Assessment of Master Thesis – Academic Consultant

Study programme: **Applied Informatics**
Field of study: **Information Systems Management**
Academic year: **2018/2019**
Master Thesis Topic: **Identification and management of knowledge gaps across ITIL services**
Author's name: **OLGA SMIRNOVA**
Ac. Consultant's Name: **Ing. Martin Potančok, Ph.D.**
Opponent: **Ing. Tomáš Bruckner, Ph.D.**

	Criterion	Mark (1–4)
1.	Comprehensibility of the Master´s Thesis topic and objectives	**1**
2.	Fulfilment of defined objectives	**1**
3.	Logical structure and cohesion of each parts	**1**
4.	Extent and relevance of description of the current level of knowledge	**2**
5.	Adequacy of methods in respect of the topic (selections of the methods and their application)	**2**
6.	Extent, quality and precism of description of the thesis´s results	**2**
7.	Relevance and correctness of discussion of the thesis´s results	**2**
8.	Correctness and relevance of information sources	**2**
9.	Grammar, stylistic style, terminology and overall formal and grahic level of the Master´s thesis	**2**
10.	Student's independence during the process of composing the Master thesis	**1**

Comments and Questions:

The aim of the thesis is to implement a knowledge mapping process across ITIL services in the telecommunication company, to analyse the results by identifying as well as measuring the existing knowledge gaps and to prepare proposal for reducing the level of knowledge gaps resulting in the improvement of services. As can be seen from the aim, this thesis is focusing on both reducing the level of knowledge gaps to improve services and theory application to the company. The topic of smart homes is interesting and relevant to current research (especially in relation to the specific applications).

The work uses a variety of resources, in some cases it is more APQC oriented than ITIL. I appreciate the structure of this thesis, identification of knowledge management within IT Center Management and knowledge maps with gap analysis.

Several statements are not substantiated. It is not possible to distinguish between multiple resources from the same author in the same year (e.g. APQC, 2018)

Validator: similarity score is 15% (iThenticate). Including mainly direct quotes and paraphrases.

Questions and remarks to the defence: 1) How can information technologies support knowledge sharing within companies? 2) Is it possible to use results in sectors other than telecommunications?

Conclusion: The Master Thesis is recommended for the defence.

Suggested Grade: **2**

Date: 21/08/2019

Ing. Martin Potančok, Ph.D.
Academic Consultant