**Biotech Company Situational Analysis**

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**Biotech Company Situational Analysis**

**Situation 1: Unstructured & Disjointed IT Organization**

1. IT functional organizational model diagram

C.E.O

C.I.O

Senior IT manager

Enterprise Security

Enterprise Architecture

Enterprise Applications

Infrastructure and operations

Compute Services

Business intelligence

Financial system

Enterprise Security

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**Enterprise security**

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| **IT Functional Area** | **Functional Area Descriptions** | **Service Offering** | **Total Staff Complement** |
| **Enterprise Security** | This is the area that ensures the organization's information is protected from the workstations, applications, storage, and workstations. | Protects the enterprise systems from malicious users  Ensures the networks of the enterprise is well protected with up-to-date software    Ensures applications used have no weak points to allow unauthorized access to systems | 5 |
| Network security | This is the area that protects the organization from attackers trying to access the network. | 2 |
| Cloud security | Cloud security ensures the security of software-as-a-service (SaaS) | 1 |
| Application security | Application security entails analyzing codes of the application to identifying security vulnerabilities and fix them. | 1 |
| Internet security | This involves the analysis of information transmitted over the browsers and identifies any security risks. | 1 |

**Enterprise application**

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| **IT Functional Area** | **Functional Area Descriptions** | **Service Offering** | **Total Staff Complement** |
| **Enterprise Application** | Enterprise application is a system created that enables organizations to run all their operations with coordination and cooperation. | Manages supply chain of the organization  Customer experience  Enterprise resource planning | 5 |
| Business intelligence | This is a technology that analyses data collected from the IT systems and outputs information to be executed. | 2 |
| Enterprise resource planning (ERP) | ERP is a system used to control the daily activities in an organization. | 1 |
| Call centers | This is a sub-area in an organization that deals with calls from customers. | 2 |

**Enterprise architecture**

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| **IT Functional Area** | **Functional Area Descriptions** | **Service Offering** | **Total Staff Complement** |
| **Enterprise architecture** | Enterprise architecture is where organizations organize IT structure to align with the business's objectives (Bernard., 2012). | It shows how technology, information, and business move together.  Improve the efficiency of information in business. | 5 |
| Business architecture | This is a sub-area where the business creates objectives and strategies. | 2 |
| Information architecture | This is an area where the business gathers information of the data to be used by the business. | 1 |
| Application architecture | Application architecture deals with the development and designing of an application. | 2 |

**Infrastructure and operations**

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| **IT Functional Area** | **Functional Area Descriptions** | **Service Offering** | **Total Staff Complement** |
| **Infrastructure and operations** | I&O is an area responsible for the management of several elements in the management of technology, data, and information, such as storage, security, and process | Security of the systems  Management of the networks  Provisioning, configuring and deploying servers. | 5 |
| Security | This is an area that deals with preventing attacks from malicious users to the organization's data. | 2 |
| Storage | Storage allocates data to the correct location for faster and efficient access. | 2 |
| Processing | Processing is an area that makes sure data is processed faster and the correct output is given. | 1 |

**Compute services**

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| **IT Functional Area** | **Functional Area Descriptions** | **Service Offering** | **Total Staff Complement** |
| **Compute service** | This is an area that offers processing capabilities to a company that has fewer processing capabilities. | Scaling companies storage  Increase processing power | 5 |
| Network Resource | This is the area that provides a connection between the companies system and third-party systems. | 2 |
| Storage resource | Storage resources offer the space to store data | 2 |
| Memory resource | Memory resource defines how data is stored and arranged in the memory. | 1 |

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| **Enterprise Security** | | | | |
| **IT Job Title** | **Years of Experience** | **Education Requirements** | **Certifications** | **Sub-Functional Area & Staff Count** |
| Enterprise Security Lead | 10 | Master’s degree in IT, computer science, information security or a related field. | CISM, CRISC, and CISSP | 1 |
| Enterprise Security Analyst | 5 | Bachelor's degree with coursework in computer science, MIS, IT. | CISSP certification | 2 |
| Enterprise Security Analyst | 3 | AS/AA or BS/BA degree. | CPP, PSP | 1 |

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| **Enterprise Applications** | | | | |
| **IT Job Title** | **Years of Experience** | **Education Requirements** | **Certifications** | **Sub-Functional Area & Staff Count** |
| Application Analyst | 3 | Bachelor’s degree in Information Technology. | CJIS/FDLE | 1 |
| Enterprise Application Specialist | 2 | Bachelor’s degree in Information Technology | SQL, SSRS | 1 |
| Enterprise Application Administrator | 1 | Bachelor’s degree in Information Technology | MCSE | 1 |

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| **Enterprise Architecture** | | | | |
| **IT Job Title** | **Years of Experience** | **Education Requirements** | **Certifications** | **Sub-Functional Area & Staff Count** |
| Enterprise Architecture Manger | 10 | Master degree in computer science, Industrial Engineering, Management Information System. | AWS, CISSP, CDNA, TOGAF, Open CA | 1 |
| Enterprise Architect | 4 | Bachelors in business, information systems. | TOGAF, CISSIP-ISSAP | 1 |
| Solutions Architecture | 5 | BA/BS in Computer Science | AWS, CNDA | 1 |
| Enterprise Architecture Tools Administrator | 1 | BA/BS in Computer Science | NONE | 1 |

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| **Infrastructure & Operations** | | | | |
| **IT Job Title** | **Years of Experience** | **Education Requirements** | **Certifications** | **Sub-Functional Area & Staff Count** |
| IT Infrastructure & Operation Manager | 10 | Master’s degree in IT/Engineering | MCP, MCSE | 1 |
| IT Infrastructure & Operation Specialist | 5 | Bachelor’s degree in Technology, Information Systems. | DCIS, DCOS | 2 |
| IT Operation Analyst | 5 | Bachelor’s degree in Technology, Information Systems. | ITIL® v3 (2011) or ITIL® v4 skills, assessor | 1 |

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| **Compute Services** | | | | |
| **IT Job Title** | **Years of Experience** | **Education Requirements** | **Certifications** | **Sub-Functional Area & Staff Count** |
| Contracting Design Specialist- IT Contracting | 3 | Bachelor’s degree in computer science or business related. | FAC-C, CPCM | 1 |
| Computing Resources/Network Specialist | 5 | Bachelor’s degree in Network Engineering, Systems Engineering, Information Technology | Linux, CompTIA, CISSP, CCIE, CCDE | 1 |
| IT Disaster Recovery Specialist | 5 | Bachelor’s degree in computer science | DRCP, DRCS, DRCE | 1 |

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Introduction of a more structured model that will allow the collection of IT performance by reporting to the senior IT managers. Introducing a system that rates an IT staff by the tasks he performs and gives an output of the rate of efficiency and effectiveness of the IT staff

**Situation 2: Dysfunctional Team**

* I will approach individuals one by one and as soon as possible and address the issues of work attitude, accountability, and lack of direction.
* Setting objectives is one of the approaches that make sure the employees know what they need to do (Bernard, 2012).
* Avoiding confrontations is a strategic action that will aid in circumventing difficult conversations with employees. Handling these conversations allows one to identify the weaknesses while finding the right solution to solve the problem while ensuring the employees are held cautiously.
* They are keeping up with employees and following up with their duties. By only considering the problems will not give the real situation. Asking questions and being in touch with the employee will allow me to get precise information on adjustments to be executed.
* Poor performance handling, the performance that is below standards is to be addressed as quickly as possible and as soon as it is detected. By retraining of staff to enable them to be more responsible and adhere to their duties.
* Building trust is one of the key characterizing in building a team that works together in harmony (Matthews & McLees., 2015). Employees need to have confidence and faith in each other and other senior officials.
* Sharing goals and creating an environment where employees work on a common objective and work hard to achieve it makes it a suitable environment for employees to work.
* Communication, providing a good communication environment, is the heartbeat of a better team. Through communications, a team can brainstorm, share ideas, receive contradictions, and ask or receive feedback. Clear communications are enabled by listening, encouraging, and focusing on the specific needs of the employee (Matthews, 2015).
* It is introducing a system that gives individuals warnings if they fail to adhere to the timelines provided.
* Clarify the purpose of the breaks and the importance of the staff being t work at the right time.
* It is setting objectives, discussing with an employee the organization’s goals, and making it clear. This is a key issue that founded the organization. Therefore, each employee must understand and should be a guideline to all employees.
* Clear instructions, giving out orders, and clear directions to the staff identify the negative behaviors.
* Critiquing the wrong behaviors but not the individual
* Consequences, putting up clear and specific consequences. Consequences include a warning, termination of an employment contract, or denial of promotions. This makes sure employees follow the guidelines required or face the consequences (Bernard, 2012).
* Raising no complaints reduces the several issues that could arise from the colleagues and CIO.
* Being real, transparency is a crucial tool to make sure everybody understands, allowing uncomfortable conversations that deliver proof of caring and truth within the company. Transparency will ensure better results which will boost the company’s performance in future (Bernard, 2012).

**Section 3: Situation 3: Employee Performance**

The employee has shown no signs of improving but may improve when given the last chance. I will provide the employee with the last warning.

Transferring the employee, refitting the worker to perform other tasks which they have shown abilities. Analyzing the worker's strengths and weaknesses will enable the employee to perform in his/ her specific sector.

Motivation, poor performance, and negligence can be caused by a lack of motivation. Through motivation and working closely with an individual can improve his performance (Matthews, 2015).

**References**

Bernard, S. A. (2012). An introduction to enterprise architecture.

Matthews, R. &. (2015). Building effective projects teams and teamwork. *Journal of Information Technology & Economic Development*, 6(2).