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Realising Value with Information Technology Governance in the South African Public Sector

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ABSTRACT

The role of Information Technology within organisations has changed materially over time. Information technology has become pervasive in almost all organisational processes and is the key component of most services that are provided by an organisation. The management and control of information technology has also had to adapt in order to ensure that Information Technology is able to continuously provide value to the organisation.

Within the public sector Information Technology has also evolved and is a key component of government planning and an operation as well as being a medium through which government is able to engage with the public. In order to ensure that the public sector is able to continuously generate value from Information Technology services and process, organisations will need to put in place an appropriate management and control system.

In order to gain an understanding of these methodologies semi-structured interviews were conducted with public sector representatives who elaborated on the specific structures, process and controls adopted by the organisations to ensure that Information Technology was able to deliver value.

The main finding of this research was that the most of the organisations had a general awareness of the impact of Information Technology on their operations, and had developed specific processes to ensure that there was alignment between the business and Information Technology plans. Furthermore the measurement and identification of the value generation capabilities of Information Technology were ascertained. The research also identified specific practices related to risk and performance management practices for Information Technology and there integration into the overall business frameworks.