



Matrix Management in IT

Matrix management has been a way of life within many, if not most, Information Technology (IT) organizations. It comes in many forms. It may be in the form of a tester on loan to the project manager of an important project. It may be an IT manager that has a dotted line reporting relationship with his/her primary business user, or any one of a number of other scenarios.

This class provides a definition and background of matrix management. It also discusses its advantages and disadvantages to the company, to IT, to the user community and to the person being matrixed. It also describes and illustrates various types of matrix management used within IT organizations.

Listed below are some of the topics covered in this class.

Definitions

- Definition and flavors of matrix
- Solid line vs. dotted line reporting
- Usage of matrix management within IT

Advantages and disadvantages for IT

- Advantages of matrix management from an IT perspective
- Disadvantages of matrix management from an IT perspective

Description of different matrix management implementations

- Permanent dotted line reporting models
- Temporary dotted line reporting models

Matrix management from an IT manager's perspective

- In IT and dotted line to the business
- In the business and dotted line to IT

Food for thought

- Various mini-case scenarios