ABSTRACT

Strategic alignment analysis between IT and Business has been extensively studied in the market research. It used for evaluate which specific factors are required to be stay aligned with the business strategy and then take action to make further improvement.

In the COPI organization, TIS provides information services related activities for the GGDRE community. In the company value chain process, it has significant portion in supporting the Exploration and Appraisal evaluation activities that identified as the company core activity. Therefore, in order to have better business synergy between TIS and Exploration, it is important for the TIS to have its strategy really best fit or aligned with the Exploration strategy.

This research has some objectives, such as wants to know the current strategic alignment maturity between the TIS and Exploration, and attempts to generate better TIS strategy for further improvement. The analysis done based on the 6 assessment criteria of the strategic alignment maturity model. The data collection is obtained by using assessment questionnaire survey and interview to the TCAT member to find out their objective perception about the current strategic alignment condition. The data analysis done by using statistical method in order to get valid result. Further analysis has done in order to develop a better TIS strategy. The new TIS strategy is developed based on the Optimized Process as the condition to be achieved. It supported with CSF and KPI to ensure that the strategy is accountable, measurable and achievable.

The main benefit of this research will help the TIS in understanding the current performance level and optimizing all their potential resources, so that, by implementing the new defined strategy better organization performance is expected to achieve.

Keyword: IT and Business Strategic Alignment, Strategic Alignment Maturity.
# TABLE OF CONTENTS

Front Page..........................................................................................................................i
Statement of Purpose...........................................................................................................ii
Supervisor Approval..............................................................................................................iii
ACKNOWLEDGEMENTS........................................................................................................iv
ABSTRACT...............................................................................................................................v
TABLE OF CONTENTS...........................................................................................................vi
LIST OF TABLES.....................................................................................................................vii
LIST OF FIGURES..................................................................................................................viii

CHAPTER 1 INTRODUCTION.................................................................................................1
  1.1 Background.....................................................................................................................1
  1.1.1 Company Background...............................................................................................2
  1.2 Problem Statement.........................................................................................................7
  1.3 Goals and Benefits.........................................................................................................10
  1.4 Scope of Study..............................................................................................................11

CHAPTER 2 LITERATURE REVIEW.....................................................................................13
  2.1 The Relationship Between Business, IS and IT Strategies...........................................13
  2.2 The Strategic Alignment Between IT and Business......................................................15
    2.2.1 The Importance of Being Aligned.........................................................................15
    2.2.2 The Concept of Strategic Alignment Between IT and Business............................16
    2.2.3 The Benefit of the Strategic Alignment Model.....................................................18
  2.3 The IT-Business Strategic Alignment Maturity..............................................................20

CHAPTER 3 RESEARCH METHODOLOGY.......................................................................39
  3.1 Research Framework....................................................................................................39
  3.2 Time and Location of Study.........................................................................................44
  3.3 Data Collecting............................................................................................................44
  3.4 Sampling Method.........................................................................................................46
  3.5 Data Analysis..............................................................................................................47
CHAPTER 4 RESEARCH ANALYSIS AND FINDINGS

4.1 Phase 1: Assessing TIS and Exploration Strategic Alignment
  Maturity.................................................................49

4.2 Phase 2: Defining a Better TIS Strategy..................................57

4.3 Performance Measurement..................................................63

CHAPTER 5 CONCLUSION AND RECOMMENDATIONS..........................68

5.1 Conclusion...........................................................................68

5.2 Recommendations..............................................................70

REFERENCES...........................................................................71

BIBLIOGRAPHY........................................................................74

APPENDIX A.................................................................A1

APPENDIX B........................................................................B1

CURRICULUM VITAE

vii