

IT Challenge Scenarios

Challenge Option #1: Acquisition

Your organization has purchased another company, and you are charged with integrating their technology with your company's infrastructure. You will need to determine how the acquired company's information technology (IT) operations and technology will best fit in your current operations.

- Consider the elements that will need to change in your organization to integrate the acquired company's technology. Remember this is not just about infrastructure—it is also about organizational issues such as personnel, culture, and business processes.
- Consider also that integrating the new technology does not mean that the operations for the acquired company or its personnel will remain the same. You will need to anticipate major changes and how these changes will be perceived by your current and future staff.
- You will need to determine how the acquired processes can be folded into your IT operations with as little disruption to your organization as possible. Consider the effects of these changes on processes outside your IT organization and how these may need to be addressed.
- You will need to consider your current personnel levels and what you will need to do with personnel from the acquired company. Consider the emotional intelligence side of the changes including staff reduction if this is necessary in your scenario.

Challenge Option #2: Business Process Reengineering (BPR)

Your organization has determined that an enterprise-wide core business process needs to be reengineered with technology to streamline the organization.

- Consider a broad solution and how it would fit into the organization. Remember that the solution may be a new aspect or module in a current platform, or it may be a new proposal altogether.
- Consider the effects that changing the business process will have on your organization.
- You will need to thoroughly understand the business process that is under consideration for BPR.
- You will need to examine the effects of changes from the organizational side of the business and the effects on your own IT organization.
- Consider how BPR will change the IT organization's operations and the effects the reengineering will have on personnel levels and skill sets.
- Consider the wide ranging changes that BPR will have on the organization. You will need to anticipate the effects on both the business processes and the people affected by the changes.
- Consider the emotional intelligence side of the changes including staff reduction if this is necessary in your scenario.

Challenge Option #3: Outsourcing

Your organization has determined that it wants to outsource an enterprise-wide business process or IT function to a third party provider.

- Consider the elements that will need to change in your organization to move the functions to the outsourcer, including, but not limited to, processes, systems, and data exchange.
- Consider also that moving the functions outside the organization does not mean less work or fewer IT people, as outsourcing has many facets that require active management to assure consistently positive results that provide ongoing support for the organization.
- You will need to determine how the outsourced processes will impact your IT organization and to consider how to implement the outsourcing with as little disruption to your organization as possible. Be aware that even though your organization might outsource an IT process, it will likely have effects on processes outside your IT organization. You will need to anticipate and address those effects.
- You will need to consider your current personnel levels and what you will need to do at the conclusion of the outsourcing. Consider the emotional intelligence side of the changes including staff reduction if this is necessary in your scenario.