

Chapter III

Developing and Implementing an ICT Strategy

You and your business need also to face up to your financial responsibilities. By virtue of your company's size you will most likely not be in the position to recover quickly from ostentatious expenditure. It is imperative that you quantify the cost of ICT, looking at the total cost of ownership. It is also incumbent on you to calculate a well-defined return on investment path (Computer Weekly 2007).

Chief Information Officers (CIOs) need to adopt a venture capitalist approach to I.T. if they are to remain relevant in the prevailing climate of economic growth. This means getting to know the growth plans of the business intimately and determining how to use the resources within I.T. to contribute directly to that growth. CIOs must also consult with the business to shape the demands of I.T. to ensure growth, and not just support (Gartner, July, 2007).

INTRODUCTION

The introduction of new IS can often have a significant effect on the business practices within an organization. It is important that a lack of understanding of cultural

& political issues does not have a detrimental effect on the way that information is used within the organization. New IS often resulting in staff receiving information that they have previously been unable to obtain. It is important that staff to have a greater awareness of issues that might work against a team approach to resolving problems in an ever-changing environment. It is hoped that staff is aware of the specific problems and able to weight the importance of understanding the goals and specifically the information that are crucial to the rest of the organization.

CREATION OF IT AWARENESS

Many organizations are striving to improve organizational effectiveness by the improved use of information. **Information awareness** can be increase by getting members of the organization from all departments to attend workshop that focus on information related issues.

It is observed that with a vast amount of data within many organizations it is therefore imperative for an organization to be able to synthesize and extract high quality information. Another way of improving organizational effectiveness is

Exhibit 3.1.

Mini Case: ICT Off-shoring

Firms considering off-shoring should develop I.T. strategies to exploit the growing capabilities of Chinese and Indian I.T. consultancies and software developers, analyst firm Gartner has advised. China and India are beginning to collaborate to offer U.K. firms sophisticated I.T. consultancy and software development services that will match the quality of Western suppliers by 2010, Gartner said. Gartner continued by saying Indian firms bring world-class software expertise and leadership in global markets and Chinese partners have legions of capable, low-cost employees and greater know-how with clients in Japan, Korea and other Asian countries where English is less prevalent. Far from being simply a source of cheap labour, both countries will soon be able to compete for global business on competence and capability. China and India are producing some of the world's best-trained computer science and electrical engineering graduates. In 1995-6 India's exports of I.T. services were worth about \$1m, and in 2004 they were worth \$13 billion. In 2000, India's share of business process outsourcing was worth \$148 million. In 2004 it was worth \$3.6 billion (www.computerweekly.com/it-outsourcing).

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