

# ABSTRACT

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## **Topic:**

### **Enterprise Architecture Approach to Evaluating ICT Units Challenges and Shortcomings: A case Study**

One of the biggest challenges organizations face, in both private and government sectors, is ever-increasing ICT services need to support their corporate objectives and the market competitions, not to forget the pressures of COVIT-19 that increased the online needs for all employees. On the other hand, as a supply-side, the ICT also faces a set of challenges that hinders its capabilities to respond to such level of demand; while suffering budget shortage, ICT skills leakage, pressures of both clients and vendors, and not last, the management negative perceptions about the ICT units ongoing operational cost (the lost reality). In this paper, a methodology is described that evaluates the ICT demand-supply capabilities, customer perceptions, the ICT skills, and organizations processes and policies using a combination of the Strategic alignment model and IT Enterprise Architecture four layers. This will enable the ICT organization to reveal itself to the management, its strength and weakness areas, and accordingly a corrective action to be applied, but in a systematic ICT-Business alignment approach.