

# Quality Evaluation for Strategic Alignment Engineering: An eGovernment Application

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**Abstract.** This article explores the role of quality evaluation to measure strategic alignment and support strategic IT requirements. In particular, the focus is on eGovernment context that presents a set of characteristics asking for different evaluation metrics from the ones adopted for business in the private sector (usually more investigated in terms of IT strategy alignment). The proposal approach implements a subset of a quality framework on a real scenario for the purpose of quality evaluation. It exploits real-life data from interviews and questionnaires filled by a first sample of non-EU foreign researchers and students in the scope of the Computer Science department where the authors are affiliated, who have applied their residency permits within the past three years. Finally, a probability-based analysis is carried out in order to elicit quality dimensions with priority among the ones considered.

## 1 Introduction

In this article, we propose to explore the role of quality evaluation to measure strategic alignment and support strategic IT requirements. In particular we focus on the eGovernment context that presents a set of characteristics asking for different evaluation metrics from the ones adopted for business in the private sector which are usually more investigated in terms of IT strategy alignment. Indeed, it is worth noting that, in the context of eGovernment, strategy is not oriented to obtain a competitive advantage and shareholder value as in the private sector; on the contrary, eGovernment value heavily depends on political and social objectives, such as trust in government, social inclusion, community regeneration, community well-being and sustainability [1]. In general terms, in the context of eGovernment, value relies mainly on public value. As stated by Grimsley and Meehan [1] on the basis of Moore's conceptualization [2], public value can be interpreted as the value that citizens and their representatives seek in relation to strategic outcomes and experiences of public services.

Due to these issues, we need to consider value not only from an economic perspective, but also as the degree to which public policies improve the quality of life of constituencies - namely citizens and businesses - by improving the quality of public services and of the public administration organization and processes. Therefore, a systemic perspective on quality is required. Among the available frameworks for eGovernment projects assessment [3], in this paper we consider GovQual [4] for its focus





























