

Senior executives, apart from the Chief Information Officer (CIO), view the lack of malleability and flexibility of IT departments as a significant hindrance to business operations. IT departments are known to be rigid and inflexible, especially in large organizations. Senior executives believe that IT departments are slow to adapt to changes and are too reliant on outdated processes and systems. As a result, they see IT departments as an obstacle to innovation and progress.

One of the major reasons for this perception is that IT departments are often viewed as a cost center rather than a revenue generator. Since the primary focus of IT departments is to ensure the stability and security of the organization's systems, senior executives tend to view them as a necessary evil rather than an asset. Additionally, the lack of communication between the IT department and other business units further perpetuates this perception. IT departments tend to operate independently, with little collaboration or communication with other departments. This results in a lack of understanding of the needs and requirements of other business units, which in turn makes it difficult for IT to provide flexible solutions that can meet the changing needs of the business.

To improve this perception, IT departments need to adopt a more customer-centric approach. IT departments should work closely with other business units to understand their needs and requirements and provide solutions that are flexible and adaptable. This can be achieved by creating cross-functional teams that include members from IT and other business units. This will facilitate collaboration and communication, and ensure that the IT department is aware of the changing needs of the business.

Another way to improve the perception of IT departments is to adopt a better approach to software development; a method that is designed to be flexible and adaptable, allowing teams to respond quickly to changing requirements. By adopting their methods, IT departments can demonstrate their ability to be flexible and responsive, which will improve their credibility with senior executives.

Furthermore, IT departments need to invest in modernizing their systems and processes. Legacy systems and outdated processes are often significant barriers to flexibility and malleability. By investing in modernizing their systems and processes, IT departments can ensure that they are better equipped to meet the changing needs of the business. This will also

demonstrate to senior executives that the IT department is proactive in ensuring that they have the necessary tools to be flexible and adaptable.

In conclusion, the lack of malleability and flexibility in IT departments is a significant concern for senior executives. IT departments need to adopt a more customer-centric approach, work closely with other business units, create more efficient methodologies, and invest in modernizing their systems and processes to improve this perception. By doing so, IT departments can demonstrate their value to the business and become a strategic asset rather than a necessary evil.