What the Australian CEOs want from IT

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This paper discusses the results of a Critical Success Factors (CSFs) study carried out to determine the key IT management needs of Australian CEOs. In the past several studies to determine the IT management needs have been carried out, but they have aimed mostly at the IT managers, not the CEOs. This study fills this gap, and by comparing the CSFs of the CEOs with those of the IT managers shows the areas of misalignment in the management of IT in Australian enterprises. It is concluded that to achieve ongoing alignment the CEOs and senior executives need to gain management level understanding of IT. But perhaps even more important is for IT managers to develop a business oriented perspective for the success of their enterprise.

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ACM Categories: H.4.0, K.6.4

INTRODUCTION
As enterprises go through continuous revolutionary changes the task of managing IT has become exceedingly difficult. What is critical today may become irrelevant tomorrow. In addition, business and IT domains in organisations continue to converge at alarming speed. In this complex environment the task of managing IT is no longer the territory of the IT manager alone. Many decisions in regard to Information Technology are clearly outside the scope of the IT managers. Some of the key decisions required for business survival and competitiveness, such as, forming alliances, choosing and linking with partners, taking steps towards electronic commerce, managing the human side of technological change, are examples of IT management decisions that need significant input and commitment from the business executives. It is therefore necessary to understand the areas of IT management that are considered important by the CEOs and the general managers of enterprises.

KEY ISSUES OF IT MANAGEMENT
Over the past two decades numerous studies have been carried out aimed at determining the IT management issues. The aim of these studies has been to identify the managerial and technical issues of most concern to managers (Moynihan, 1990) so that businesses can make decisions about where to commit limited funds (Brancheau and Wetherbe, 1987). Of course, there are some other objectives as well. First, to raise the awareness of IT consultants regarding the current issues and