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**IT-550 Management of Information Technology**

**Final Project Milestone Three: Accenture - Strategic Outcomes**

**Strategic Outcomes**

Strategic Outcomes from the conclusions of SWOT: - As we all know that the Andersen Consulting took a step forward in separating from its parent company, Arthur Andersen. The new company got its name as “Accenture.”

**Strengths:** The firms accounting services were in demand day by day. They were pitching in to the high-level prospective customers.

**Weaknesses:** Accenture had used the technology of Andersen for a year. But then it found that the technology was incomplete in many ways as to their systems were built of a patchwork of the applications that were unable to connect with each other. Secondly, they had the obsolete software usages and the people were unable to use it at the remote locations.

**Opportunities:** The management had faith that the organization will grow. Now, whether to decide as on to follow the decentralized approach or centralized approach helped them in taking a decision as to transform their system. They had the opportunity of building up their own IT systems from the foundation that would help their professionals in getting the access to the systems anytime and anywhere they want. In today’s environment and considering the Accenture’s culture it was important to stay connected wirelessly.

**Threats:**

They will face some challenge of building a new IT infrastructure system.

Mission Statement: Accenture always aimed at providing the best of the services to its clients.

Vision Statement: Accenture aimed at being an IT Centre and not the cost center.

* It aimed at providing the IT products and services needed to drive the customers and stakeholders.
* To provide the clear and verifiable services at each levels to ensure that they provide the best services and to continuously keep on improving their services.
* A appropriate price to be established for an appropriate delivery of services.

**Best Practices in IT Governance and Regulatory Implications in Industry in Which Accenture Operates In**

Accenture management determined that many applications needs to be changed and the new ones had to be set up. A best of breed approach will make Accenture to be a cost-effective organization as running the multiple applications would require multiple specialists which will thereby increase the training costs. In addition, single-Vendor Approach will bring down their negotiating power regarding their future purchases from only one vendor. Accenture has established a new governance system to determine the IT decisions. For this, they require the high-level management along with the task of working together in the same horizon. Accenture aimed at becoming a ROI-oriented and disciplined organization when it came to allocation of the budgets. Therefore, Accenture planned in managing its IT infrastructure by simplifying its platforms and dealing with the global vendors. The same will help in generating the economies of the scale, running the infrastructure and ultimately reduce the cost of savings.

In addition, one of the best practices in IT governance that Accenture can adopt is decentralizing its technology systems specifically the Information Technology department. The firm should also conceptualize the IT platform as a cost center and not as a service center. Decentralizing the technology platform gives managers in different countries in which Accenture has got operations the autonomy to make the best decisions that are relevant to the local environment. The strategy behind consideration of the system as cost centers is to allow the corporation management take and implement policies that are geared towards operating at minimum costs. Regarding IT as a service provision center is likely to make the managers in the company complacent. They may lose the drive of running operations of the firm cost-effectively. A case in point is when Accenture decided to run the IT like a business. Under this system, the consultants were required to get their queries answered online by accessing the firm’s database remotely. The consultants would only place calls for personalized services when they faced a severe or very urgent problem. This model was very successful and cost-effective, unlike the system where consultants were used to personalized in-office assistance. The regulatory implication of using a decentralized model of IT governance is that Accenture’s IT platforms would be under different legal systems. The version of implementation or general use of the information technology would vary from one country to another. Consequently, the company would need to formulate a comprehensive legal plan and hire advocates to advise it in areas pertaining to legal practices in each of the country it got operations. Overall, the firm’s fortunes in use of decentralized model far outweigh its costs or the benefits of a centralized model.

References:

Jeffery, M. (2015). *Strategic IT Transformation at Accenture* (1st ed.). Kellogg School of Management.