UNIVERSITI TEKNOLOGI MARA

ENTERPRISE ARCHITECTURE KNOWLEDGE FOR TOP MANAGEMENT

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

Master of Science (Information Technology)

Faculty of Computer and Mathematical Sciences

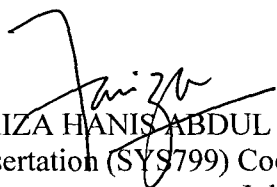**July 2013**

APPROVAL

ENTERPRISE ARCHITECTURE KNOWLEDGE FOR TOP MANAGEMENT

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This dissertation has been corrected based on the recommendations by the examiner (DR.

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of the requirement for the degree of Master of Science in Information Technology (CS770).

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July 2013

ACKNOWLEDGEMENT

"In the name of Allah, the most Beneficent, the most Merciful"

Praise to Allah SWT for HIS guidance and blessings in favour of giving me the strength and will to complete this thesis "Enterprise Architecture Knowledge for Top Management".

To my teacher, my mentor, my supervisor Assoc. Prof. Aishah Bt. Ahmad @ Abd Mutalib, my utmost gratitude and love for giving me a heart to understand *wisdom;*

To my husband, Muhammad Khairan Bin Sumali, my utmost gratitude and love for giving me a heart to find courage, faith, confidence and prudence in *knowledge;*

To my children, Muhammad Khalif Bin Muhammad Khairan, Khayra Hannah Bt Muhammad Khairan, my utmost gratitude and love for *knowing;*

To others, whom have *enlightened* me, I am greatly indebted.

Again, thank you, and for the knowledge that I am acquainted with, I am truly humbled. InshaAllah.

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ABSTRACT

Enterprise Architecture or EA continues to gain global recognition as the management tool that would improve organization efficiency and productivity and streamline operations. Realizing these benefits depend on extensive assimilation of the tool in the organization. Literature however found that lack of EA knowledge hinders the utilization of EA. It is posited that top management participation has a strong influence on the success of IS innovation assimilation in an organization. Therefore, this research sets out to gauge EA knowledge required for top management to support EA usage. Based on a qualitative research methodology using a single case study approach, this research investigates on the top management roles and EA roles in an organization. The research then identifies the relevant roles and synthesizes the roles to determine the EA knowledge required for top management. A conceptual model of enterprise architecture knowledge is proposed that describes the relationships between the roles of top management and EA knowledge. The data analysis revealed two sets of EA knowledge for top management; business knowledge and technology knowledge. Findings from this research provide academicians and practitioners with knowledge of how to improve EA usage and a structured roadmap for understanding EA in order to achieve high business value.