UNIVERSITI TEKNOLOGI MARA

BUILDING VALUE THROUGH ENTERPRISE ARCHITECTURE: A GOVERNMENT LINK COMPANIES (GLC) STUDY

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CANDIDATE'S DECLARATION

I declare that the work in this thesis 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 thesis has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

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ABSTRACT

Today the demands on corporate IT have never been greater. Cutting costs and accelerating time to market for individual line-of-business projects are still priorities, but even that's not nearly enough anymore. Companies are now looking for strategies to better leverage their entire IT infrastructure. They want IT to deliver sophisticated enterprise applications that can provide value across many lines of business and provide marked differentiation from their competitors. The Enterprise Architecture Practice provides the information, analysis, and strategic advice to help organizations commit to and develop an overarching plan that ensures their whole. This research project presents the findings of an investigation conducted to assess maturity levels of Enterprise Architecture and connectivity with the business value. In fully exploring this, both quantitative and qualitative approaches are used to address the respective research questions. A quantitative approach in the form of a survey and Enterprise Architecture maturity assessment served to determine the IT demographics and Enterprise Architecture maturity levels respectively. A qualitative approach, facilitated by in-depth interviews, served to identify the emergent themes highlighting the connectivity of Enterprise Architecture maturity with the business value. The collected data was analyzed by thematic analysis key findings for this research conclude that IT is of vital importance to sustaining day-today operations and long term strategic objectives of these organizations; Enterprise Architecture maturity is intermediate, assessed as being 'standardized".

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