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Road To Operation Success

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Repository Citation

Lager, Malcolm, "Road To Operation Success" (2017). *Master of Information Systems Capstone Executive Summary*. Paper 28.

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Road To Operation Success

Malcolm Lager

Faculty Advisor: Vikram Sethi

Sponsor Organization

The sponsoring organization for this project was Abbott Nutrition (AN), a Division of Abbott. Abbott's Mission statement is:

"We're dedicated to fulfilling the promise of human potential, in all places, in all aspects and stages of life. We believe that health is the key to that promise. Because at our healthiest, we're capable of achieving anything. And that's why our pursuit of helping people achieve their best health at every life stage will never end. This is how we put that belief into practice each and every day."

The project will be specifically working with the IT Team and their operational support tasks within the Abbott Nutrition Plant in Tipp City Ohio. The plant has two manufacturing lines that produce aseptically filled products in 8 and 10 oz. bottles. Abbott Nutrition produces the product lines Enlive, Ensure, Glucerna and PediaSure at this location.

The Abbott Nutrition (AN) manufacturing plant in Tipp City Ohio started production in 2013 and now produces an average of 800,000 bottles a day. The plant currently employs 240 people across all areas including manufacturing and administrative support. The plant operates 24 x 7, with a scheduled shutdown period once a year for plant maintenance and project implementation.

As the plant has matured from a startup to a fully operational manufacturing plant, the IT support team has begun to mature as well. The IT support staff is now to the point where a standard set of work processes, procedures, formal communication paths, and metrics are needed to ensure operational performance and audit readiness.

Description of the Project

The project reviewed the current state of the AN IT support team and its daily operational processes and procedures. During this assessment, several areas were reviewed. First, the team make up was reviewed, along with the team member's responsibilities. This provided a point of reference on what the abilities of the staff were and how they could be best used in a sustainable operational environment.

Next a review of all applications and computing hardware was performed. In this review the current state of how computing assets were traced and the ongoing support was assessed. This review also looked at how software application licensing and support is handled within the plant. Also, an assessment of the IT Teams interaction with each other, operational staff, and plant management was reviewed. In this review, a look into the IT team meetings was performed to see how efficiently and effectively the time was being used. From this a set of meeting templates was used to improve the overall effectiveness of the meetings.

A review of the current corporate IT policies within Abbott was performed. Following this review, an assessment of how the team is addressing the compliance with the policies was conducted. This was used to develop a list of procedural and process documents that will need to be created to address the gaps that were found during the assessment.