

ICTs FOR ORGANIZATIONAL TRANSFORMATION



Microsoft. (n.d.). Bing.

Week 2 :

Making ICTs responsive to organizational Goals, Vision and Mission.

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ICTs for Organizational Transformation. Week Two (Lecture Two).

Agenda

1.

 Flash back of the previous lesson.

2.

- ▣ Making ICTs responsive to Organizational;
 1. Goals,
 2. Vision and
 3. Mission,
- ▣ ICT management framework.

Flash back to the previous lesson 1

1. Course Overview

✍ Course Description.

✍ Goals

✍ Objectives

2. Introduction

✍ Glance at ICTs

✍ ICTs in organizations

- *Classification*

- *Adoption*

✍ Role/Importance of ICTs in organizations

Making ICTs responsive(Aligning) to Organizational Goals, Vision and Mission

- Understand the meaning of Organizational, Goals, Vision & Mission
- The Significance of Making ICT responsive (Aligning) to organization Goals.
- Understand ICT Leadership and it role in organization transformation

Understanding Organizational Goals, Vision, and Mission

Organizational Goals

- Concrete objectives that defines what the organization aims to achieve within a specific timeframe.

Examples: Revenue targets, Market share expansion, Cost reduction goals.

Understanding Organizational Goals, Vision, and Mission

Vision

- Forward-looking statement outlining the desired future state or direction of the organization.
- Inspires and motivates stakeholders, providing a sense of purpose and direction.

Example: "To be the global leader in sustainable technology solutions by 2030."

Understanding Organizational Goals, Vision, and Mission ++

Mission

- Fundamental purpose or reason for the organization's existence.
- Encompasses values, guiding principles, and core competencies.

Example:

"To empower communities through education and technology innovation."

Significance of aligning ICT to organization Goals

Alignment ensures that ICT investments and initiatives are directed towards supporting the across-the-board objectives of the organization.

1. Fosters Cooperation between ICT capabilities and organizational needs.

Example 1:

*A hospital implements a new electronic health records (EHR) system that seamlessly integrates with existing **billing** and **scheduling** software. This improves cooperation between the ICT capabilities (EHR) and the organizational needs (efficient patient data management and billing).*

Significance of Alignment ICT to organization Goals++

Example 2: Given a manufacturing company that implements a real-time inventory management system.

*The system allows the company to **track stock levels** accurately. This information can then be used to optimize production schedules, reduce waste, and ensure they have the materials needed to fulfill customer orders on time.*

*In this way, the ICT system directly supports the company's goals for **efficiency and customer satisfaction**.*

Significance of Alignment ICT to organization Goals++

2. Enhances **efficiency, innovation, customer satisfaction**, and competitive advantage.

For example;

A technology company's strategic investment in AI-powered chatbots for customer service enhances satisfaction and competitiveness.

*These chatbots offer personalized, efficient support 24/7, **boosting customer relationships** and the **company's market position**.*

Note: ICT alignment to an organization goals greatly contributes to success .

Significance of Alignment ICT to organization Goals++

3. Risk Management and Compliance:

Proper alignment of ICT with organizational goals ensures that security and compliance measures are in place to mitigate risks effectively.

For example, implementing robust cybersecurity protocols and ensuring compliance with data protection regulations like GDPR (General Data Protection Regulation) can safeguard the organization's reputation and assets.

Significance of Alignment ICT to organization Goals++

4. Customer Satisfaction and Loyalty:

ICT alignment can directly impact customer satisfaction and loyalty by providing personalized experiences, improving accessibility, and delivering timely services.

For instance, deploying customer analytics tools can help tailor marketing strategies to individual preferences, leading to higher customer satisfaction and retention rates.

Significance of Alignment ICT to organization Goals++

5. Data-Driven Decision Making: Aligning ICT with organizational goals facilitates data-driven decision-making processes.

- For example, implementing business intelligence (BI) systems can provide real-time insights into key performance indicators (KPIs) and trends, enabling informed decision-making at all levels of the organization.

Significance of Alignment ICT to organization Goals++

6. Employee Engagement and Empowerment:

ICT alignment can empower employees by providing them with tools and resources to perform their jobs more effectively.

For instance, implementing collaboration platforms like Microsoft Teams or Slack can facilitate communication and knowledge sharing among team members, leading to higher levels of engagement and productivity

Significance of Alignment ICT to organization Goals++

Note

Aligning ICT with organizational goals ensures that technology investments are strategic, efficient, and contribute positively to the overall success of the organization across various aspects such as strategy execution, operational effectiveness, innovation, risk

ICT Leadership

ICT leadership refers to the strategic management and direction of ICTs within an organization, guiding the use of technology resources to align with overall goals and drive organizational transformation. *Tulowitzki, P., Gerick, J., & Eickelmann, B. (2022, January 17).*

Role of ICT leadership in organizational transformation

- Builds trust by understanding the organization's mission, goals, and culture.
- **Tailor IT messages.** Makes them easy to understand for different audiences, especially those impacted by changes
- Maximize the value delivered from technology spending.

Role of ICT leadership in organizational transformation ++

- Plans support for both IT champions and a team
- Producing summary project budgets

It is important to note that ICT leadership is a key aspect in ensuring that ICT implementation aligns with the organization's Goals, vision & mission for organization transformation to be realized.

ICT Management Framework



An ICT management framework is a structured approach to planning, implementing, and overseeing an organization's

Information and Communication Technology (ICT) resources.

It's like a blueprint that helps ensure ICT investments. The ICT framework plays a great **role in Organization transformation**

ICT Frameworks for organization transformation

Establishing a framework is important for

- ▣ Creating a vision for IT services
- ▣ Providing guidance on the combination of roles and responsibilities by analyzing organization and functional areas.
- ▣ Setting goals and priorities; and
- ▣ Offering guidance on implementing IT service management.

ICT Frameworks for organization transformation

- There are many frameworks for IT management that can establish robust foundations for designing IT functions or services within an organization.
- Among these, one of the most widely utilized is the **Information Technology Infrastructure Library (ITIL 4)**, which comprises of practices for IT Service Management (ITSM)

Information Technology Infrastructure Library (ITIL)

The Information Technology Infrastructure Library (ITIL) framework is a set of best-practice procedures and processes for ICT and digital service management.

ITIL is Used to;

- Ensure IT services are fully aligned to an organization's key goals.
- Provide a clear structure for achieving digital transformation.
- Demonstrate compliance and to measure improvement.

Information Technology Infrastructure Library (ITIL)

- Rapid evolution of digital technology necessitates effective risk management, where ITIL plays a crucial role.
- The ITIL Framework is instrumental in fostering efficiency and ensuring the delivery of high-quality IT services.
- ITIL serves as a catalyst for organizational change, facilitating the adoption and implementation of methodologies such as DevOps, Lean, and Agile.

Information Technology Infrastructure Library (ITIL)

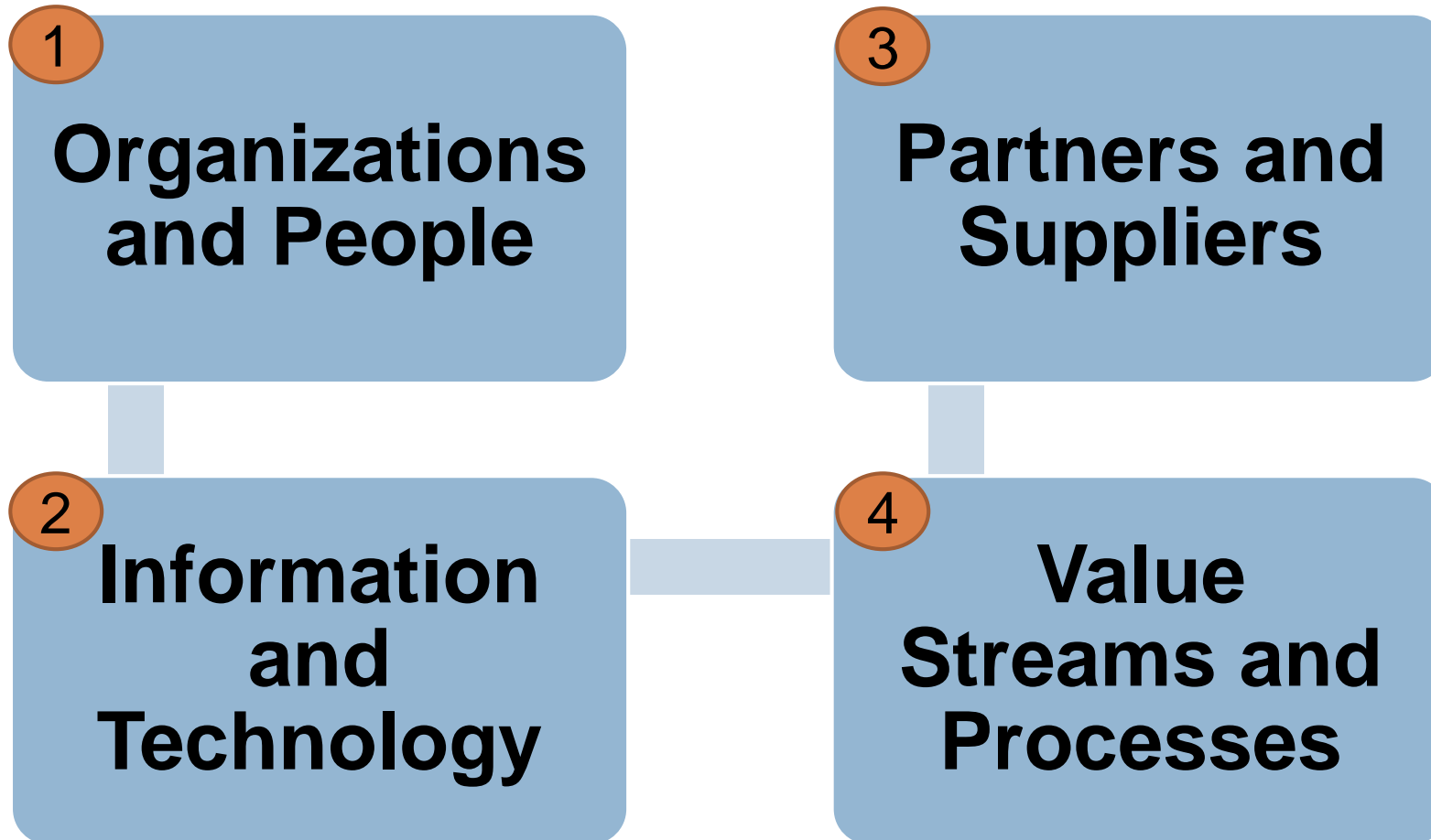
- ITIL consists of different practices, focusing on refining technical management, service management, and general management.
- Organizations gain processes and functions for all areas of service delivery, including risk management, workforce development, and asset development and this is through **ITIL Dimensions**

The Four Dimensions of ITIL 4

- ITIL 4 has four dimensions of service management, which provide a framework to consider all the important aspects involved in creating successful IT services. These dimensions help organizations take a holistic approach, ensuring no area is neglected

KnowledgeHut.(2019, August 27). *breakdown in the next slide:*

Dimensions of ITIL 4



Dimensions of ITIL 4

1. Organizations and People:

This dimension focuses on the human aspect of service management. It considers the skills, knowledge, and behaviors of the people involved in delivering and supporting IT services. It also emphasizes the importance of organizational structure, culture, and working relationships.

key aspects it Considers:

- **Skilled workforce:** Having the right people with the necessary technical and soft skills to deliver services effectively.
- **Collaborative culture:** Encouraging teamwork and knowledge sharing within the organization.
- **Effective leadership:** Providing clear direction and fostering a culture of continuous improvement.

Dimensions of ITIL 4

2. Information and Technology:

This dimension highlights the role of information and technology (IT) in service management. It covers the infrastructure, applications, tools, and data that support the delivery of services. It also emphasizes the importance of information security and data management.

key aspects it Considers:

- **Robust IT infrastructure:** Having reliable hardware, software, and network systems to support service delivery.
- **Suitable tools and technologies:** Utilizing the appropriate tools to automate tasks, improve efficiency, and support service management practices.
- **Information security:** Implementing measures to protect sensitive data and ensure service availability.

Dimensions of ITIL 4

3. Partners and Suppliers:

This dimension recognizes that many organizations rely on external partners and suppliers for various aspects of service delivery. It emphasizes the importance of building strong relationships with these external entities and managing them effectively. :

key aspects it Considers:

- **Strategic partnerships:** Collaborating with vendors and suppliers who align with your organization's goals and can provide the necessary expertise and resources.
- **Effective communication:** Maintaining clear communication channels with partners to ensure smooth service delivery.
- **Contract management:** Establishing clear agreements with partners that outline service expectations and responsibilities.

Dimensions of ITIL 4

4. Value Streams and Processes:

This dimension focuses on the value streams and processes that create and deliver IT services.

It emphasizes the importance of understanding customer needs, designing efficient service workflows, and continuously improving processes.

key aspects it Considers:

- **Value stream mapping:** Identifying the key activities that deliver value to customers through service creation and delivery.
- **Standardized processes:** Implementing well-defined processes that are aligned with ITIL best practices and can be adapted to specific service needs.
- **Continuous improvement:** Regularly evaluating and improving service processes to enhance efficiency, effectiveness, and customer satisfaction.

Dimensions of ITIL 4

Note

Considering all four dimensions of ITIL4, organizations can create a holistic approach to service management that takes into account all the critical factors for successful service delivery. It's important to know that these dimensions are interrelated and need to be balanced for optimal service management.

How ITIL Can Improve an Organization ++

- ITIL4 Framework will drive real change in the organization by improving inefficient processes, organizations can save the operation time and money.
- ITIL 4 provides a toolset to mitigate risks and deliver value.
- The ITIL 4 is a framework for leaders to make positive strategic decisions, and plan and prepare for wider risks and changes.
- New ways of working and an atmosphere of continuous improvement will bring meaningful change to services.

How ITIL Can Improve an Organization ++

- **Improved Service Delivery:** By considering all aspects of service management (people, processes, technology, partnerships), ITIL helps organizations deliver well-rounded IT services consistently.
- **Enhanced Flexibility and Adaptability:** ITIL is designed to be flexible. Organizations can customize the framework to their specific needs and adapt to changing business environments, ensuring their IT services remain relevant.

How ITIL Can Improve an Organization ++

- **Stronger Competitive Advantage:** Implementing ITIL can lead to improved service quality, reduced costs, and increased customer satisfaction. This translates to a competitive edge in today's fast-paced business landscape.
- **Alignment with Modern Practices:** ITIL 4 acknowledges the prevalence of technologies like AI, automation, and cloud computing. It integrates with modern development frameworks like Agile and DevOps, allowing organizations to leverage existing practices alongside ITIL.

Benefits of Implementing ICT Frameworks:

- **Improved decision-making:** Frameworks provide a structured approach to evaluating technology investments and aligning them with business goals.
- **Enhanced efficiency and productivity:** Streamlined processes and best practices lead to faster service delivery and reduced operational costs.
- Frameworks ensure a standardized approach to IT management, leading to **consistent service quality** and **reduced risk**.

Benefits of Implementing ICT Frameworks:

- **Better communication and collaboration:** Frameworks provide a common language for IT and business teams, fostering better communication and collaboration.
- **Improved agility and innovation:** Frameworks can be adapted to accommodate new technologies and changing business needs, enabling faster innovation.

Conclusion

Organizations unlock the transformative power of technology when they align ICT with their goals, vision and Mission. An ICT management framework ensures this technology remains responsive to evolving needs, while continuous improvement and best practices fuel its success and this greatly helps in transforming organizations.

Summary

- ▣ Making ICTs responsive to Organizational; Goals, Vision and Mission,
 - *ICT Leadership*
- ▣ ICT management framework.
 - *ICT Frameworks for organization transformation*
 - *ITIL framework(Example)*

References

- KnowledgeHut. (2019, August 27). *Itil 4 introduction- ITIL 4 certification scheme & ITIL 4 framework*. Knowledgehut. <https://www.knowledgehut.com/tutorials/itil4-tutorial>
- Tulowitzki, P., Gerick, J., & Eickelmann, B. (2022, January 17). *The role of ICT for School Leadership and Management Activities: An international comparison*. International Journal of Educational Management. <https://www.emerald.com/insight/content/doi/10.1108/IJEM-06-2021-0251/full/html>



THANKS

