Moshe Canty

cantym@allianceu.edu

Management Information Systems

Information Systems Management Lesson# 7

Alliance University

April 2, 2023

Challenges Confronting IT Departments

The fact that information systems, products, and technology are difficult to change, alter, or bend is a challenging prospect confronting senior executives. Despite this, however, I personally think that senior executives other than CIO's view this lack of malleability both negatively and positively. For starters, the components of IS are essential for an organization. They are responsible for helping an organization function in an efficient manner. Sometimes those components are not always reliable and can disrupt the organization's ability to function at an optimal level. For instance, an organization's dependence on its hardware and software can lead to malfunctions within its internal systems. This can slow down the order of how business is conducted.

Senior executives know that no matter how many times they update their technology they will always be faced with similar challenges. Perhaps this is why some senior executives are reluctant to spend exorbitant amounts of resources on their company's IT department because they know that this problem cannot be solved. Just recently in the news, Silicon Valley Bank was shut down after its investments decreased significantly in value, and many of its depositors withdrew their money. This caused a ripple effect throughout the financial system. Employers whose money were tied into these systems felt the brunt of this shut down. I know of one employer who could not pay their employees during a its payroll period. Now, this shutdown had nothing to do with hardware, software, or data, they did, however, have everything to do with the actions of people. In my opinion, people can sometimes be, arguably, the biggest challenge to change.

Some companies rely upon outdated technology even when they have evidence which proves that improvement in tech is cost effective and can help boost work performance significantly. In this regard, I believe senior executives view this lack of change negatively. In contrast, I do

believe that this lack of change can have a positive spin to it because if the IT department is functioning efficiently then no harm, no foul. Thus, when work performance is not being adversely impacted then this can be a positive as well. Another positive I believe senior executives take into consideration the lack of malleability with IS, products and technology are the comfortability with repetitive systems. As the saying goes, "If it ain't broke don't fix it." I believe senior executives are alright with these systems because they continue to help them meet their companies' goals.

As drastic as the above may sound, change is inevitable, it cannot be denied. IT departments are going to have to be strategic as to how they expect any realistic change to occur. However, as long as people continue to be our biggest impediment to change then the change we envision will remain a figment of our imagination. The change I am envisioning must come from the top down. Organizations must restructure their infrastructures so that they are more reflective of the world we are living in. A significant percentage of these companies are owned and controlled by white males, therefore, as long as they occupy seats at the executive table, everyone else will continue to be deprived of true change.