UNIVERSITI TEKNOLOGI MARA

AN EXPLORATORY STUDY ON IT GOVERNANCE IMPLEMENTATIONS: TOWARDS STRATEGIC BUSINESS/IT ALIGNMENT IN THE PUBLIC SECTOR OF MALAYSIA.

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IT Dissertation submitted in partial fulfillment of the requirements for the degree of

Master of Science (Information Technology)

Faculty of Computer and Mathematical Sciences

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STUDENT'S DECLARATION

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

In the event that my report be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and degree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

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ABSTRACT

The emerging use of Information Technology (IT) in this digital era is undeniable as it embarks the competitiveness and effectiveness of the business operations. IT has become an important enabler in doing business. IT is being used in almost all business functions. Information Technology governance (ITG) is the way how to put together the business processes using IT to achieve strategic business requirements. However, without good governance, strategic business and IT alignment could not be achieved. This study will explore on the implementation of ITG in Malaysian Public Sector and to identify the factors and challenges in day-to-day practice of ITG that will lead towards strategic business/IT alignment. Many literatures suggest that organization need to reach for strategic business/IT alignment to be able to compete with competitors and to do business transformation. To achieve this purpose, qualitative research methodology will be used. Qualitative data were collected via interviews with current and future IT managers in the Public Sector of Malaysia. Expected results from this study would be the identified levels of implementation, factors and challenges that drive the strategic alignment of business and IT.

Keywords: Information Technology governance, strategic business/IT alignment, qualitative research methodology.

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"In the name of ALLAH, the Most Merciful, the Most Gracious"

Bismillahhirrahmanirrahim...

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