Megan Ybarra

Professor Nevill

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MIS Lesson 7: Information Systems Management

Senior executives other than the CIO may view the lack of malleability/flexibility in IT as a limitation that hinders their ability to achieve their goals, as it can slow down innovation and growth. A CFO (Chief Financial Officer) may see this as a barrier to achieving financial goals. For example, if a company cannot adapt its IT systems to changing business environments, it can miss out on revenue opportunities or suffer unnecessary costs. The Chief Security Officer might view the malleability/flexibility in IT departments as a risk to the company's cybersecurity and ability to respond to threats. If a company has an IT system in place, and it is unmalleable, then it does little to no good as they are vulnerable to cyberattacks; because if it cannot respond to threats promptly, data will be taken, privacy will be violated, and the company's reputation and performance will be at risk.

The VP of Sales may view the lack of malleability/flexibility in IT departments as a barrier to achieving sales goals and delivering value to customers. For example, if a company's IT system cannot support new sales outlets or consumer engagement models, the sales team will not engage with new consumers and generate more money. They may also be concerned about the speed of the IT department's response to volatile market conditions and consumer preferences because if the IT system is too inflexible, they miss the opportunity to execute new sales

strategies and therefore lose money. Additionally, the VP of sales relies heavily on data to analyze consumer behavior and preference that helps them identify new sales opportunities. The VP of Manufacturing may view the lack of malleability/flexibility in IT departments as a disruption to efficient operations and a threat to adaptability in the production process. For instance, if a company's IT system is unable to support a new manufacturing process or integrate new data, production efficiency will decrease, which will have a domino effect on the supply chain. The VP of Manufacturing would also be concerned about the impact of IT failures or downtime on production schedules because implementing new systems or upgrading old ones usually leads to production delays. Also, the VP of Manufacturing counts on data and analytics to monitor production performance and identify opportunities for process improvement, as the slightest change can put them ahead of the competition. However, if their IT system is inflexible, they could be limited, allowing their competitors to take the lead.

The perception of IT can be improved by communication and collaboration. When all executives meet regularly, they can discuss their needs and gain a better understanding of what the others need. With regular meetings, IT can respond faster to changing business needs as everyone can communicate the company's priorities. Communication will also save time as there will be less of a need for IT to rework, adjust, and develop solutions to meet the needs of other executives. The IT department can also invest in talent to stay up to date with emerging technologies and market trends. They must invest in employees who are innovative and responsive; and who can work with the company's leaders and align the IT strategy with the business strategy.