UNIVERSITY OF BAHRAIN
College of Information Technology

Value Realization of IT Investment in Public Sector in Kingdom of Bahrain

A Thesis Submitted in Partial Fulfillment of the Requirement for the Master Degree in Information Technology

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ABSTRACT

Today, IT is no longer about technology solutions. It is considered as a major instrument to enable the change in the business of both private and public organizations. IT investment doesn't accomplish business value by its own, there is a need from boards and executives to oversee value management practices of the organization to enable the creation of the business value. This is totally aligned to what Enterprise Governance of IT aimed to.

This master thesis aims to identify reasons of why managers are not realizing the business value from the IT investments. This objective done through studying the current situation of the selected Governmental entities for realizing the IT investments value based on value governance stages. Then map the current situation to best practices and get the challenges and issues they faced. There are many best practices available for governing and enabling the value of IT investments. Mainly Val IT framework has been used in this study for testing value management practices. Qualitative case studies have been used as a methodology in this study covering five governmental entities. Logical generalization has been reached using critical case sampling technique.

Results show that there are many good value management practices followed by those Governmental Entities in Bahrain. Most good value management practices are in stages of Business case assessment, Submission of Idea, and Benefits Harvesting. After comparing the findings to Val IT management practices, results shows that most of the gaps are in stages of Opportunity Qualification, Benefits Planning, and Business case assessment. Furthermore, there are different kind of challenges that affect the IT projects and degrade the realization of value.