The State of IT Governance in Uganda's Higher Institutions of Learning

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ABSTRACT

Information technology (IT) has become an integral part of development in any organization. Dependence on IT brings concerns in organizations to handle its increasing complexity which necessitates the implementation of IT governance. However, IT governance is lacking in the public sector organizations of developing countries, leading to failure to realize the full potential value of IT. For Uganda's higher institutions of learning (HILs), implementation of IT governance is unexplored. Therefore, in this paper, the authors investigate the state of IT governance among the eight HILs in Uganda. Interviews were used to collect data which was categorized into structures, processes, and relational mechanisms. The results showed that the relational mechanisms like training were fairly implemented, while structures and processes like the IT steering committee and IT performance measurement respectively were poorly implemented.

KEYWORDS:

IT Governance, IT Governance Mechanisms, Higher Institutions of Learning, Structures, Processes, Relational Mechanisms

INTRODUCTION

Many organizations depend on information technology (IT) as a key driver for their business processes (NITA-U, 2019). IT is increasingly applied in the organization's daily activities, bringing concerns about managing its increasing complexity. This is caused, in part, by the ongoing push to adopt e-government (Amaravadi, 2005), as well as the steadily rising demand for services that are more effective and affordable from residents, corporations, and public entities themselves. Furthermore, in the contemporary dynamic and frequently turbulent multiservice provision contexts, where efficient management of IT and its alignment with business goals is vital for success, this has led to pervasiveness and dependence on IT (Nfuka et al., 2009). Management procedures and practices to handle the growing complexity in governance and managing IT are known as IT governance (Amanat, 2018).

IT Governance, which is the organizational capability to plan and control the development and implementation of IT strategy to ensure the merger of business and IT, is required for the prudent administration of such an IT environment (Van Grembergen et al., 2004). IT governance is the management practice of handling the increasing complexity of IT. Whereas, Wiedenhoft et al. (2017)

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