

# **A Holistic Approach for IT Governance in the Public sector Organizations in a Developing Country: A Case Study of Tanzania**

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## ***Abstract***

Today in many organizations in the public sector, the use of IT has become crucial in the support and evolvement of the public services delivery. This pervasive use of the technology has caused critical dependency on IT that calls for specific focus on its governance. IT Governance is defined as an approach having a potential to provide mechanisms for leadership and organization structures and processes that ensure the organization's IT sustains and extends the organizational strategy and objectives. The goal of this PhD related research work is to develop a framework for a holistic approach to such IT Governance in Public sector organizations in a developing country, in this case focusing on Tanzania. This is due to the lack of effective IT strategic planning, management and value delivery in such resources constraint developing country's environment and it is achieved by responding to the two main questions: how is IT Governance implemented in this environment and how could it be streamlined in order to improve public services delivery. In the process, the IT Governance related practices, problems, challenges, and key issues for its effectiveness are studied to address organization's need for effective IT strategic planning, management and value delivery to the stakeholders. This takes into consideration unfavorable realities found in a developing country such as limited resources and immature IT organizational, cultural, policy, literacy, deployment and management aspects. Also on the fact that the target is the public sector organizations, there are additional realities to consider such as the presence of rigid procedures and a need for consensus, communication, and accountability to multiple stakeholders and support organs. The consideration of these realities together with the existing approaches and related philosophical and methodological underpinnings will lead to a framework that provides guidelines for the effective IT Governance in this specific environment. This will eventually optimize IT resources utilization and increase the efficiency and cost-effectiveness while mitigates risk in the public services delivery.