**INFORMATION TECHNOLOGY (IT) DEPARTMENT**



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**COMPANY AND IT DEPARTMENT OVERVIEW**

**COMPANY AT A GLANCE**

[NAME OF COMPANY] is a medium-scaled pharmaceutical company created and operated as a general partnership having its principal operations of business on a leased space in [INSERT COMPLETE COMPANY ADDRESS]. The company was founded on [FOUNDING YEAR] by [NAME OF FOUNDER 1] and [NAME OF FOUNDER 2] with the primary aim of helping patients in treating their different skin problems and diseases to achieve healthy skin and promote positive self-image.

With its \_\_\_\_ years in business, the company has acquired local recognition of being one of the leading pharmaceutical companies in the state of [STATE] consistently producing the most effective topical medications. Despite the previous challenging quarter due to economic issues affecting the pharmaceutical market in the country, the company remains steadfast in producing top of the line topical medications and, in fact, successfully launched [NAME OF TOPICAL MEDICATION PRODUCT] for mild to severe atopic dermatitis (eczema) treatment in the said previous quarter.

In this present quarter, the Company aims to continue and further improve its positive performance in the market and identify issues in research and information in order to improve its new products, customer relations, and marketing.

**IT DEPARTMENT**

This department is primarily responsible for providing IT services for the fulfillment of company goals in an efficient manner. The services include data processing and storage, medical research and information, improving customer relations, and marketing promotions. The following duties and responsibilities are categorized in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Data Processing and Storage** | **Medical Research and Information** | **Improving Customer Relations** | **Marketing Promotions** |
| 1. Creating software programs 2. Creating process systems for efficient documentation 3. Developing and operating a network to support effective communication and collaboration among the different departments in a single network 4. Creating a security system that will protect the company’s corporate data and other valuable information from viruses and all other kinds of cyber threats and attacks | 1. Facilitating the efficient access of data records for the research to be conducted by the pharmaceutical scientists 2. Creating software programs for easier access to drug components and their analysis. 3. Creating an efficient data storage for all experiments conducted, either failed or successfully developed | 1. Creating records for customers who have submitted support tickets 2. Resolving submitted concerns from customers by providing explanations and corrections 3. Assisting the sales department by providing a customer support team | 1. Creating an online website for the Company that will present the different topical medications and their suggested retail prices 2. Provide access to the company’s computer systems to create social platforms to promote the products of the Company |

**IT DEPARTMENT KEY ACTIVITIES**

Pursuant to its obligations and responsibilities for the company, the IT Department has conducted the following activities for this quarter enumerated as follows:

1. **Website Redesign Project**

The IT Department proposed a redesign plan for the Company’s website to improve the way it is communicating the company’s brand to its target market and improve the website’s usability to the customers and visitors as duly approved by the managing partners.

 

Figure 1.1: Old website design Figure 1.2: Proposed website design

Comparing the two designs, the proposed website design has minimalistic features for a better focus on the topical medication products and easier navigation by the customers and other visitors. Pop-ad blockers are also integrated into the website and the IT department opted to embed the advertisements for seamless navigation.

1. **Network Inspections**

The IT Department conducted network inspections to improve its security system and prevent the unauthorized disclosure of confidential information and other forms of information leaks. Network performance is also tuned up in order to prevent network lags and other delays in accessing the Internet.

1. **Establishing Customer Online Payment System**

The IT Department proposed to the managing partners to help customers access topical medication products without the hassle of going to the physical retail stores by simply paying through the credit payment system or electronic cash (e-cash) system. Under the said proposal, customers may directly select from the topical medication products provided on the website and an online payment system shall be incorporated on the interface of the website for the benefit of the customers.

This proposal is still under assessment to further measure its feasibility and efficiency.



Figure 3.1: Website design incorporated

with the online payment system interface

**IT DEPARTMENT QUARTERLY PERFORMANCE AND COMPETENCY**

This section shall present the performance and competency of the department in the present quarter. Such performance and competency shall be presented into categories of network security and performance, customer relations, and marketing promotions to easily identify problem areas and recommend solutions.

**Network Security and Performance**

1. **Issues and respective recommendations**
   * + 1. **Anti-spyware and anti-virus software**

Level of Severity: Serious

Issue:

The management’s chosen anti-spyware and anti-virus software have not been detected or installed in some of the computers.

Recommendation:

The Department shall promptly address this issue as it may compromise the interests and assets of the Company.

* + - 1. **Inactive computers in the network**

Level of Severity: Trivial

Issue:

Inactive and non-functioning computers have been discovered in the different departments:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Administrative and Financial Department** | **Production Department** | **Quality Control and Quality Assurance Department** |
| Active computers: | [n] | [n] | [n] |
| Inactive computers: |  |  |  |

Recommendation:

Investigate the cause and inventory computers that should be removed from the network. Replace the inactive and non-functioning computers, if necessary.

* + - 1. **Software licenses**

Level of Severity: (Not Applicable)

Issue:

No issues were found as software licenses were correctly and appropriately installed in all of the computers listed in the active inventory.

Recommendation:

Promptly check the expiration date of installed software licenses and update those licenses nearing their expiration date. Alternatives for better licenses may also be recommended.

Speed Test and Results

The following are the recorded download and upload speed for the present quarter:

**FOR THE MONTH OF: \_\_\_\_\_\_\_\_\_**

 

Download speed: Upload speed:

**FOR THE MONTH OF: \_\_\_\_\_\_\_\_\_**

 

Download speed: Upload speed:

**FOR THE MONTH OF: \_\_\_\_\_\_\_\_\_**

 

Download speed: Upload speed:

**Customer Relations**

The table below presents the efficiency and effectivity of the department in resolving customer service reports for the months included in the present quarter:

|  |  |  |  |
| --- | --- | --- | --- |
| **FOR THE MONTH OF: \_\_\_\_\_\_\_\_** | | | |
| Total Number of Customer Service Reports Received | Resolved Service Reports | Unresolved Service Reports | Efficiency Percentage |
| (n) | (n) | (n) | 0.0% |

**Marketing Promotions**

|  |  |  |
| --- | --- | --- |
| **Quarter** | **Sales Percentage** | **Percentage Difference** |
| Previous Quarter | 0.0% | 0.0% |
| Present Quarter | 0.0% | 0.0% |

**IT DEPARTMENT COSTS AND EXPENDITURES**

The table below presents the detailed IT-related expenses made for the different months of the present quarter:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| FOR THE MONTH OF: \_\_\_\_\_\_\_\_ | | | | | |
| **Item** | **Newly Purchased Items** | **Repaired Items** | **Potential Costs** | **Actual Costs** | **Percentage in Budget** |
| Network cables and other related wiring | (n) | (n) | 0.00 USD | 0.00 USD | 0% |
| Network routers |  |  |  |  |  |
| Desktop computers and laptop computers |  |  |  |  |  |
| Flash drives |  |  |  |  |  |
| Hard disk drives |  |  |  |  |  |
| Optical mouse |  |  |  |  |  |
| Printers |  |  |  |  |  |
| Other IT supplies |  |  |  |  |  |
| Software and IT licenses |  |  |  |  |  |
| Legal fees |  |  |  |  |  |
| **TOTAL** | **(N)** | **(N)** | **0.00 USD** | **0.00 USD** | **0%** |