



Strategic Workforce Planning

- Millennials overtaking the workforce
- Implications across business functions
- Increased business demand of IT

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Mobile Management Solution

Case Questions

What challenges do you identify in the case?
 How do you think the company should address these challenges?
 What are the key success factors for the company?
 How do you think the company should address these challenges?

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Problem Identification

- Generalization
- Lack of Environment
- Lack of Process Management
- Education and Training

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Consulting Team

Chelsey Grimm
Workforce Planner

Nicole Passehl
Communication Analyst

Kelly Wojtan
IT Business Specialist

Kofi Nyame-Mensah
Strategy Consultant

Jackie Antonucci
Opportunity Analyst

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Opportunities

| TheMAG | | |
|---------|------|------|
| Year | 2010 | 2011 |
| Revenue | 1.2 | 1.5 |
| Profit | 0.3 | 0.4 |

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Case Questions

What are the key challenges in the case?
 How do you think the company should address these challenges?
 What are the key success factors for the company?
 How do you think the company should address these challenges?

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Q&A

Approach to Case

- Modern efficiency consulting firm
- Team-oriented approach
- Efficient and profitable business solutions

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The iPhone at IVK

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The iPhone at IVK

Consulting Team



- Chelsey Grimm**
Workforce Planner
- Nicole Passehl**
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Mobile Management Solution

Case Questions

What would be the impact of increased mobile device usage on the business?

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Problem Identification

- Communication
- Lack of Governance
- Lack of Process Management
- Education and Training

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Opportunities



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Case Questions

How should IVK respond to the other departments' requests?

1. Support administrative meeting
2. Do it offline
3. Do it online
4. Support mobile device
5. Support mobile device
6. Support mobile device

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Identification

Management
Training

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Overview

-IVK Financial Services

-Jim Barton, CIO

**-Non-Standard Service Request
(NSR) - iPhone**

-Is it worth it?

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Problem Identification

- Communication
- Lack of Governance
- Lack of Process Management
- Education and Training

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Opportunities

Strategy

People

Processes

Technology &
Architecture

Culture and Behaviors

Governance

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Case Questions

How should Barton respond to the sales department's request?

1. Request collaborative meeting
2. Due diligence
3. SWOT Analysis
4. IT Project Prioritization
5. Task Force
6. Provide knowledge/training

Figure 1—Project Prioritization Matrix

| Project List | Cost Savings/ ROI | Weighted Score | Technical Complexity | Weighted Score | Business Value | Weighted Score | Security/ Regulatory | Weighted Score | Speed to Market | Total Project Score | Weight Factor | Project Priority Ranking |
|---------------|-------------------|----------------|----------------------|----------------|----------------|----------------|----------------------|----------------|-----------------|---------------------|---------------|--------------------------|
| Weight Factor | 3 | | 2 | | 2 | | 3 | | 1 | | | |
| 1 Project A | 8 | 24 | 10 | 20 | 1 | 2 | 10 | 30 | 1 | 1 | 77 | 1 |
| 2 Project B | 10 | 30 | 9 | 18 | 2 | 4 | 5 | 15 | 4 | 4 | 71 | 2 |
| 3 Project C | 7 | 21 | 2 | 4 | 9 | 18 | 6 | 18 | 10 | 10 | 71 | 3 |
| 4 Project D | 4 | 12 | 4 | 8 | 7 | 14 | 7 | 21 | 9 | 9 | 64 | 4 |
| 5 Project E | 3 | 9 | 8 | 16 | 3 | 6 | 9 | 27 | 2 | 2 | 60 | 5 |

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Case Questions

What should Barton do to avoid being surprised by future requests for unsupported technologies?

- Introduce Innovation Team
- Collaboration Communication Approach
- Employee Training

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