

Educational Related Information Technology Department Transformation: A Case Study

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Abstract : This paper presents a case study of developing a four-year plan for the information technology department at the Faculty of Engineering, Prince of Songkla University, Thailand. This work can be used as a case study for other in-house information technology department in a higher educational environment. The result of this paper is the guideline of the four year plan creation process which is generated by analyzing the related theories and several best practices.

Keywords : strategic plan, management information system, information technology department governance, best practices, organization transformation

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