BUILD A CATHEDRAL IN A HURRICANE: DEPARTMENT SCALING IN I.T.

Joel Lassen, CTO of Lassen’s Natural Foods & Vitamins

Developing a functional IT department to meet today’s ever-growing expectations put on technology is a taxing endeavor. Often, even from their first day, an IT director is required to deal with the tech debt accumulated in past years. This means that in addition to facilitating the constant requests for new and better systems, time must be spent every day putting out fires. I liken this process to “building a cathedral in a hurricane.” During this seminar, I’ll share my experiences evolving the Lassen’s grocery chain IT department to be more scalable and successful. I will show how my background in computer science has been an asset, and a liability, when expanding the department - and discuss my conclusions while reflecting on the process thus far.