

Managing IT Departments in Higher Education Institutes: Coping with the Exponentially Growing Needs and Expectations

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Abstract : Information technology is changing rapidly and the users' expectations are also growing. Dealing with these changes in information technology, while satisfying the users' needs and expectations is a big challenge. IT managers need to explore new mechanisms/strategies to enable them to cope with such challenges. The objectives of this research are to identify the significant challenges that might face IT managers in higher education institutes in the face of the high and ever growing customer expectations and to propose possible solutions to cope with such high-speed changes in information technology. To achieve these objectives, interviews with the IT professionals from different higher education institutes in Oman were conducted. In addition, documentation (printed and online) related to these institutions were studied and an intensive literature review of published work was examined. The findings of this research are expected to give a better understanding of the challenges that might face the IT managers at higher education institutes. This acquired understanding is expected to highlight the importance of being adaptable and fast in keeping up with the ever-growing technological changes. Moreover, adopting different tools and technologies could assist IT managers in developing their organisations' IT policies and strategies.

Keywords : information technology, rapid change, CIO roles, challenges, IT managers, coping mechanisms, users' expectations

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