One of the often mentioned applications of enterprise architecture (EA) is IT decision-making support. However, little is known about how EA can improve IT decisions. This research reveals the success factors of how EA can be used to improve IT decisions. The number one success factor is the enterprise architect’s ability to anticipate the decision-making context. When enterprise architects understand their decision-making context correctly, they are likely to find the right way to collaborate with decision-makers, to present the right artifacts, and to provide the correct insights. The second success factor is to develop more actionable and diagnostic EA artifacts and to provide more strategic EA insights. In terms of IT investment, the most successful organizations use more actionable and diagnostic EA artifacts and more strategic EA insights in the preparation of IT investment decisions.

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