

KALCH Distribution Company (KDC) IT Strategic Plan, Part 2

Before you begin this assignment, be sure you have read the "KALCH Distribution Company Case Study" and the feedback you received on your IT Strategic Plan Part 1 assignment. Also, be sure you have read the course content materials that have been assigned to this point.

Purpose of this Assignment

This assignment gives you the opportunity to apply the course concepts to complete the development of an Information Technology Strategic Plan (ITSP) to support the strategic direction of KALCH Distribution Company (KDC). This assignment specifically addresses the following course outcomes to enable you to:

- identify, define, and explain the concepts of information technology governance and management
- apply best practices in information technology management and governance to make, defend, and justify an IT decision

IT Strategic Plan for KALCH Distribution Company

For the previous assignment, you developed Part 1 of an IT Strategic Plan for KDC. For this assignment, you will incorporate any needed changes resulting from the feedback you received on your Part 1 assignment and you will add Part 2. Part 2 will include an IT project that you are proposing that KDC undertake. This new project will be included in the IT Portfolio section of Part 2, and will be further described in a future assignment, the "IT Decision Paper." The entire ITSP will be submitted as a single document for this assignment.

Assignment

First, you should make any changes to your Part 1 assignment, as indicated in the feedback you received. Then, you will develop Part 2 of the ITSP for KALCH Distribution Company, using the outline below, and add it to Part 1. A single, complete ITSP, with both Parts 1 and 2 will be submitted for this assignment. Note that Part 2 includes a project you are proposing that KDC undertake. In addition to the course materials, at least one external resource (resource other than those provided in the class) must be used.

Two or more cited references will earn top credit. Use a separate References page to list just the references you have cited. Remember to use the APA formatting rules and correctly cite and reference your sources with APA format. Use the Grading Rubric to be sure you have covered everything. Submit your paper as a Microsoft Word document, or a document that can be read using Word, **with your last name included in the filename.**

Please use this outline to build Part 2 of your IT Strategic Plan. Use the numbering and headings shown below.

Part Two

1. **IT Strategies** - Write at least three IT strategies (four or more will earn top credit) and explain how they align to one or more of the business strategies, including the compliance requirements, articulated in the Case Study. If these business strategies were not included in your Part 1 paper, you should add these strategies into Part 1 prior to submitting this assignment. When the full ITSP is submitted for this assignment, there should be a clear link between the business strategies in Part 1 and the IT Strategies in Part 2. Provide at least one internal IT strategy and two business-enabling IT strategies and identify each as either an internal or business-enabling

strategy. Refer to the reading on "Creating a Future Vision for the Chief Information Officer" for an explanation of internal and external (business-enabling) IT strategies.

2. IT Roadmap - The overall IT Roadmap shows the systems that are currently in development or are planned to start within the time frame shown. It is a summary of projects to support your proposed strategy. You should review the case study and identify the new systems that the stakeholders are requesting or that KDC has decided to implement. Each of these systems should be entered into the table below under the appropriate functional area, such as marketing or finance. Then, the time frame for developing the system should be presented as a bar in the table. The table covers a six-quarter time frame shown, with each quarter having three months. Thus, the six-quarter time frame looks out a year and a half into the development and implementation of the strategy. Of course, the entire implementation may take longer, but six-quarters allows both short term and long term to be viewed at a glance. For purposes of this assignment, only the projected timeframes to develop the projects are required. The table below shows the five functional areas of an example company and two systems for each area. To develop your roadmap, use a table like the one below to create a timeline; you can copy the table, insert the functional areas and systems that are discussed in the Case Study, and use 'insert shape – rectangle' to insert the bars showing the timeframes for development of each. The functional areas and projects in development, and their timeframes should be extracted from the Case Study. Be sure to include an introductory paragraph to explain the table that will follow.

<u>Projects by Functional Area</u>	<u>Qtr. 1</u>	<u>Qtr. 2</u>	<u>Qtr. 3</u>	<u>Qtr. 4</u>	<u>Qtr. 5</u>	<u>Qtr. 6</u>
Sales						
Sales Force Automation						
Online Quoting						
Product Development						
Collaboration – Wikis, Blogs						
Showcase Company Products						
Marketing						
Customer Experience						
Marketing Analytics						
Finance						
Business Intelligence						
Global Payroll						
Technical Support						
Network Upgrade						
Data Center Move						

3. Proposed Project: Next, you will propose a new IT project to support at least one of the strategies in section 1 above, and include it in the Table above. Use a different color font to indicate this new project and insert it with the appropriate functional area in your table. In Section 3, describe how your proposed project will supplement the current IT development projects in supporting the business of KDC. In a future assignment, you will use this project to develop an "IT Decision Paper"; therefore, you should look at that assignment to be sure the project you propose will be appropriate for that assignment as well. **(You can propose a**

specific vendor package though it is not necessary. However, if you are incorporating an integrated solution, you should discuss the various features of the package that are appropriate for the study. Solutions such as backups, training of employees, utilizing social media and involving Human Resources are not appropriate solutions for this assignment.) Refer to Case Study for ideas for a new project. *This is a major part of the next assignment. Give this some thought.*

4. Risk Management – List and explain at least three risks (four or more will earn top credit) that Leona should be prepared to manage as she executes her plans. What risk management techniques can she use for each one to try to prevent and/or mitigate them (accept, reject, transfer or mitigate)? Discuss specifics, related to the case study in your response. This is a good area to do some external research – see what you can find on the web about IT project risks and risk management. (Review the document "IHS Risk Management Guide" found under Additional Resources and in the Week 3 readings.)
5. Business Continuity Planning– List and explain the steps Leona should take to develop a Business Continuity Plan for KDC so she can be sure that the most important systems will remain operational in the event of a catastrophe. Include who should be involved in its development. In addition, from the Case Study, identify what you consider the three most important systems currently in use at KDC along with justification of your choices. Explain the steps Leona can take to ensure those systems continue to be available for KDC in the event of a local catastrophe. (Review course materials on the Business Continuity Plan.)

The "right" and "wrong" answers have to do with whether or not you correctly incorporated the course concepts from the course and addressed all parts of the assignment. The project you propose is not as important as that it makes sense considering the course content and the Case Study. Use the Rubric below to be sure you have covered all aspects of the assignment.

GRADING RUBRIC:

Criterion	90-100% Far Above Standards	80-89% Above Standards	70-79% Meets Standards	60-69% Below Standards	< 60% Well Below Standards	Possible Points
IT Strategies	18-20 Points Four or more IT strategies (including at least 2 business enabling strategies and 1 internal IT strategy) are presented and are clearly and appropriately tied to the business strategies articulated in the Case Study and listed in Part 1; demonstrates thorough	16-17 Points Three IT strategies (including 2 business enabling strategies and 1 internal IT strategy) are presented and are clearly and appropriately tied to the business strategies articulated in the Case Study and listed in Part 1; demonstrates	14-15 Points Three IT strategies (2 business enabling strategies and 1 internal IT strategy) are listed and aligned to the business strategies articulated in the Case Study. All business strategies cited are now included in Part 1. There is a clear link between the business	12-13 Points Fewer than 3 IT strategies (2 business enabling strategies and 1 internal IT strategy) are presented; one or more are not appropriately tied to business strategies articulated in the Case Study; and/or business strategies are not listed in Part 1.	0-11 Points Few or no IT Strategies are included; strategies do not relate to the Case Study; and/or are poorly written and do not convey the information.	20

Criterion	90-100% Far Above Standards	80-89% Above Standards	70-79% Meets Standards	60-69% Below Standards	< 60% Well Below Standards	Possible Points
	understanding of course concepts, analysis and critical thinking.	understanding of course concepts, analysis and critical thinking.	strategies in Part 1 and the IT Strategies in Part 2.			
IT Portfolio	18-20 Points This section includes an effective and well-written introductory paragraph that is applicable to the Case Study and the table that follows. The IT Portfolio roadmap table of systems in development accurately reflects the information presented in the Case Study (functional areas, systems, and timelines); and demonstrates thorough understanding of course concepts, analysis and critical thinking. Table is very professionally presented, uses a logical and easily understandable structure, and spelling is correct.	16-17 Points This section includes an appropriate introductory paragraph that is applicable to the Case Study and the table that follows. The IT Portfolio roadmap table of systems in development accurately reflects the information presented in the Case Study (functional areas, systems, and timelines); and demonstrates understanding of course concepts, analysis and critical thinking. Table is professionally presented, uses a logical structure, and spelling is correct.	14-15 Points This section includes an introductory paragraph that applies to the Case Study. The IT Portfolio roadmap table shows the functional areas and projects in development, and their timeframes extracted from the Case Study.	12-13 Points This section is somewhat incomplete (lacking in introduction or required table, or table content is incomplete); and/or is not applicable to the Case Study.	0-11 Points Little or no information is provided on the IT Portfolio; table is missing; and/or information presented does not apply to the Case Study.	20
Proposed Project	9-10 Points The IT project proposed is appropriate to the Case Study, is aligned to a functional area, supports at least	8 Points The IT project proposed is appropriate to the Case Study, is aligned to a functional area, supports at least	7 Points A new IT project that supports at least one of the strategies in section 1 above, has been included it in the	6 Points The IT project proposed is not appropriate to the Case Study; is not correctly aligned to a functional area;	0-5 Points No Proposed Project is included; or proposed project is not appropriate to the Case	10

Criterion	90-100% Far Above Standards	80-89% Above Standards	70-79% Meets Standards	60-69% Below Standards	< 60% Well Below Standards	Possible Points
	one strategy in Section 1 above, and is included in the table. The explanation of how it supplements the current IT projects in development is clear and convincing and is clearly aligned to the business in the Case Study; demonstrates thorough understanding of course concepts, analysis and critical thinking.	one strategy in Section 1 above, and is included in the table. The explanation of how it supplements the current IT projects in development is clear and is aligned to the business in the Case Study; demonstrates understanding of course concepts, analysis and critical thinking.	appropriate functional area in the Table above, using a different color font. The explanation includes how the proposed project supplements the current IT development projects in supporting the business in the Case Study.	and/or is not listed in the table. And/or the explanation of how it supplements the current IT projects in development is not clear, or is missing.	Study and/or is not explained.	
Risk Management	14-15 Points Four or more risks are listed and fully explained, along with techniques to prevent and/or mitigate them; risks and techniques identified are appropriate for the Case Study; section is well written with reference used to support explanation; demonstrates thorough understanding of course concepts, analysis and critical thinking.	12-13 Points At least three risks are listed and fully explained, along with techniques to prevent and/or mitigate them; risks and techniques identified are appropriate for the Case Study; demonstrates good understanding of course concepts, analysis and critical thinking.	10-11 Points Three risks are listed and explained, along with techniques to prevent and/or mitigate them; risks and techniques are appropriate for the Case Study.	9 Points Fewer than three risks are listed and/or explained; lacking in some techniques to prevent and/or mitigate them; and/or risks and techniques are not appropriate for the Case Study.	0-8 Points Risk Management section is not included; few risks are listed or explained; and/or risks/techniques do not apply to the Case Study.	15
Business Continuity Planning	14-15 Points Business Continuity	12-13 Points Business Continuity	10-11 Points Business Continuity	9 Points Business Continuity	0-8 Points Business Continuity	15

Criterion	90-100% Far Above Standards	80-89% Above Standards	70-79% Meets Standards	60-69% Below Standards	< 60% Well Below Standards	Possible Points
	Planning (BCP) section thoroughly covers the steps needed to develop a BCP and correctly identifies the participants; three systems important to the Case Study are listed with complete steps to ensure their continued availability; responses are appropriate to the Case Study; demonstrates thorough understanding of course concepts, analysis and critical thinking.	Planning (BCP) section completely covers the steps needed to develop a BCP and correctly identifies the participants; three systems important to the Case Study are listed with steps to ensure their continued availability; responses are appropriate to the Case Study; demonstrates understanding of course concepts, analysis and critical thinking.	Planning (BCP) section covers the major steps needed to develop a BCP and identifies the participants; three systems important to the Case Study are listed with steps to ensure their continued availability; responses are appropriate to the Case Study.	Planning section is incomplete (lacking in major steps, participants, identification of 3 important systems and/or steps to ensure their continued availability); and/or is not applicable to the Case Study.	Planning is not included, or severely lacking in completeness and/or applicability to the Case Study.	
External Research	9-10 Points Two or more sources other than the class materials are incorporated, are substantive and are used effectively. Sources used are relevant and timely, contribute to the analysis and support conclusions. References are appropriately incorporated and cited using APA style.	8 Points At least one source other than the class materials is incorporated and used effectively. Source(s) are relevant and contribute to the analysis. References are appropriately incorporated and cited using APA style.	7 Points At least one source other than the class materials is used and properly incorporated into the text. Reference is cited using APA style.	6 Points A source other than the class materials may be used, but is not properly incorporated, and/or is not relevant or timely; and/or APA style for references and citations is not followed.	0-5 Points No external research is incorporated or reference listed is not cited within text.	10
Report Format	9-10 Points ITSP includes Part 1 (updated/	8 Points ITSP includes Part 1 (updated/	7 Points ITSP includes Part 1 (updated/	6 Points ITSP does not include Part 1;	0-5 Points ITSP is extremely	10

Criterion	90-100% Far Above Standards	80-89% Above Standards	70-79% Meets Standards	60-69% Below Standards	< 60% Well Below Standards	Possible Points
	corrected as needed) and Part 2, integrated into a cohesive document; ITSP is very well written and easy to read; uses correct sentence structure, grammar and spelling; presented in a professional format.	corrected as needed) and Part 2. ITSP reflects effective organization. Few errors in sentence structure, grammar, and spelling; presented in a professional format.	corrected as needed) and Part 2. ITSP has some organization; may have some errors in sentence structure, grammar and spelling.	Part 1 has not been updated or corrected; ITSP is not well organized; and/or contains several grammar and/or spelling errors.	poorly written has many grammar and/or spelling errors, or does not convey the information.	
					TOTAL Possible Points	100