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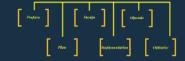














How Cisco IT
Implemented
Organizational
Change.

CISCO

This company uses a Silo
Perspective Structure with their
employees doing both
implementational and operational
work.



The problem was lack of communication and focus in the IT's Network and Data Center Service (NDCS) department that leads to a bad service support to the clients, which in a company of service is a very severe issue.



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What should Cisco do?

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