

# CONTENTS

|   |    |
|---|----|
| <b>INTRODUCTION</b> .....   | 5  |
| <b>1 LITERATURE REVIEW</b> .....  | 7  |
| 1.1 IT Governance .....   | 7  |
| 1.2 Conceptual Frameworks of IT Governance .....  | 9  |
| 1.2.1 Elements of IT Governance .....   | 9  |
| 1.2.2 Areas of IT Governance .....  | 10 |
| 1.2.3 Weill – Ross Matrix .....   | 12 |
| 1.2.4 Nolan – McFarlan Matrix .....   | 13 |
| 1.3 IT Governance Standards and Norms .....   | 15 |
| 1.3.1 COBIT .....   | 16 |
| 1.3.2 ISO/IEC 38500 .....   | 16 |
| 1.3.3 ITIL .....  | 18 |
| 1.3.4 ISO/IEC 20000 .....   | 19 |
| 1.3.5 Other Standards, Methodologies and Frameworks .....   | 20 |
| 1.4 IT Governance Performance and IT Governance Maturity .....  | 23 |
| <b>2 STUDY OBJECTIVE</b> .....  | 27 |
| <b>3 RESEARCH FRAMEWORK AND METHODOLOGY</b> .....   | 28 |
| 3.1 Conceptualization of the Research Process Model .....   | 28 |
| 3.2 Research Instrument and Data Collection .....   | 29 |
| 3.3 Measurement Validation .....  | 30 |
| <b>4 RESEARCH RESULTS</b> .....   | 32 |
| 4.1 Data Collection .....   | 32 |
| 4.2 Strategic Alignment of IT with Business .....   | 35 |
| 4.3 IT Governance Areas .....   | 36 |
| 4.4 Maturity Level of Strategic IT Alignment with Business .....  | 47 |
| 4.5 Dependency of the Maturity Level of Strategic IT Alignment<br>with Business on the Size of the Enterprise ..... | 57 |
| 4.6 Relationship Between the Maturity Level of Strategic IT Alignment<br>with Business and Economic Result .....    | 62 |
| <b>5 SUMMARY OF FINDINGS AND DISCUSSION</b> .....   | 70 |
| <b>CONCLUSION</b> .....   | 74 |
| <b>REFERENCES</b> .....   | 76 |