Index

A
abstraction 54, 87, 140-141, 149-151, 153, 155, 160, 163, 176, 181-183, 188, 190, 207, 209

B
balanced scorecard (BSC) 66
Big Hairy Audacious Goal (BHAG) 16, 25
business intelligence (BI) 37
business process management (BPMS) 96
business system planning (BSP) 53

C
coherent coordinated whole 43
Commonwealth Scientific Industrial Research Organisation (CSIRO) 105
Community Engagement Committee (CEC) 129
Control Objectives for Information and Related Technology (COBIT) 32
corporate performance management (CPM) 37
Critical Success Chain (CSC) 170
critical success factors (CSFs) 26, 66, 93, 166
customer relationship management (CRM) 121

D
direct linkage 103

E
enterprise information architecture (EIA) 157
entity relationship (ER) 69
executive information systems (EIS) 1, 60

F
Five Forces model 61, 65-67, 69-70, 72, 137, 157, 177

G
global financial crisis (GFC) 207
Group image 122-123
Group marketing 122

I
implementation plan 51, 74, 87, 98, 154, 178-179
individual action 88, 95
information elements (IEs) 16, 92, 97, 135, 159, 169, 200
information engineering (IE) 53, 67
information system design theory (ISDT) 21
Information Systems Research (ISR) 11
IT infrastructure library (ITIL) 32

K
Kaiser-Meyer-Olkin (KMO) 116
key performance indicators (KPIs) 26, 34, 37, 94-95

M
management accounting (MA) 66
management by objective (MBO) 206
management information systems (MIS) 1, 60
Managing Director (MD) 55, 119, 122
Mission, Values, and Guiding Principles (MVGP) 30
Modifiability 142
Modularisation 151

O
organisational learning 90
organisational performance measurement (OPM) 36, 105, 125
organisational strategic planning (OSP) 1, 42, 51, 112
organisation performance measurement (OPM) 72, 202
organisation specific reference model (OSRM) 178

P
performance indicators (PIs) 34, 107, 168
performance management system (PMS) 38
performance measures 4-5, 32, 35, 37, 39, 48, 73-76, 91-92, 95, 97, 103, 111-112, 147, 169, 197
phased approach 86
Portability 142
process reference model (PRM) 11, 13, 57, 88, 91, 176, 178, 201, 203

Q
Q-method 74-75, 83

R
return on investment (ROI) 52

S
service oriented architecture (SOA) 205
small to medium enterprises (SMEs) 66
strategic information systems planning (SISP) 1, 51, 61, 63-64, 90, 160
strategic planning model (SPM) 156, 169, 176, 179, 181, 190, 197, 210
Strategic Planning Reference Model (SPRM) 11, 13, 88, 176, 201, 203
Strategic Planning Unit (SPU) 129
strength, weakness, opportunity and threat (SWOT) 47
survey of organisations 88, 101-102, 138, 199, 201

T
Technical Architecture Framework for Information Management (TAFIM) 149
technology acceptance model (TAM) 104
the open group architectural framework (TOGAF) 144, 155
total quality management (TQM) 72

U
University International Committee (UIC) 129
University Research Committee (URC) 129
University strategic plan 103, 113, 131-137, 186-187, 191, 195, 197
University strategic planning documentation (USPD) 186

V
Validating initiatives 87, 98
Value Chain analysis 61, 66-67, 69-70, 72, 82, 90, 157
Vice Chancellor (VC) 186