

ABSTRACT

In this doctoral thesis examined factors that maintain the quality of the IT services (e-services) in public education, which is governed by other laws than building IT systems, as the effects of maintenance depend on strongly from management of IT services in your organization, and decisions concerning the priorities associated with the financing of the necessary upgrading technologies, training of employees responsible for maintaining quality of service and investment in new solutions. An important part of maintaining the quality of IT services is their centralization. This allows, in particular, the standardization of services (including the harmonization of information and its transparency in the scale of the University), to increase the security of systems (including confidentiality), and to the optimization of the costs (use of available resources and their monitoring and management costs). A precondition for the success of the Organization in the construction and maintenance of IT services is to have and implement strategic plans (and periodically update these documents) tailored to the needs of the University. The entire organization should be involved in the construction of e-services, assuming adequate quality. Do not forget that, in addition to strategies, including strategies for information technology, an organization in transition, should harmonize the achievements of several concepts of management science, namely: strategic management, process approach, quality management and quality improvement, human resource management, provision and maintenance of the IT services (in terms of their good practices). Omission in rules governing the digital transformation of the Organization one of these approaches (including best practices), will result in (in the longer term) problems with the maintenance of the quality of IT services. The findings of this thesis are part of planned almost organizational changes in public universities. The adoption of appropriate organizational modernization processes, centralize IT services and their funding, with the provision of appropriate support to top management, is the answer to advanced changes surrounded by the Organization, which will allow flexible adapting the Organization to the challenges of the information society, including increasing competition from the education and growth regulation and Government requirements in the field of reporting.