

عنوان مقاله:

IT Capability Evaluation through the IT Capability Map

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خلاصه مقاله:

Organizations are increasingly in search of ways to derive more business values from IT investments and the need for IT capabilities (ITC) is surging. ITC is critical significant to build enterprise agility and promote organizational performance. However, IT capability is always treated as the causal factor already existing and there are few studies on how IT capability is created and evaluated. Appropriate evaluation is necessary for an organization to measure, manage and improve enterprise ITC. This research aims to identify and map the dimensions of an organization's ITC. Using a mixed research method, this paper comprises two sections. The qualitative section adopts a systematic literature review (SLR) approach to identify the dimensions of ITC. The quantitative section employs factor analysis to validate identified ITC dimensions and their indicators in an attempt to develop a more precise model for ITC evaluation. The proposed ITC model includes IT management, IT human resources, IT infrastructure, and implementation of IT solutions dimensions as well as the ۲۵ related indicators. Drawing on the results of this paper, organizations can engage in evaluation and improve/create essential ITCs based on the evaluation results.

کلمات کلیدی:

Information technology capability; Information technology capability evaluation indicators; Information technology dimensions; Information technology map

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