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STUDY OF FACTORS IMPACTING THE SUCCESSFUL ESTABLISHMENT OF ENTERPRISE ARCHITECTURE IMPLEMENTATION CAPABILITY IN INDIAN PUBLIC SECTOR

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ABSTRACT

In recent years, digitalization has impacted the private and public sectors alike. While the private sector remained focused and organized to deliver more value with less, public organizations across the globe struggled to cope up with expectations of consumers. Over the years, globally, many small to large public and private enterprises have adopted Enterprise Architecture to derive maximum value from the technology investments. On the other hand, the Indian public sector is still coping with inorganic growth in technology platforms and thus resulting in several strategic and operational issues. The systematic literature review reveals that there are the various inhibitors to the effective implementation of e-Governance programs in India and how the adoption of Enterprise Architecture can help in bringing up the overall effective implementation of such programs and realizes the vision of connected government. Further based on an analysis of recent doctoral dissertations and of key academic publications, it was assessed that Enterprise Architecture itself doesn't create value rather a good Enterprise Architecture implementation enables the value creation and hence these researches point towards having a right team in place. After a critical review of the previous work examining EA research communities in isolation, most of the key



success factors behind the value-driven Enterprise Architecture implementations by several government organizations across the globe, are highlighted. The study further lays down an outcome-based approach to establish Enterprise Architecture implementation capability within Indian public sector organizations. Based on the findings, a successful Enterprise Architecture implementation plan could be created keeping the minimal team structure in place with the right skills. General Terms: Enterprise Architecture Implementation Capability, Standardization of the Use of Information Technology in Indian Public Sector

KEYWORDS: *Enterprise Architecture, EA Implementation Capability, Connected Governments, e-Governance, Information Technology, Business Value, Digitalization, Innovation, Indian Public Sector, IndEA.*

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