

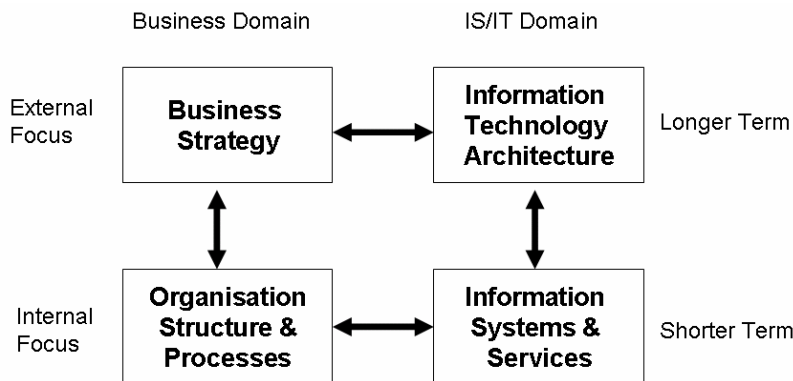


Information and Communication Technology (ICT) Strategy

Clear Lead is an experience-based professional services firm providing consulting, solutions and project management services to government and corporate organisations.

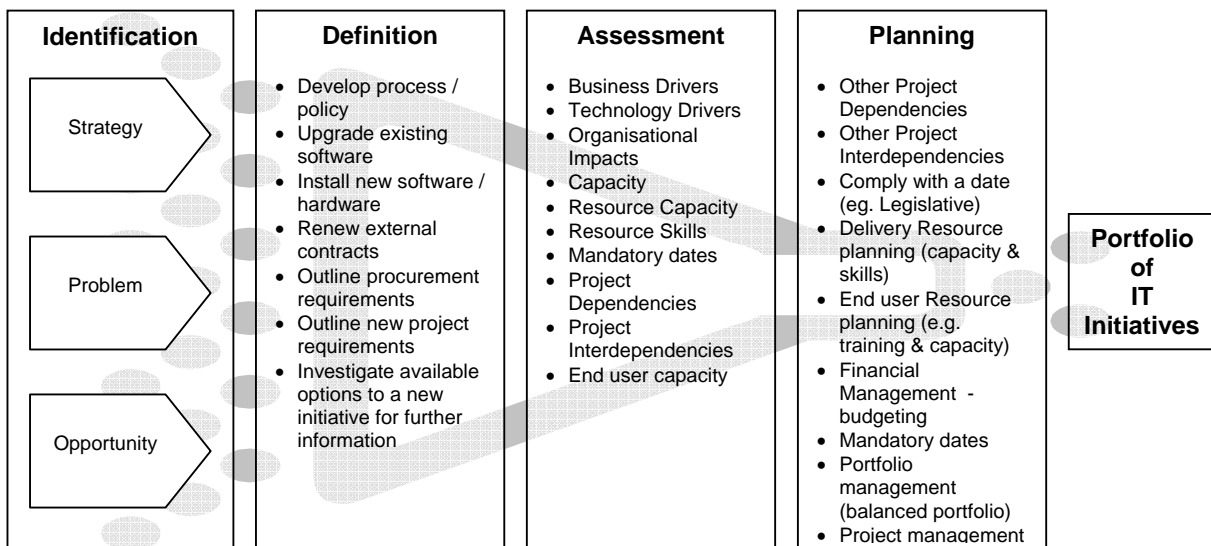
Clear Lead has offices in Sydney, Canberra, Melbourne and Brisbane.

A well-constructed ICT strategy will align on two important axes: aligning the business and IT domains, as well as aligning the long-term strategic with the shorter-term operational domains.¹



Based on this alignment, selection for a portfolio of initiatives should be driven by three factors:

- **Strategies** – response to strategic forces or imperatives (cost reduction, revenue generation, risk mitigation, capability improvement, asset utilisation)
- **Problems** – resolution of underlying problems (or avoiding future ones)
- **Opportunities** – take advantage of current or potential future opportunities

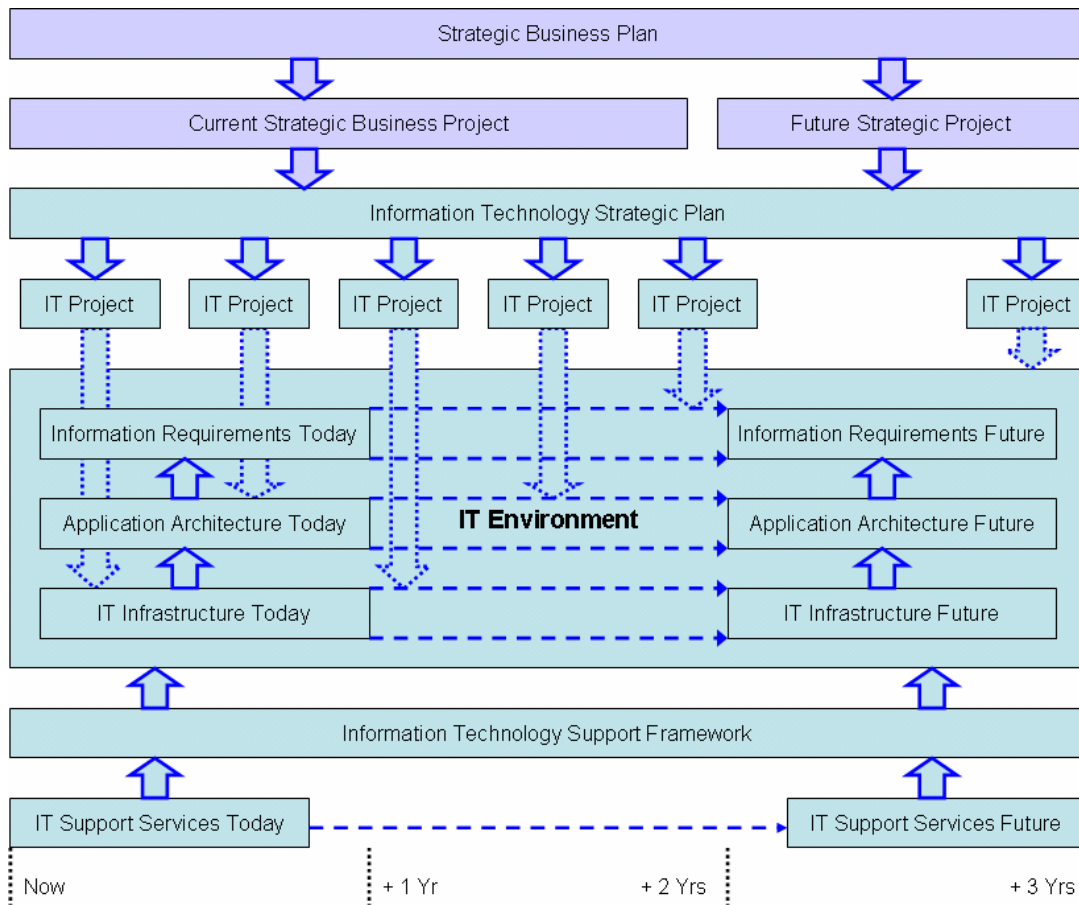


¹ Acknowledgement: Henderson & Venkatraman, 1991.

ICT Planning Context

ICT strategy is driven by business strategy, and the focus starts with business information:

- **Information** – information is required to support business processes and the business plan
- **Applications** – architecture defines the applications, databases and operating environments
- **Infrastructure** – ICT infrastructure includes hardware, networks and communication systems
- **Support** – the IT support framework defines the support processes, skills and resources



Contact Details

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