

UNIVERSITI TEKNOLOGI MARA

**IT GOVERNANCE IMPLEMENTATION IN
PUBLIC AGENCY TOWARDS
TRANSFORMATIONAL GOVERNMENT
READINESS**

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Report submitted in partial fulfilment of the requirements for the
degree of

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Faculty of Computer and Mathematical Sciences

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STUDENT'S DECLARATION

I declare that the work in this IT Dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This IT Dissertation Report has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

The emergence of transformational government from enhancement of e-government and improve e-government failure. Within the emergence, this research motivates to define transformational government in Malaysia perspective. IT governance stated as critical enabler transformational government. The shared vision for future outcome and cross-collaboration is required in transformational government. In order to have those, important to measure IT governance which align business operation and IT potential is effective. However, the role of IT governance is not clear towards transformational government and how the IT governance contributes to transformational government. The aim of this research is to identify IT governance effectiveness in public sector towards Transformational Government readiness. The assessment on IT governance practices within public agencies. Within the scope of this research, it wants to identify the role of IT governance within the public agencies. Identification of the IT governance role is from how the organization define IT governance. Second objective is to determine IT governance's mechanism implementation in public sector using IT governance practices items. Third objective is to investigate practices of the public agencies to align between business and IT from corporate structure, IT function and IT governance practices. This research using qualitative approach and done on case study at EPU, ICU, MOF and MAMPU. The result shows that each public agency define IT governance role to collaborate between IT and business and also role of IT to enable collaboration between business units and IT. All the public agencies practices IT governance in structure, process and relational mechanism. Furthermore, the public agencies align between IT and business using different approach based on the organization environment.

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