Case Study 3 - ICT Stratergic Planning - Content Analysis

Themes	Primary Themes	Sub Themes
satisfy organizational goals	Identify business goals and objectives	satisfy organizational goals
satisfy management and customers need		need of ICT services and business objective
build good relationship		
methodology and tools	Process Identification	good process
good process		flexible, repeatable process
get advice from experts		financial
flexible, repeatable process		understand external activities
understand process both in financial and non-financial		identify needs
understand ICT services and evaluate		identify critical issues
need of ICT services and business objective		
understand external activities	Focus on people	satisfy management and customers need
evaluation criteria from ICT needs		get advice from experts
identify needs		focus on stakeholders
option generation to identify needs		build good relationship
evaluate options		
analyze and outline benefits and risks	Understand methodology	methodology and tools
identify critical issues		option generation to identify needs
develop implementation plan		develop implementation plan
focus on stakeholders		update and review finding
update and review finding		
	Evaluation	understand ICT services and evaluate
		evaluation criteria from ICT needs
		evaluate options
		analyze and outline benefits and risks