Information systems have become the primary source of competitive organizations, they promote innovation and improve organizational performance. What are the determining factors of this contribution? What are the recommendations and best practices that will enable managers to intensify its impacts?

1. CONCEPTUEL MODEL

2. QUALITATIVE STUDY

3. QUANTITATIVE STUDY

4. RESULTS AND RECOMMENDATIONS

CONCLUSION

The objective of the research project is to help IT departments to seize every opportunity to revitalize their performance and to identify the potential that each component of the IS can bring to the competitiveness of department IT in particular and that of the company. This pursuit of excellence is achieved through a program dedicated to competitiveness, transformation helping to design and implement innovative service strategies for growth and competitiveness.

REFERENCES

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