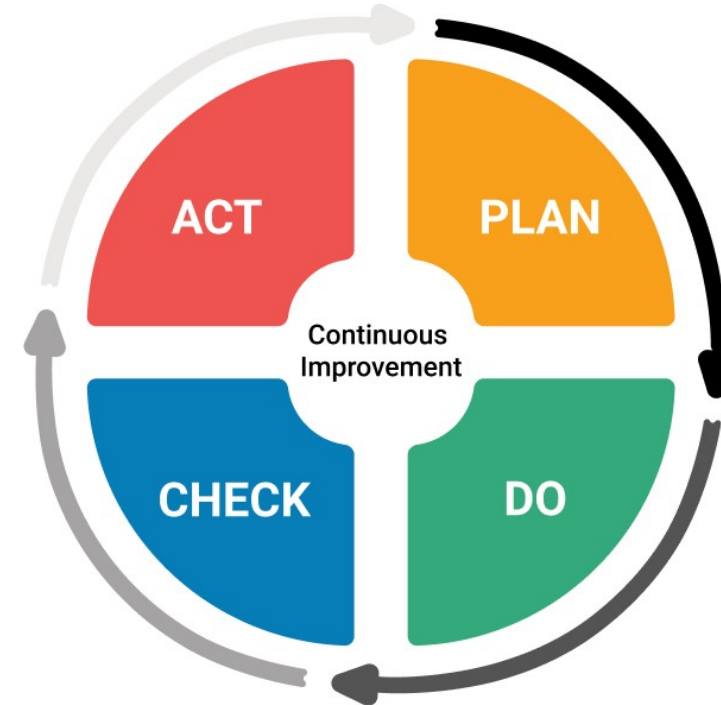
Old times: It is something "on the side"
- Not integrated in business strategy
- Just a facility

Nowadays
- IT responsible people are part of the strategy makers group
  - CEO
  - CSO
  - CIO
  - CTO
  - CISO
  - CDO
  - … others

CEO (Chief Executive Officer) – <span style="color:red">Not Computing Expert (usually)</span>
- The CEO is the main responsible for managing a company and, therefore, is ultimately responsible for the results and performance of a company.

IT department

Other departments
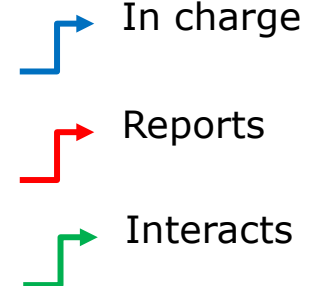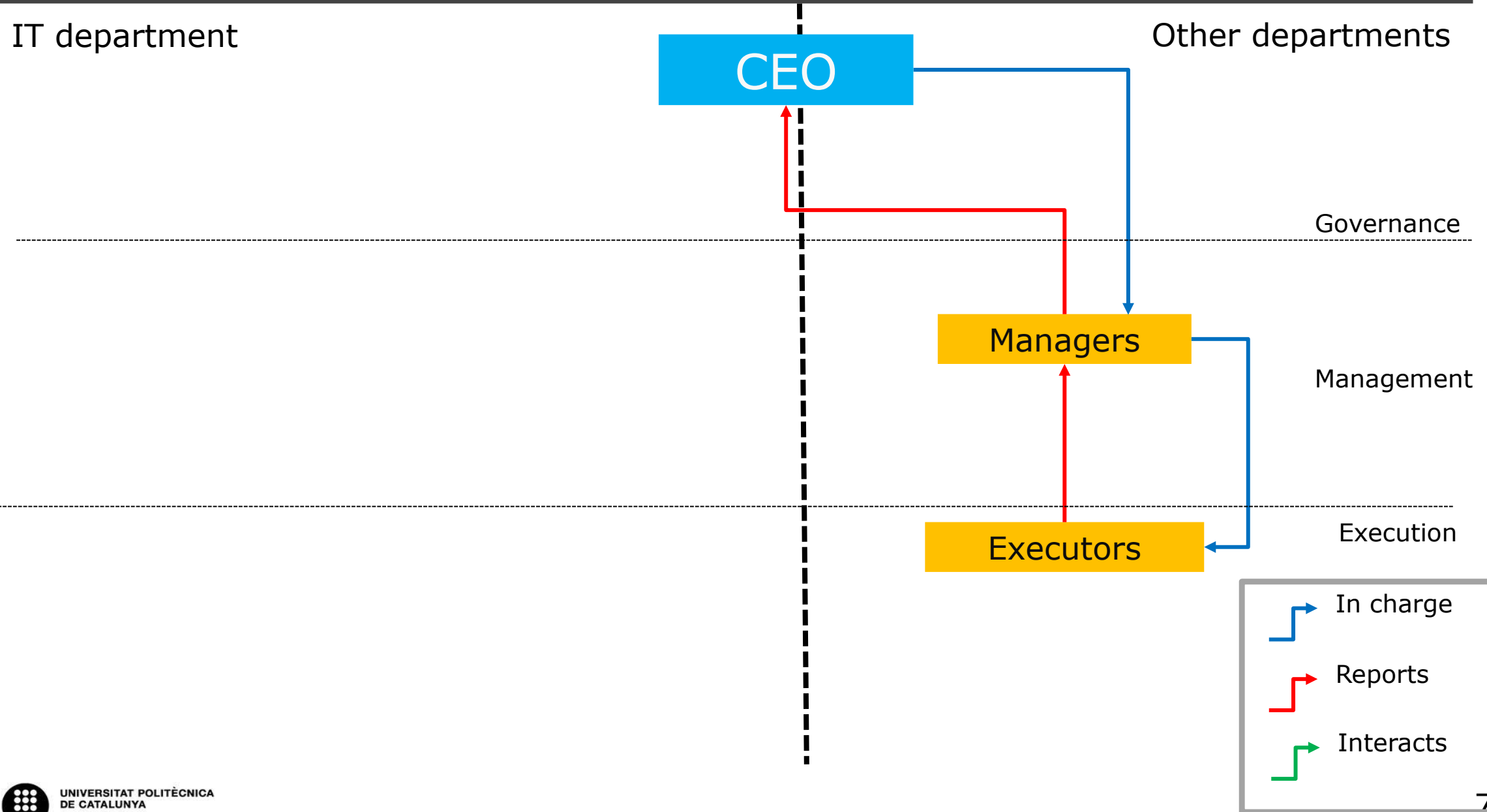
**CEO**

Governance

Management

Execution

| | In charge |
| --- | --- |
| | Reports |
| | Interacts |

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IT department

Other departments

Governance

CEO

Managers

Management

Executors

Execution

RELATIONSHIPS
IT

In charge

Reports

Interacts

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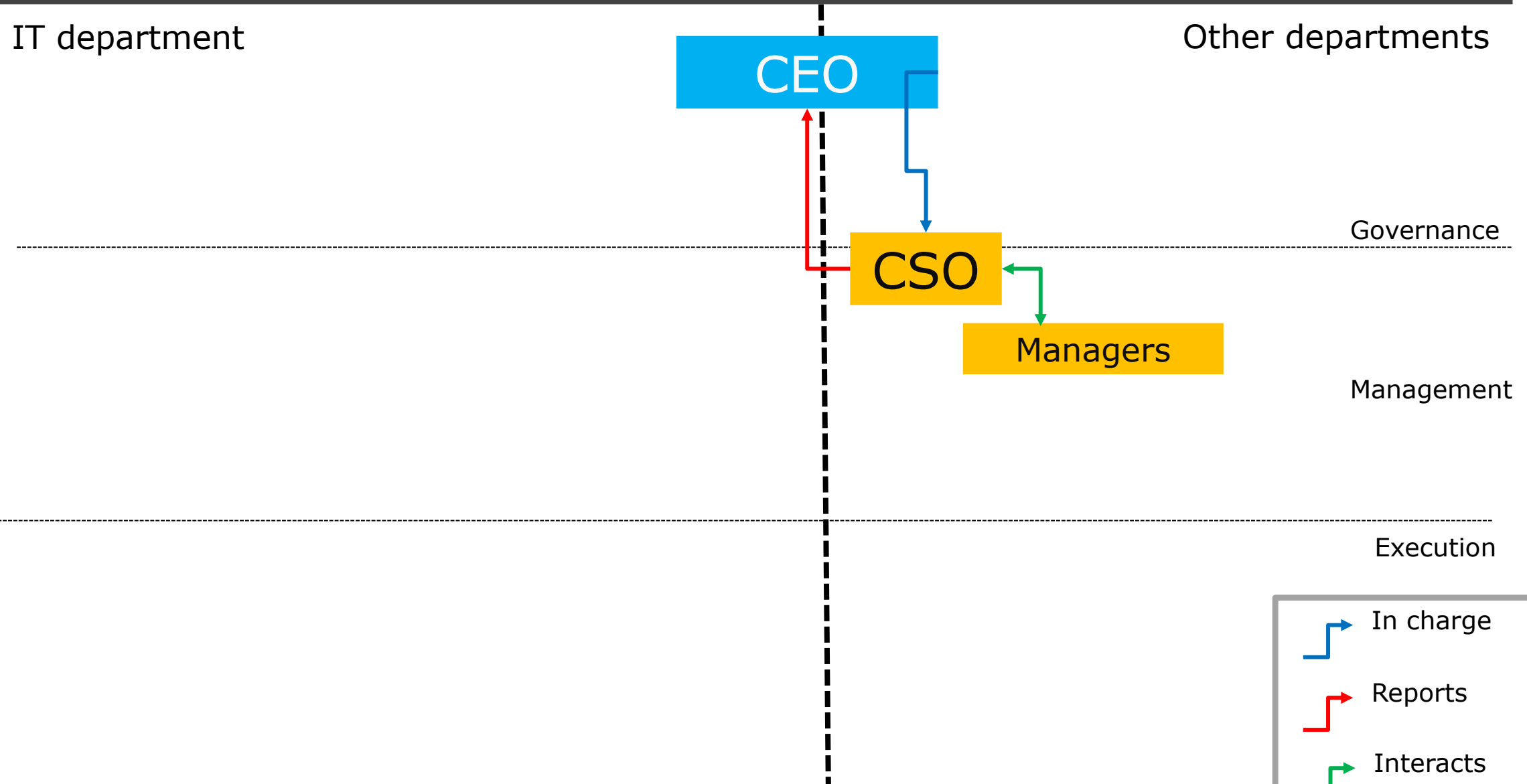
CSO (Chief Security Officer) – Not Computing Expert (usually)

- CSOs are in charge of Corporate Security. Their main responsibility is to guarantee the physical and technical security, and for that they must identify what assets they need and how to protect them.

INTO IT

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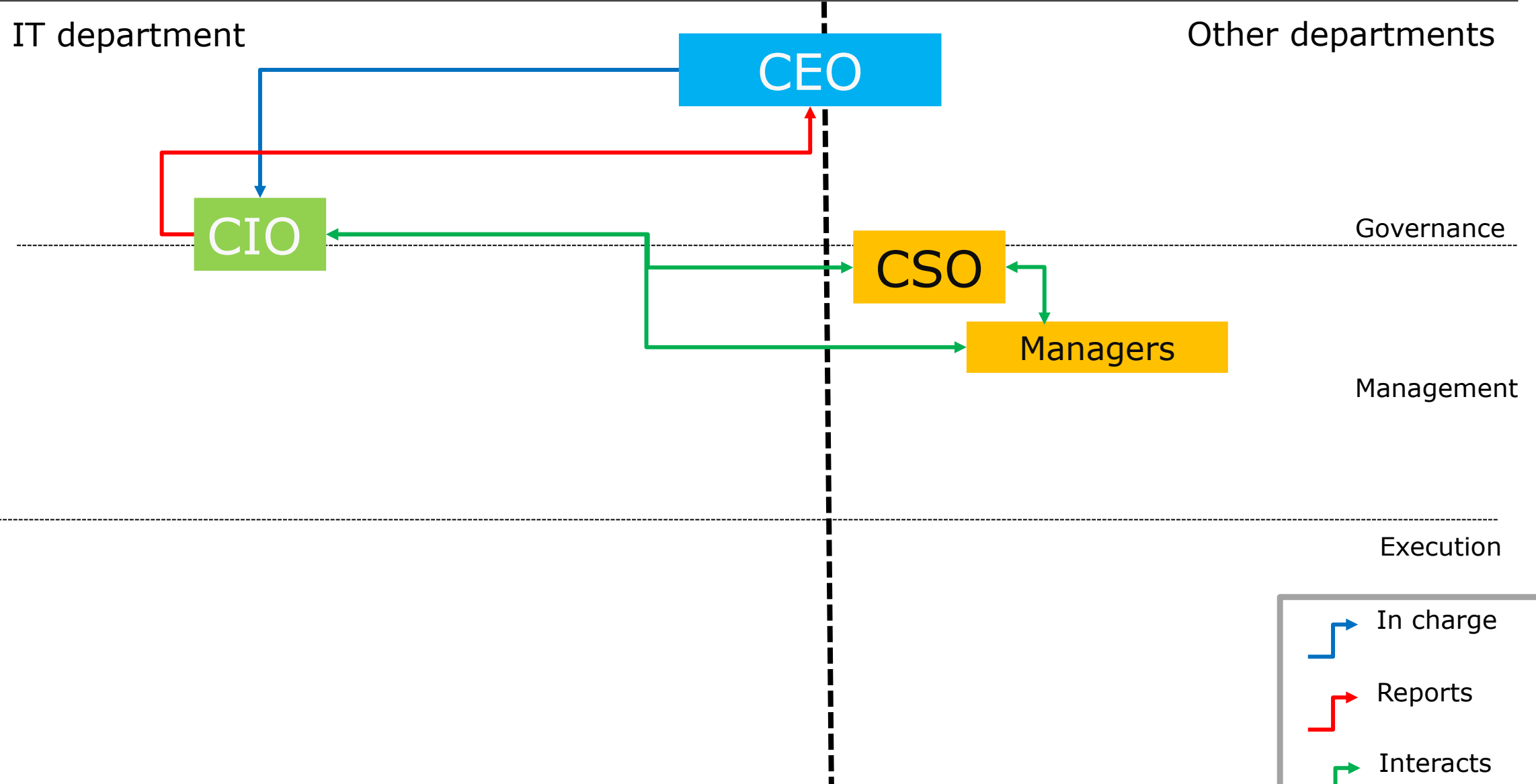
CIO  (Chief Information Officer)

* The CIO is responsible for aligning information technologies with the company´s strategy. This person focuses on improving the efficiency of processes and on the analysis of new technologies.

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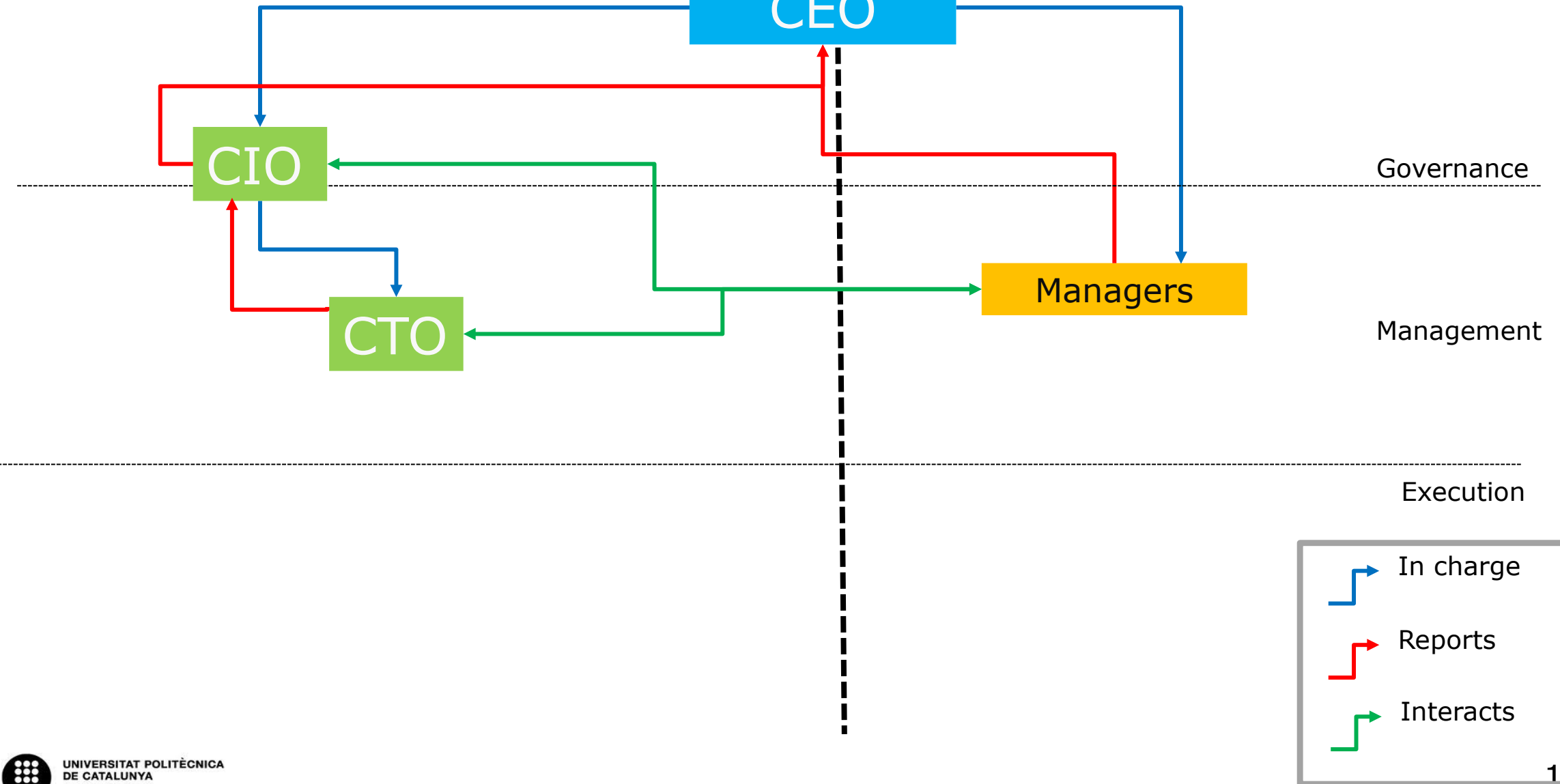
CTO (Chief Technology Officer)

- CTOs are responsible for information technology. This role is quite similar to that of a CIO, but the approach in this case is more technical, focus on management and not on  strategy

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CISO (Chief Information Security Officer)

* The main role of CISOs is to monitor and analyze the risks that a company face in order to guarantee data and information protection.
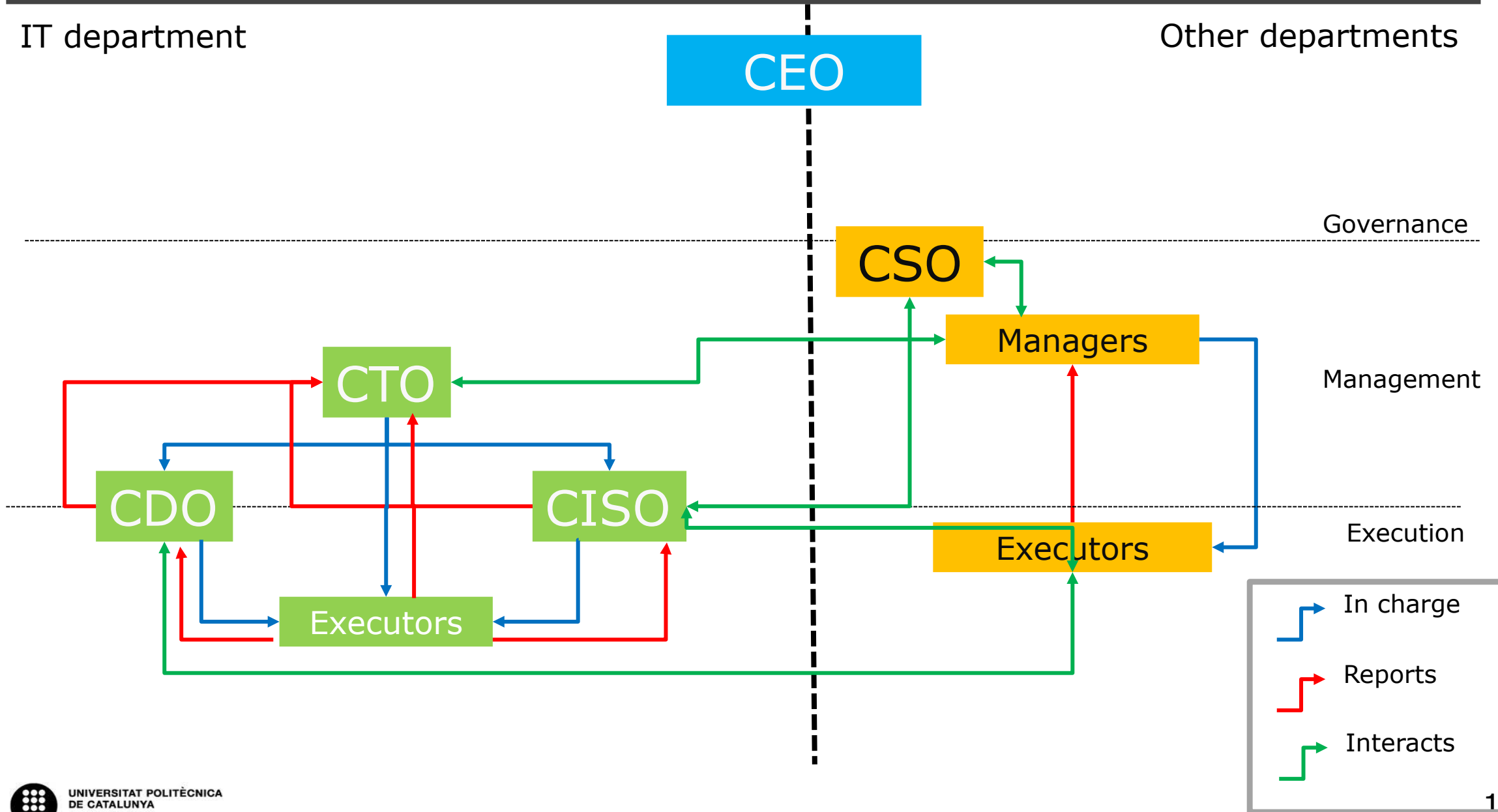
CDO (Chief Data Officer) – New figure…

* The CDO is the person in charge of the data strategy (analysis, protection & privacy).
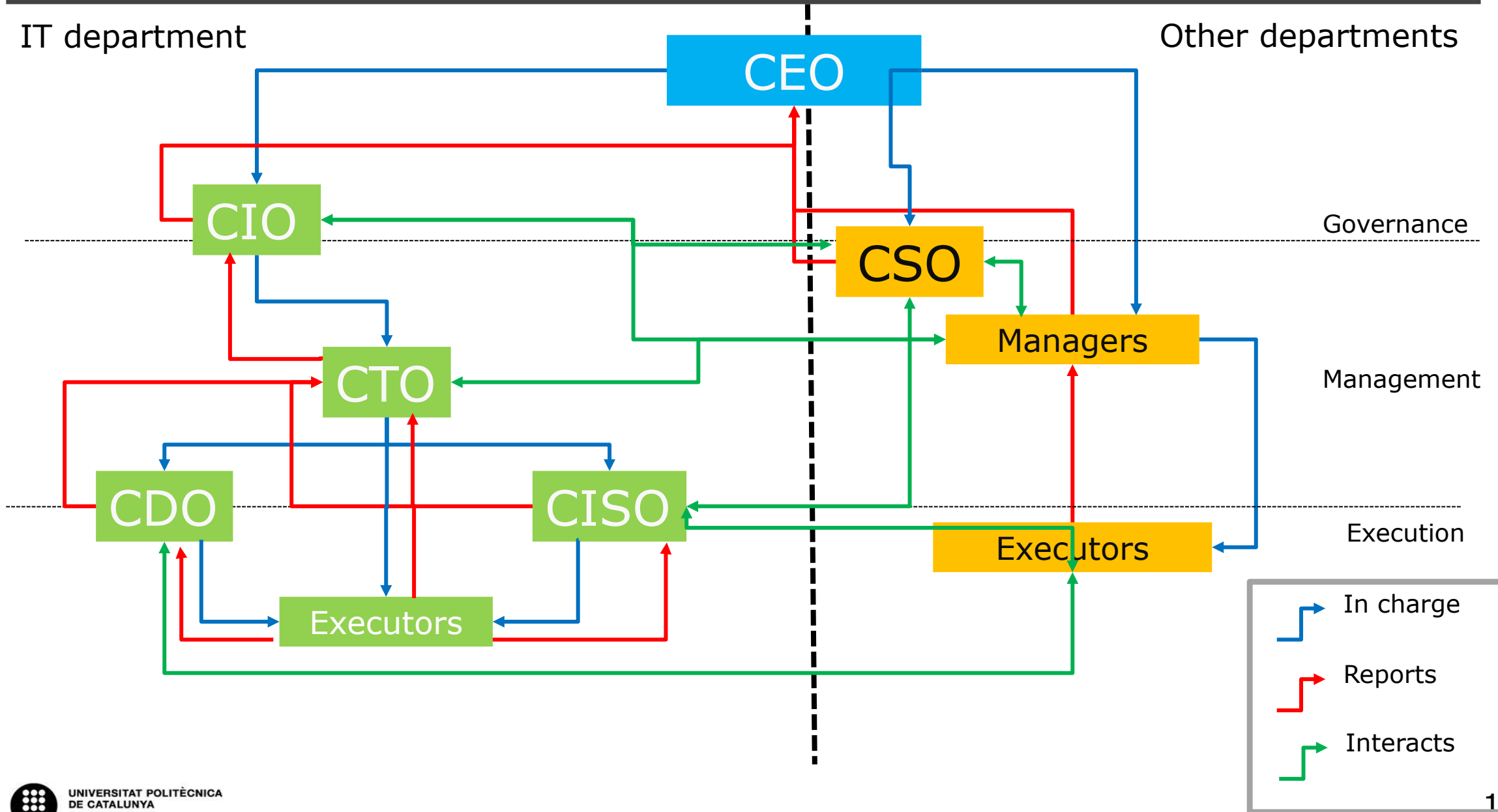
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The whole picture

**Quina informació necessito?**

**Quines tasques són de Governança/ Direcció/ Execució?**

**Quines corresponen a CEO/ CIO/ CTO/ CISO o CDO?**

**Problema:** Adquisició d'un sistema de disc centralitzat i millora de la gestió de dades

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- Comerç electrònic, garantir qualitat de servei (QoS)
- Decisió de si migrar quelcom al núvol (per exemple, el correu corporatiu)
- Substitució dels <u>servidors</u> de càlcul actuals (no PCs, servidors)
- Reducció del PUE
- Definir una política de seguretat (organització de la política, no resposta)
- Anàlisi de la gestió actual de màquines virtuals / serveis de l'empresa que es poden virtualitzar
- Incorporar eines de Big Data/IA per analitzar comportament de clients i cercar tendències (per exemple, essent un banc)

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# THE IT DEPARTMENT

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