ICT STRATEGIC PLANNING, GOVERNANCE AND MANAGEMENT COURSE

Introduction

The ICT Strategic Planning, Governance and Management programme is designed to strengthen the capacity of ICT leaders, managers, public-sector administrators and organisational executives to plan, govern and manage information and communication technology as a strategic institutional resource. Organisations depend on technology for service delivery, financial management, communication, records, decision-making and operational continuity. However, technology investments do not automatically produce value. Without clear strategic direction, accountable governance, sound budgeting, effective procurement and appropriate performance controls, organisations may experience fragmented systems, duplicated expenditure, security vulnerabilities and technology projects that fail to deliver expected benefits. This programme examines the relationship between ICT strategy, corporate strategy, governance structures, institutional mandates and operational performance. Participants learn how to assess existing ICT capabilities, develop strategic plans, establish technology investment priorities, manage infrastructure and applications, oversee ICT projects and evaluate service performance. The programme also addresses ICT policies, enterprise architecture, cybersecurity governance, outsourcing, vendor management, business continuity and compliance. Public institutions can apply these principles to improve accountability, digital service delivery and responsible use of public resources, while private enterprises can strengthen technology-enabled competitiveness and operational efficiency. By the end of the programme, participants will be equipped to prepare or review an ICT strategic plan, establish governance arrangements and introduce practical performance indicators for managing technology investments and services.

Course Objectives

- Explain the principles and strategic role of ICT governance and management.
- Align ICT priorities with organisational strategies, mandates and performance targets.
- Conduct ICT capability assessments and identify technology gaps.
- Develop practical ICT strategic plans, policies and implementation roadmaps.
- Establish decision-making structures and accountability for ICT investments.
- Improve ICT budgeting, procurement and technology resource allocation.
- Apply enterprise architecture principles to technology planning.
- Strengthen ICT risk management, cybersecurity oversight and business continuity.
- Monitor ICT project delivery, service quality and investment performance.
- Develop an ICT governance and performance improvement framework.

Course Modules

> Module 1: ICT Strategy, Governance and Management Foundations
- The role of ICT in organisational performance and service delivery.
- Distinguishing ICT governance, management and operational support.
- Principles of accountability, transparency, value creation and control.
- Responsibilities of boards, executive management and ICT leadership.

> Module 2: Organisational Analysis and ICT Needs Assessment
- Reviewing organisational strategy, mandates and operational priorities.
- Assessing existing ICT infrastructure, applications and service capabilities.
- Identifying business requirements, system gaps and duplication.
- Stakeholder consultation and Prioritisation of technology needs.

> Module 3: Developing an ICT Strategic Plan
- Formulating ICT vision, mission, strategic objectives and priorities.
- Defining strategic initiatives, deliverables and implementation milestones.
- Preparing ICT implementation roadmaps and resource requirements.
- Aligning ICT plans with corporate, departmental and national digital priorities.

> Module 4: ICT Governance Frameworks and Policies
- Governance principles and the use of recognized frameworks such as COBIT.
- Developing ICT policies, standards, procedures and delegated authorities.
- ICT steering committees, escalation mechanisms and decision rights.
- Monitoring compliance, accountability and governance effectiveness.

> Module 5: ICT Budgeting, Investment and Resource Management
- Preparing ICT budgets and multi-year technology investment plans.
- Evaluating business cases, lifecycle costs and investment alternatives.
- Prioritising competing technology projects and resource demands.
- Monitoring expenditure, benefits realization and budget performance.

> Module 6: Enterprise Architecture and Technology Standards
- Introduction to enterprise architecture and business-technology alignment.
- Mapping business processes, applications, data and infrastructure.
- Technology standards, interoperability and integration requirements.
- Managing legacy systems, technical debt and architecture changes.

> Module 7: ICT Procurement and Vendor Management
- Developing technology specifications and procurement requirements.
- Evaluating suppliers, solutions and service proposals.
- Managing service-level agreements, contracts and vendor performance.
- Addressing outsourcing risks, supplier dependencies and exit arrangements.

> Module 8: : ICT Risk, Security and Business Continuity
- Identifying strategic, operational and technological risks.
- Cybersecurity governance, privacy and data protection responsibilities.
- Disaster recovery planning and ICT business continuity.
- Risk registers, control monitoring and incident escalation.

> Module 9: ICT Service Delivery and Performance Measurement
- Service management principles and user support arrangements.
- Defining service-level agreements and operational performance standards.
- ICT KPIs, dashboards, user satisfaction and service availability.
- Internal controls, audit readiness and continuous service improvement.

> Module 10: ICT Strategic Plan and Governance Capstone
- Conducting an ICT governance and capability gap assessment.
- Developing strategic initiatives, priorities and implementation schedules.
- Preparing an ICT budget, risk register and accountability matrix.
- Presenting an ICT strategic plan and performance monitoring framework.