

STRATEGIC DEPLOYMENT AND EMPLOYMENT OF ICT RESOURCES IN PUBLIC INSTITUTIONS

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ABSTRACT

This study examined the application of three ICT resources (i.e. computer hardware, network and internet infrastructure and web resources) in university business processes. The study was undertaken at Masinde Muliro University of Science and Technology (MMUST). Primary data was collected by observation and interviews and from questionnaires to a stratified policy documents, surveys and reports and other relevant sources. The results of this study indicated that ICT resources, though available, were not applied in university's business integrate the resources in university business processes hence the very low automation levels. The findings will contribute to knowledge on the effects of ICT resource deployment strategies on automation of business and service delivery in public universities.

Key words:

Computer hardware, Network, Internet infrastructure and Web resources, ICT resources.