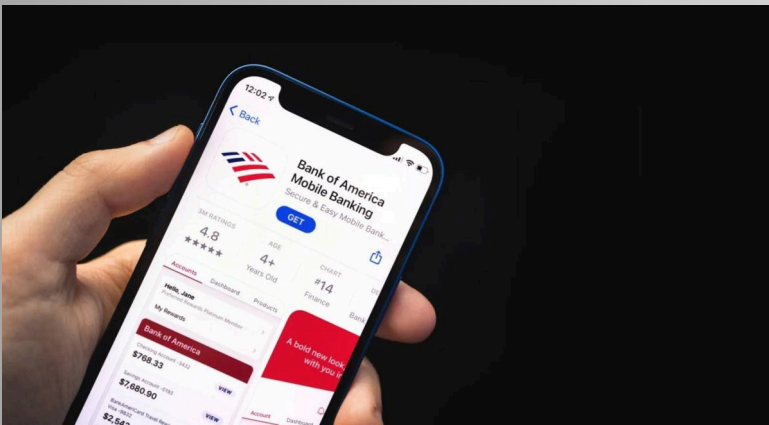


# Bank Of America's IT & STRATEGIC GOALS

## 1 What is IT infrastructure?

IT Infrastructure is the process of an organization transitioning into tech based services to deliver IT services.

\*These include updating mobile banking for the case of Bank of America\*

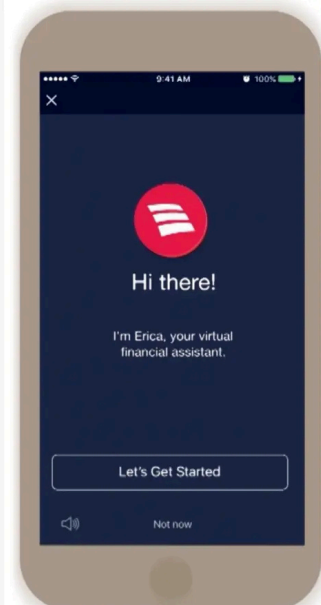


## 2 The Transformation of Bank of America

Bank of America's first steps to transforming their IT infrastructure were standardizing their internal infrastructure and streamlining communication and digital records. This reduced costs at the expense of many employees.

## 3 Next Steps of Bank of America

The transformation of Bank of America was used to create an A.I system for customers. Also Bank of America now has an app where customers can access their bank accounts online from home



## 4 Rise of Emergent Technology

Fresno State uses emergent technology as a way to provide a classroom for Students to use at home called Canvas.

## 5 Improving Current Operations

To improve current operations of a growing bike shop business, it might be a good idea to collaborate with manufacturers to have the shop listed online, as well as developing a website for the shop.

