Running Head: IT ENTERPRISE SUPPORT

IT Enterprise Support: Plush Packet Incorporated (PPI)

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While PPI is trying to expand internationally, this would not necessarily mean a need for a multinational IT team. The reason is that the bulk of sales and processing could be done online, meaning that IT could remain centralized to a single national entity while servicing a multinational organization. The role of IT for PPI would be both diverse and very specific. Also, due to the relatively small size of PPI, the team would not need to be large, but would need to be experienced and understand the reasons behind supporting PPI. The whole business unit would consist of an infrastructure team, a business applications team, and a business intelligence team.

The organization interfaces with IT in several different areas. Infrastructure is managed by the infrastructure team and, as such, are the most visible in terms of how IT support PPI. All issues, changes, and projects which require changes to be made to the infrastructure are managed by the Infrastructure team, and therefore, must align with the strategic goal of the company and the IT group.

IT would also interact with the company via the core business applications. That is, those applications which the company lives or dies by, and must have greater than 90% uptime from. Support of these applications would come from the business applications team and would, once again, align their operations along the strategic goals of the organization and IT group. Likely, these applications would be the web site, and web ordering platform, as well as, any financial software such as treasury systems or financial databases.

However, the primary concern for the organization’s management is in getting relevant and useful information out of the core systems. This particular function would be supported, via the IT group, through the business intelligence team. Their function is to gather and aggregate data from core systems and databases, as well as, develop models and predictions about organizational functions.

In terms of segregating teams into multiple divisions, this should not occur for the core IT team. However, it is likely that if PPI were to be spread out across multiple branches, geographically, a local desktop support group would be needed at each location. That being said, this would only be an issue if the geographical locations were of great enough hindrance that remote support was not sufficient to meet uptime requirements. This is not, however, a segregation of IT into parts supporting individual divisions of PPI. Rather, it is an extension of IT to meet business needs as it expands geographically.

The overall IT budget should be applied to the business unit as a whole. This would ensure that cost requirements are managed from a group pool of funds. Each team would be required to submit a budget to the IT manager for approval and dissemination to the higher echelon. However, this presentation would be as a unified IT unit, rather than separate teams.

Positively, this ensures that IT teams are working as a cohesive whole with regards to what the other teams are doing. It also ensures that if one team comes in under budget, another team can make use of funds as required. Conversely, if one team goes over budget, another team can sacrifice funding for the greater good of the whole. Having the teams broken out would not allow for this flexibility, and may even cause strife if teams have goals that work against each other that a grouped budget could bring to light.

Reference

Harmon, P. (2007). *Business Process Change* (2nd ed.). Morgan Kaufmann.