

Deliverable 1

Describe the current situation related to IT management in one specific organization. The description should include:

- An organization chart for the organization, where units having a particular responsibility for IT management (e.g., a central IT department) are highlighted
- The key systems in use (top three?) and their interconnections (you can check for possible connections by following data flows among systems and looking for shared data repositories)
- A mapping between the key systems and their users, in terms of:
 - Which organization units depend on the systems?
 - How are the governance structures, in terms of:
 - Key decisions: sourcing, functionality
 - Funding: development cost, maintenance cost
- How does the organization change their systems, in terms of:
 - Planning and decisions
 - Actual technical change?

Include information on the historical evolution: how was the situation 3 years ago and 10 years ago? You may give particular attention to one or a few concepts (from the course literature) that are particularly relevant to your case. Are there any unexpected issues or mismatches between your case and what has been discussed in the class and the readings?

Do not forget to include some general information for the organization (e.g., public vs private, national multinational, type of business, overall size in terms of headcount and turnover, years since establishment). Also, if relevant, include major regulatory obligations, certifications, accreditations imposing specific requirements for IT management (e.g. regulations on the handling of sensitive data, regulations related to business continuity and disaster recovery, ISO certifications).

The case description should at least be based on one interview with a person involved with the organization's IT in addition to other, secondary sources (company documents, publicly available material). We expect you to follow sound academic standards of writing. The interview should be conducted and documented accordingly. Reference what articles you base your analysis on, and where you position your own writing in relation to the course material.

Around 5-10 pages, deliver through Devilry.

Deliverable 2

Building upon deliverable 1, obtain more information about the organization's current plan for managing their IT portfolio. Consider, in particular:

- How is the dependency between the organization's overall strategy and their IT portfolio and IT management-practices? In particular: are there any strategic goals that require significant change in either: a) the IT portfolio, and/or b) their IT management practices?
- If the organization plans significant changes: What are the methods/tools applied by the organization to achieve the desired goals? Do they see any risks when implementing the desired changes – and if so, how are they addressing them?
- If the organization plans to, in overall, maintain status quo: Who and what do they consider the key reasons behind their current success, and how did they get there?

Based on the obtained information, discuss to what extent the observations match the theory covered so far in the course.

This should be an extension (additional chapters) to deliverable 1, in total the document should be around 15-20 pages. You are allowed to change content from the first chapter.