

Assessment of Master Thesis – Opponent



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)	3
6.	Extent, quality and precism of description of the thesis's results	3
7.	Relevance and correctness of discussion of the thesis's results	3
8.	Correctness and relevance of information sources	2
9.	Grammar, stylistic style, terminology and overall formal and graphic level of the Master's thesis	1

Comments and Questions:

Student proved her ability to identify field of research, to set research goals, study the principles of knowledge and knowledge mapping, and perform a case study on application of knowledge mapping on selected ITIL process in real corporation. Student made what she planned to do, thus the thesis is definitely acceptable and easily defendable.

As a positive aspect of the thesis I see the structure of the research and pragmatic approach to achieving the goals.

On the other side, I can see negative aspects:

1. The parts of problem management process on which the mapping is performed, lacks the most important parts, as defined by ITIL: the problem detection, categorization, prioritization, investigation and diagnosis, looking for root cause, implementing workarounds, resolution, etc. The used parts of the process are remotely related to ITIL and thus the demonstration of application of the knowledge mapping to ITIL is hereby meaningless

2. I state very similar objection to the overall thesis approach to the knowledge management in ITIL / IT service management. In the thesis it is very formal and the argumentation of the importance and consequences is poor. Most of ITIL principles are ignored. a. E.g. there is a potential to differentiate knowledge related to ITIL (certification etc.), ITIL process governance (rules and procedures setting), IT services and infrastructure in the organization, qualification (e.g. ability to solve problem on specific IT asset) etc. b. As well important principles of ITIL knowledge management are ignored, e.g. reduction of the dependence on one person by forcing them to record tacit knowledge and thus improving the service reliability. Overall, I believe that deeper understanding of the ITIL principles would give the knowledge mapping better sense, as well as it would improve the specification of the knowledge assets and action plans.

Also, the references to the APQC resources are not correct. While in the reference list there are six APQC 2019 and two APQC 2019, in the text the references cannot be distinguished.

I rate the thesis as very good, unless student would satisfactorily dispute my above-mentioned objections.

Conclusion: The Master Thesis is recommended for the defence.

Suggested Grade: **2**

Date: 30/06/2019

Ing. Tomáš Bruckner, Ph.D.
Opponent