

CASE STUDY: Business Risks of Internal IT Staff

Accounting & Audit | Tax | Technology | Business Advisors

Executive Summary: An area manufacturer with 50 employees has one employee with an aptitude in information technology. This employee is a full time, salaried employee with production manufacturing duties, but who also maintains the information technology systems that support the whole company. The owners expressed concerns about the business risks of having all of the information technology assets of the organization managed by one individual. Chortek helped this firm reduce these risks by implementing business-class IT best practices while still retaining the existing employee.

Detail:

An area manufacturer had relied upon Chortek's IT team for project-based assistance for several years. The 50 employee firm had experienced consistent growth and had relied upon a full time, salaried manufacturing production employee to take care of their IT systems. This employee was self-taught in the area of IT skills and had thus far done a good job keeping systems running reliably. As projects arose needing specialized skills or additional help, the in-house IT person relied upon Chortek's team on a time and materials basis.

"I feel my business has too much risk in having all our IT system knowledge in one individual."

The president of the manufacturer contacted Michael Senkbeil at Chortek with concerns over the reliance on this single employee. Concerns she voiced included:

- I feel my business has too much risk in having all our IT system knowledge in one individual, and I don't think there's enough documentation that we could continue operating smoothly if we were to lose this employee.
- I'm happy with the work my IT person is doing, but I wonder whether there are other ways of doing things that my employee is not aware of, since they've been an employee here for many years and haven't seen how other companies operate their IT systems.
- I know my IT person enjoys doing IT tasks, but they enjoy it too much. Their productivity is suffering by their "wearing two hats", and it seems their manufacturing duties are regularly interrupted by IT support needs.

After discussing these concerns, the president considered and then engaged Chortek to provide their Managed Network Service. Chortek's team eased the transition for the internal IT person away from performing IT tasks by making it clear that both they and the president of the company value the knowledge and work that this employee has put into building and

maintaining the IT systems, but that for the health of the business, it was now time to take a team approach to IT support.

Chortek's team recorded thorough, standardized documentation of the key IT systems, passwords and configurations. They upgraded the data backup solution to an image-based (faster recovery) backup system with cloud-based offsite backup. Several network configuration changes were made to improve efficiency and reliability. Larger IT initiatives were planned out with budgets in order to address strategic changes to the system in a measured approach.



Today, the manufacturer has benefitted from Chortek team's experience among the many businesses they have supported for the past 20 years. The internal employee is more productive in manufacturing duties including additional projects which challenge and utilize his technical aptitude. IT systems run as smoothly as ever, having grown with the company as their needs change, due to continued investment and due to the consistent maintenance and support provided by **Chortek's Managed Network Service**.

MICHAEL SENKBEIL, MCSE, GCFA, CISSP, CISA

Partner

P: 262.522.8248

msenkbeil@chortek.com

At Chortek LLP, you'll find a team of CPAs and business advisors focused on providing you with timely information, advice, and the decision-making expertise you need to enjoy true prosperity in every facet of your business life. The depth of our team is complemented by the relationships we established with bankers, attorneys and other professionals. Our affiliation with Alliot Group provides you with the resources necessary to compete successfully on a global scale.

For over 65 years, Chortek has helped closely-held businesses obtain their financial goals in this competitive, global marketplace. Our entrepreneurial spirit and strong desire to see your business grow drives our talented professionals to first listen to your needs and then support your goals with meaningful and forward-thinking advice.