

Association for Information Systems

**AIS Electronic Library (AISeL)**

---

DIGIT 2022 Proceedings

Diffusion Interest Group In Information  
Technology

---

2022

## **Critical Success Factors for Implementation of Cloud Computing in Government**

Mansoor Al-Gharibi

William Yeoh

Matthew Warren

Scott Salzman

Follow this and additional works at: <https://aisel.aisnet.org/digit2022>

---

This material is brought to you by the Diffusion Interest Group In Information Technology at AIS Electronic Library (AISeL). It has been accepted for inclusion in DIGIT 2022 Proceedings by an authorized administrator of AIS Electronic Library (AISeL). For more information, please contact [elibrary@aisnet.org](mailto:elibrary@aisnet.org).

# Critical Success Factors for Implementation of Cloud Computing in Government

*Research-in-Progress Paper*

Mansoor Al-Gharibi  
RMIT University  
360 Swanston St, Melbourne, VIC  
3000 Australia  
S3863457@student.rmit.edu.au

William Yeoh  
Deakin University  
70 Elgar Road, Burwood, VIC  
3125 Australia  
william.yeoh@deakin.edu.au

Matthew Warren  
RMIT University  
360 Swanston St, Melbourne, VIC  
3000 Australia  
matthew.warren2@rmit.edu.au

Scott Salzman  
Deakin University  
70 Elgar Road, Burwood, VIC  
3125 Australia  
scott.salzman@deakin.edu.au

## Abstract

*Cloud computing reduces the cost of IT infrastructure in the public sector and addresses the inefficiency of the government IT environment. However, the implementation of cloud computing in government (G-cloud) is a complex and resourceful endeavor. While there are a plethora of studies on success factors influencing the general information systems implementation, there is a lack of focused research on G-cloud success. Therefore, this research aims to identify the critical success factors (CSFs) for implementing cloud computing in government. A research framework comprising a set of CSFs and success criteria was developed from the literature and validated through a questionnaire survey. Data were collected from 152 government employees and analyzed using statistical methods. This research revealed 13 CSFs across technological, process, and organizational dimensions. This study represents the first rigorously researched step towards understanding the CSFs that affect the implementation of cloud computing in government. The various research findings and outcomes extend current theories and allow governments to identify and focus their scarce resources on those CSF areas. The research is useful for governments, policymakers as well as business support communities engaged with G-cloud initiatives.*

**Keywords:** Critical Success factors, cloud computing, government, survey