AKULLO RITAH (2012-M142-20003)

Framework to Evaluate the Impact of Information and Communications Technology on Business Processes in an Organisation: A Case Study of Uganda Clays Limited.

As enterprises become heavily reliant on Information Communication Technologies (ICTs) for product and service delivery, they are increasingly being faced with the threat of failure that could interfere with the normal business operations. This has created a need for these organisations to put in place measures to ensure having based productive processes. Every organisation has unique requirements that drive how ICT impacts on processes depending on challenges the organisation is facing. This study sought to identify the requirements for the impact of ICT on business process for the organisation, with a view of formulating an appropriate framework for evaluating the impact of ICT on business process.

The research relied on the primary and secondary data which was collected using document review, questionnaires, interviews and the literature. Results from data analysis were used to identify requirements for the framework. These requirements were used to guide the design of the framework. The main components of the framework were; people, budget, processes, and technology. It is anticipated that when the framework is implemented the results from the evaluation will help to improve business processes were necessary. As a recommendation, the proposed framework should be adopted as a guide to the evaluation of the effect of introducing ICT on business processes in an organisation.

Key Words: **Information and Communications Technology, Business Processes, Organisation, Uganda Clays Limited.**