

MODULE CODE/ COD Y MODIWL: BMSW4006

MANAGING ENTERPRISE IN THE 21ST CENTURY

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1. Operations

Facilities

The aim of British Bulldog will be to provide Security services regarding commercial guarding, residential guarding, technical assistance, school and campus security etc. Hence it needs to choose some particular clients at the beginning. There is not any need for an equation, but the company will focus on collaboration to get the initial flow. In future, it may need to acquire a few smaller security companies to make it stronger.

Location

In the UK, the company needs to focus on some particular locations where it will have a higher probability of getting clients and labour force. The major cities like London, Birmingham, Manchester etc., will be a better option to fulfil this need. The availability of versatile companies and a comparative employment environment will help them to meet out of this requirement. Besides, these places also consist of various technological stores which will help the company to get the necessities during an emergency.

Operating cost

Facilities	Cost
Purchasing of Land	£10000
Purchasing of Building	£20000
Initial rent	£500
Security deposit	£1500
Utility Deposit	£2000
Equipment	

Furniture	£2500
Computers	£1000
Hardware	£1500
Mobiles	£500
Vehicles	£3000
Cash registrar	£100
Other materials	
Insurance	£2000
Marketing cost	£3500
Promotional	£2500
Accountants	£500
Attorneys	£1000
Licenses	£1000
Trade membership cost	£5000
Technical Consultant and all technical cost	£30000
Others	£10000
TOTAL	£99100

Suppliers

The primary suppliers of British Bulldog will be,

- Various individual or corporate software providers
- Hardware support providers
- Antivirus and digital security providers

The primary responsibility of the company will be to protect valuable information digitally. As the entire work is mostly based on digital equipment, then various software and hardware providers will be its primary suppliers. In some cases, it will also have requirements for some physical assets, but there is not any requirement of continuous suppliers for that.

Research and development

The digital environment is very much dynamic, and the company should always have its focus on modifying its existing security components. The operations of the company will be susceptible because there will be a lot of vulnerable and malicious threats towards the security standard (Turgaeva et al. 2020). Hence, the responsibility of the research and development team will be very crucial to monitor the continuous operations of the company. The potentiality of losing data and other threats are higher in this industry as compared to others.

On the other hand, as it is also taking responsibility for the information of others, then managing and modifying the security standard is also one of the significant operations.

Quality control

The term "quality control" will be applicable for this business only from the perspectives from its clients. If it is able to maintain the information of its clients without any mistakes or errors, then it can be marked as a high-quality service (Ključnikov et al. 2019). Besides, it needs to maintain a good flow in communication with the suppliers. The floor is essential to maintain privacy and get information about upgrading. There is not much requirement of any other quality management standards.

Contingency planning

The company will have a different team for or addressing the problem, and they will also work for the removal of those. It is a fixed department for contingency planning (Raharjana et al.,

2018). For example, if there is any need to respond towards security incidents or the company has detected any cyber threat, then this team will be there for handling those issues. It also comes under significant operations as any such issues regarding that may destroy the brand image of the company.

Client satisfaction

It needs to create trust among clients at the beginning. Otherwise, it will not be able to get the initial flow. As its consumers will share their private information with it, then trust is necessary from them (Vivchar, 2016). In this case, most of the clients do not frequently change their collaboration with security companies. It is because they do not want to share information with random companies. Hence, the company can take this as an opportunity and focus on client satisfaction.

2. Technology plan

Functions

It will use the latest and upgradable technologies for the following functions,

- Firewall, IPS/IDS monitoring
- The testing of web application
- Penetration testing
- Search for possible ways to detect a cyber-threat
- Security assurance software
- Endpoint monitoring (EpM)
- Creating policies for organization and compliances
- Analysis of data loss
- Continuous monitoring of available data

Undoubtedly, the services of the company are very sensitive as any single gap in dose may cause a huge error for the companies and its land regulation (Mukherjee, 2019). Hence, it is very

crucial for the company to have a strong security system for the handling of all these technologies.

Ease of use

The company will focus on some existing factors for understanding the ease of using technology. As all of the available functions are of different use, then it needs to analyse the components like 'perceived usefulness' and 'perceived ease of use'. It will help the company to find the attitude towards the use is positive or negative (Cullen, 2018). Similarly, the real intention of using and actual usage will also be visible. It will make the overall standard more transparent, and the company will be able to use its technology for maximum efficiency and profitability.

Cost

Technical requirements	Cost
Software	£10000
Hardware	£4000
Antivirus	£2000
Continuous modification of digital software	£2500
Subscription and upgradation	£2000
Network cost for various data analysis	£2000
Total	£22500

Ability to upgrade

British Bulldog will also focus on the possibilities of upgradation for its hardware and software. The software of antivirus that is used for security incident response can easily be upgradable. It is because the suppliers I have the key to. On the other hand, the ways of monitoring IPS/IDS is not available in all circumstances. The company also may be required to change its policies for organizational compliances (James, 2018). In this case, there are possibilities of both entire changes and modifications. Hence, the company needs to make sure that it has the availability of substitute options in case of emergency with data handling. For example, during the analysis of data loss if any of the required software does not work, then the company may lose the ultimate control of the data.

In the case of security companies, there are a lot of available gaps and technical glitches. It enables hackers to use those glitches for hacking and stealing data. Hence, the latest technological up-gradation should always be there for its technologies.

Appropriate integration

The company will focus on the following steps to integrate with the available technology.

- **Relative advantage**

It will help the company to compare available technologies for being used in a particular incident. The one that can provide higher benefits with fewer obstacles will be used.

- **Integration strategies**

The best strategies will be chosen for integration with the company's requirement. It is also important to understand the impact of using that.

- **Instructional environment**

The company will always focus on living some space for additional requirements (Tseng et al. 2018). During the analysis of any situation through technology, the company may require to change the direction and hence an instructional environment is required.

- **Analyse**

The analysis is for identifying the benefits of a chosen technology (Weking et al. 2018). It is a long-term process that will enable the company to prioritise distinct technology according to their effectiveness.

- **Revisions**

This is the final step that is only for checking the overall progress of the operations. It will help to identify any ongoing mistakes, and those can be recovered.

3. Management and organization

Organizational framework

The organization will follow a hierarchical structure to control all the teams. There will be a General Manager for handling all the major responsibilities. Under the control of the general manager, there will be three functional managers for three distinct departments. There will be departments of research and development, customer handling and human resources. The functional manager of the R & D department will have his team handling the responsibilities regarding technology, technical issues, researching for available modifications etc. The manager of customer handling will create a connection with new clients, and the team will handle various requirements of clients (Khare and Varma, 2017). The human resource department is for attracting talented employees for the overall growth of the organization.

The company will focus on having an inclusive organizational culture. It will make them able to create a transparent working environment for everyone. As the company has to handle very critical operations, then it will be very important for them to avoid internal conflicts.

Required experience of people

General Manager- The Company will focus on having a General Manager with the degree of MBA. There will also be a requirement of a minimum of 5 years of experience in responsible leadership in any field. The primary quality of a leader, such as managing human resources, conflict management ability, handling employees will be preferable.

HRM Manager- A degree of human resource management is needed. Besides a master's degree or economics will also be preferable (Liang et al., 2020). The individual should have a minimum of 3 years of experience in the field of HRM in any renowned organization.

Research and Development Manager- Master's degree in computer science will be the first requirement from an R & D manager. Besides, this road also needs practical experiences in handling technical resources and a minimum of 5 years of experience as a technical analyst or network analyst.

Customer Executive Manager- Master's degree in business management and a minimum of 3 years' experience in the same field are required. The personal skills regarding communication, problem-solving and instant decision making will be preferable.

Employees of different teams: Both masters and bachelor's degree in computer science, business management, economics and finance will be preferable for various departments of the organization.

Duties and responsibilities

- The responsibilities of the general manager will be to handle all the operations in the organization. He will also be responsible for monitoring the performance of each functional manager (BECKING, 2017). The responsibility of budgeting and other operational issues will be on him.
- The responsibility of the HRM department will be to recruit new employees and retain them for a successful business. The HR manager will be responsible for any unnecessary mistakes of any employees (Curry and Hersinger, 2020). Besides, you also need to take

care of the individual requirements of the employees. The overall process of Human Resource Management will be controlled by him.

- R & D managers have to take care of any technical issues within the organization. If any customer is facing a problem regarding data security, then the customer handling department will transfer the problem into this department.
- The customer Executive manager has to handle clients efficiently. He will also have the responsibility of making connections with new clients. The primary aim of them will be to fulfil the needs of consumers by using the available resources.

Salaries

General manager- £15000 annually

HR manager- £12000 annually

R & D manager- £12500 annually

Customer Executive manager- £12000 annually

Employees of different teams and departments- The salary of the employees will vary according to their role and responsibilities. The minimum salary will be £4000 annually and a maximum of £8000 annually.

Available resources

Initially, the company has to make a huge investment in materialistic resources. It will also search for talented employees who can be the future Pioneer for the company. On the other hand, the financial resources of the company are fixed, and they cannot change it randomly. In this scenario, British Bulldog will aim at utilizing its financial and human resources for organizational profitability and growth (Matira and Awolusi, 2020). There will also be a continuous requirement of materialistic resources for hardware and computers. Hence, human resources will take the organization ahead by appropriate implementation of financial resources. The overall profit of the organization from these to resources will help them to invest in materialistic resources.

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**Managing
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(BMSW4006_LON)
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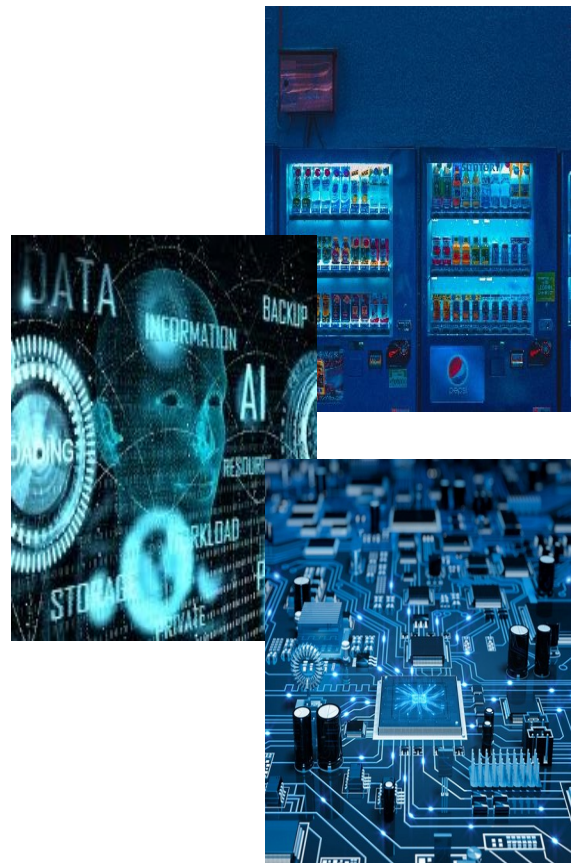
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