



RESEARCH PROPOSAL

Dissertation (SBMA7123D)



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EZE OGBONNA (1504856)

MBA - UWTSD

The UK governments adoption of Cloud Computing technologies: ecommerce and beyond

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Research Proposal

1.0 - Title

The UK governments adoption of Cloud Computing technologies: ecommerce and beyond

2.0 - Introduction

The topic I have chosen is cloud computing and how this does\can effect business progression. My focus will be the link of the adoption of cloud computing to the overall benefits and hindrances the UK government has faced, directly focused at the Department of Work & Pensions (DWP).

3.0 - Background

Cloud computing is the functioning of off premise technology in place of local technology that carries out the same functionality without the added burden of maintenance and support. Shalini Gupta (2012) further defines this as from a user perspective of “cloud” (internet based) applications and services that are accessible by subscribers to that service only through internet connected systems.

Cloud computing is the forward direction the I.T. industry is moving and as I am a self-employed I.T. Analyst this is of direct interest to me from a personal and professional standpoint. My main aim for enrolling on this MBA course was develop my business understanding which would help my transition into consultancy work. Gaining a greater

understanding of this emerging technology from a business perspective is an ideal area for me to focus on as a path to reach this goal.

3.1 - Department for Work and Pensions

The Department for Work and Pensions (DWP) is known to be the largest government department in the United Kingdom. It is made up of several merged departments under the DWP umbrella employing upwards of 84,718 (gov.uk, 2016). The Department of Work and Pensions is the fourth-largest public sector employer in UK, according to the Office of National Statistics (Clegg, 2018) the number of employees, casual and permanent, stands at 111,000.

4.0 – General Statement of Problem

The research question I am putting forward is around if and how Cloud Computing has advanced productivity within DWP. A more narrow focus is how this advanced technology has driven factors such as finance and security past the point of where they were and how this has been achieved. This particular area of research has been done before from various aspects but my aim on this module is to try and collate these areas and analyse the findings and understandings to provide an avenue to evaluate the productivity of cloud computing bringing me back to the research question.

I envisage the major issues being the requirement to focus on specific areas of cloud computing as the concept has been developed vastly and varyingly due to the adoption of this

technology through vendor specific system applications. My method of focusing my research is to not focus on the vendor or type of system but to look at the concept of cloud computing in its entirety and how that, as an applied technology, has effected industry. IBM define cloud computing as an “Internet-based computing solution where shared resources are provided like electricity distributed on the electrical grid” (Walker, 2012). The main aim of cloud computing is to cut costs and help the user focus more on their core business functionality and not the technological factors that this may bring (Hamdaqa, 2012).

5.0 - Objectives

The research objectives will be given as targeted goals developed and concluded by successful research developed and displayed through the dissertation submission. Security and the associated costs of migrating to an off-premise system are key areas of cloud computing and its adoption (Shimba, 2010). IT innovation and investment are also recognised as business critical trade-offs to this technology (Tuncay, 2010). With a wide spectrum of focus in cloud computing I have decide to narrow this down my objectives to the following:

- Analyse and evaluate the different cloud based technology service used in the DWP
- Analyse governmental concerns around cyber security
- Focus on the best services for the DWP moving forward

6.0 – Research Strategy

Redman and Mory (1933) define research as being a “systematized effort to gain new knowledge.” This is partially correct but I tend to lean more to the definition from the Advanced Learner’s Dictionary of Current English (1952) which defines the meaning of

research as “a careful investigation or inquiry especially through search for new facts in any branch of knowledge.” How the research is carried out in its most effective way depends on the desired outcome. There are two types of methods that may be adequate for a research dissertation, these are Quantitative and Qualitative.

Quantitative research is based on the measurement of amount or quantity and is applicable to elements that can be expressed numerically via statistical, mathematical, or computational techniques. Qualitative research is concerned with qualitative phenomenon a scientific method to gather non-numerical data through observation. I aim to use both techniques to gather data for this dissertation. The reason for this is there are different aspects that I may need in order for to reach a clear and concise conclusion. Not limiting myself to one method leaves with me the scope to develop my arguments and understanding.

6.1 – Methodology

In regards to analysing data Miles and Huberman (1994) have suggested that three concurrent interlinked action flows should be followed in order to successfully analyse data to provide a true analysis. These steps are as follows;

1. Data Reduction
2. Data Display
3. Conclusion Drawing/Verification

As I will be comparing and analysing different cloud technologies, vendors and services using this three step method may be an ideal way to handle these tasks accordingly in line with my requirements.

6.2 – Data Collection & Presentation

Interviews and researching previous studies around this area will be my main sources of data collection as I work my way through this dissertation. Data will be presented in various ways such as charts, graphs and diagrams depending on the method needed that will allow the reader to digest the information.

7.0 – Ethics

Ethics is an important part of this dissertation in data collection and findings with the research participants having legal and moral responsibilities that must be adhered too. Ethics forms will be handed out to all participants and provided to University of Wales Trinity St Davids at the end of this research process.

8.0 – Dissertation Completion Timeframe

Below is a chart representing the time frame of task completion and submission of my dissertation and tasks.

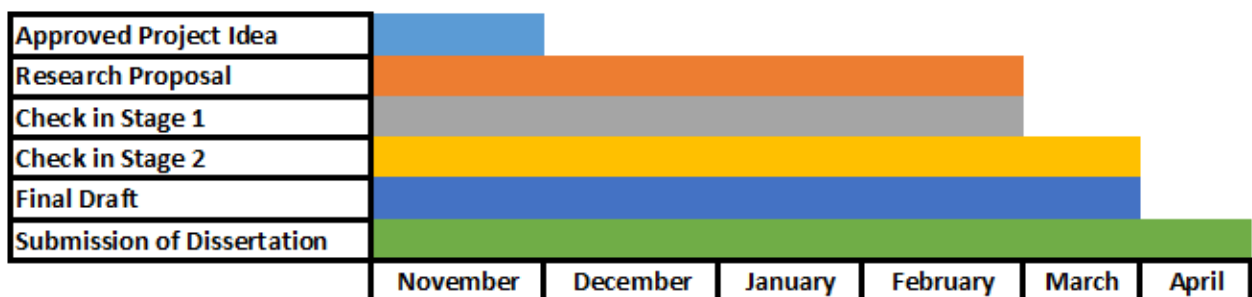


Diagram 1.1 – Time frame of completion

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