



Posudek disertační práce Ing. Michala Šebesty

## **Název disertační práce: Management of IS/ICT with focus on ICT services outsourcing**

Thesis has a well defined structure, starting from theoretic foundations, building own framework called "SOURCER", testing it and validating it with online survey and proof of concept case study. It addresses very hot topic of selecting cloud services providers with special attention to SMB companies. It has reasonable level of quoted literature author succeeded to study relevant freely available resources.

With regards the model itself author categorises IT services based on selected list of criterias, and uses those to support businesses in selecting relevant cloud services. As one of evaluation criteria author attempts to categorise various IT services (ERP, ..). It is very complex task and result can be very arguable. For example, in HR services, we have service for "meeting management", but not "performance management". Sales includes "international trade", but not the most common sales functionality in B2B - Forecasting management. For this part, I missed references to relevant Process Frameworks, like for example to "Process Classification Framework" from APQM. Very innovative and useful part of Thesis is classification of vertically specific processes. Would be good to put into context of some more standardised process frameworks like PCF.

Author has a good overview of pricing models, worth considering would be "double sided" model, where one group of customers is using service for free, while the other is paying that (like advertising model).

With regards financial evaluations, author provided well versed summary of available standard and innovative financial methods.

Section 4.3. is very good part, with evaluation of how application/services can be integrated, as well their Performance, Accessibility, etc.. It introduces innovative ideas and structures.

For the research part, author did extensive survey amongst companies, with a good response rate of 25 % . It is very good part of the Thesis. I would suggest to consider adding options like "not evaluating financial performance", which is the case for a lot of companies.

Proof of concept part is very well applied, and framework is well tested. However, POC was conducted on small company, where practical application of such comprehensive framework is questionable.

Questions I would ask the author are:

- How Sourcer framework can be applied in situations when Business Strategy is not well defined, or is not formally defined ?

- How to apply Source framework in case of non IT strategy (especially in the case of SMEs?)

Overall, very good thesis, which I recommend for exams.

Doporučuji práci k obhajobě.

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