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Critical Success Factors for Implementation of Cloud Computing in Government

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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