

Write Up: Components of a Business

Identify other components of a business:

A business contains many components including the roles/organization within the business; CEO, Operations, Marketing, Sales, Finance, Human Resources, Customer Service, Research and Development, Information Technology, Legal, Supply Chain Management, and Leadership/Strategy.

Where do they “fit” in the organization?

The CEO would be at the top of the business structure. Operations, Marketing, Sales, Finance and HR are on the same level underneath the CEO since they would all report directly to the CEO. Customer Service, Leadership/Strategy and Supply Chain Management would be under Operations. Research and Development would fit under Marketing and Sales. Legal, HR and PR would be have their own place and also report to the CEO.

Where does IT “fit” in an organization?

In the past, IT was seen as a “less important” role whereas today it is just as important (possibly more, depending on the business) than other roles within the business structure. With this being the case, IT would be on the same level and the CIO would report directly to the CEO.

What are the Roles & Responsibilities w/in IT?

CIO (Chief Information Officer) - Sits at the top of the IT structure. This is an executive role alongside CEO.

PMO (Project Management Officer) - Manages IT projects and alignment with business needs.

Architecture - Designs overall systems, ensures scalability and efficiency.

Development - Builds applications and solutions.

Test - Ensures quality assurance and functionality.

Database - Manages data storage, backup, and integrity.

Reporting - Provides insights, dashboards, and business intelligence.

Security - Protects systems and data (cybersecurity).

Operations - Runs day-to-day IT services and infrastructure.

How should IT itself be organized?

CIO (Chief Information Officer) is at the top > PMO (Project Management Officer), Architecture, Security, Operations, and Development all sit equally under the CIO. Under Development > Test, Database, and Reporting. Each department within the IT structure (PMO, Architecture, Security, Operations and Development) should report directly to the CIO who can then bring that information to an Executive meeting and/or the Board. IT and Cybersecurity are support roles within the business.