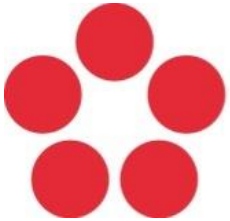

Jihočeská univerzita
v Českých Budějovicích
University of South Bohemia
in České Budějovice

Information Systems Strategy and Management

REFERENCE MODEL OF BUSINESS INFORMATICS MANAGEMENT (ITGPM)

EVROPSKÁ UNIE
Evropské strukturální a investiční fondy
Operační program Výzkum, vývoj a vzdělávání

MINISTERSTVO ŠKOLSTVÍ, MLÁDEŽE A TĚLOVÝCHOVY

Principles of Reference Models

- Metrics for Informatics Performance Management
- Applications for Business Informatics Management
- Reference Model of Informatics Management

Reference Model of Informatics Management

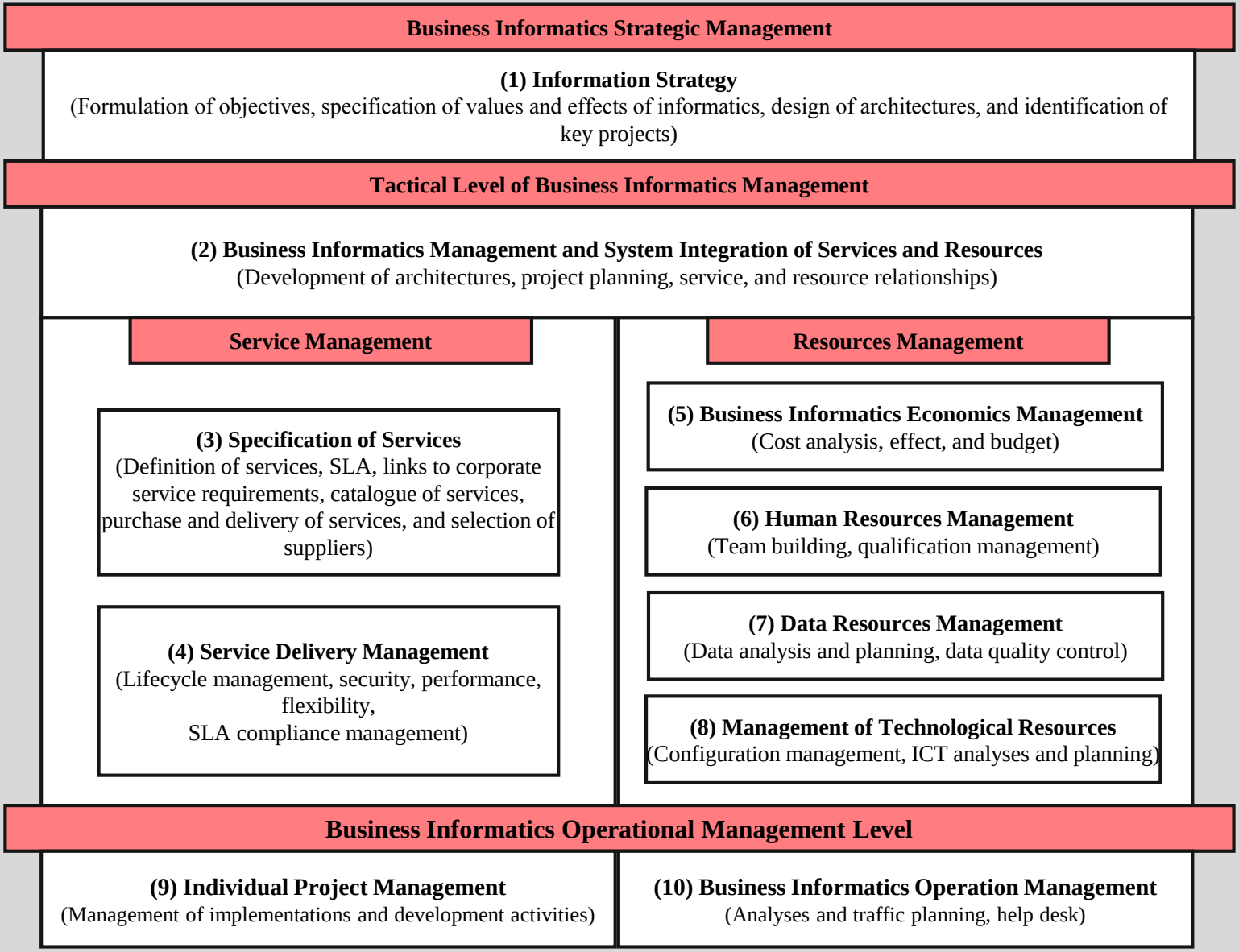

Figure 9-1 Structure of the ITGPM reference model domains - (Voříšek k. , 2015)

Business Informatics Strategic Management

Standard Dimensions:

- Time, plan_reality, level (quality, satisfaction, etc.), meaning
- Services, applications, technology, projects, requirements, problems, and incidents,
- Business goals, organizational units, business processes, roles, and professions,
- Service suppliers and providers, customers,
- costs, and effects

Standard Indicators:

- Basic (e.g., number of services, etc.)
- Volumetric (projects in mandays, etc.),
- Financial (costs, effects),
- Proportional per dimensional structures (in %),
- Indices per time dimension,
- Calculated (e.g., outsourcing rate)

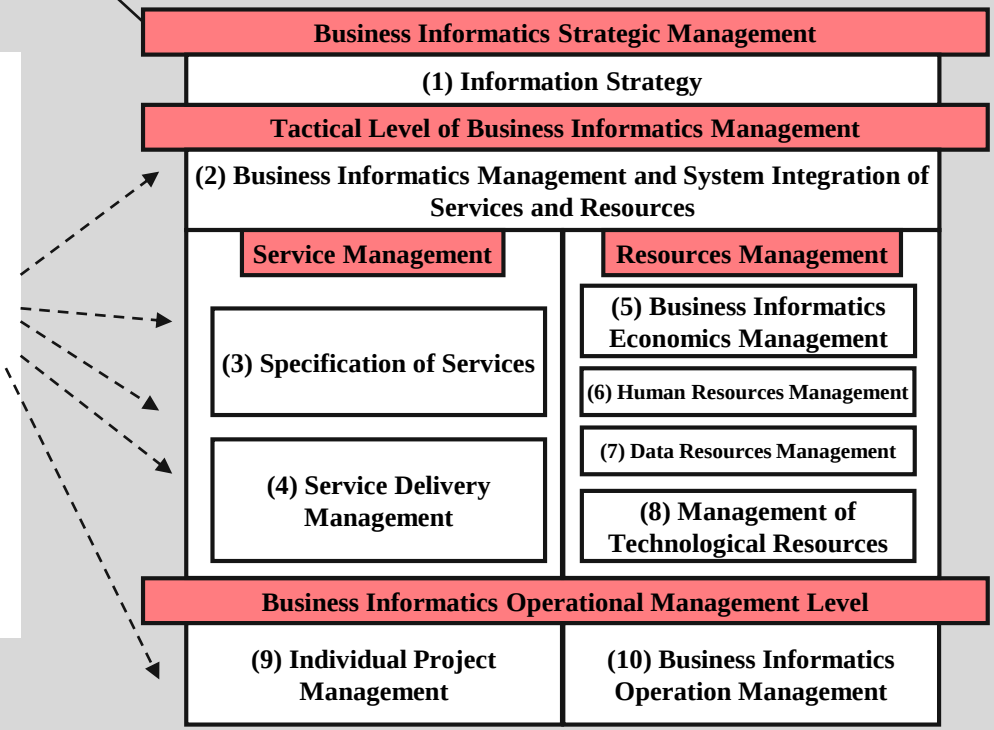

Figure 9-2 Standard indicators and dimensions in relation to domains - (Voříšek k. , 2015)

Business Informatics Strategic Management

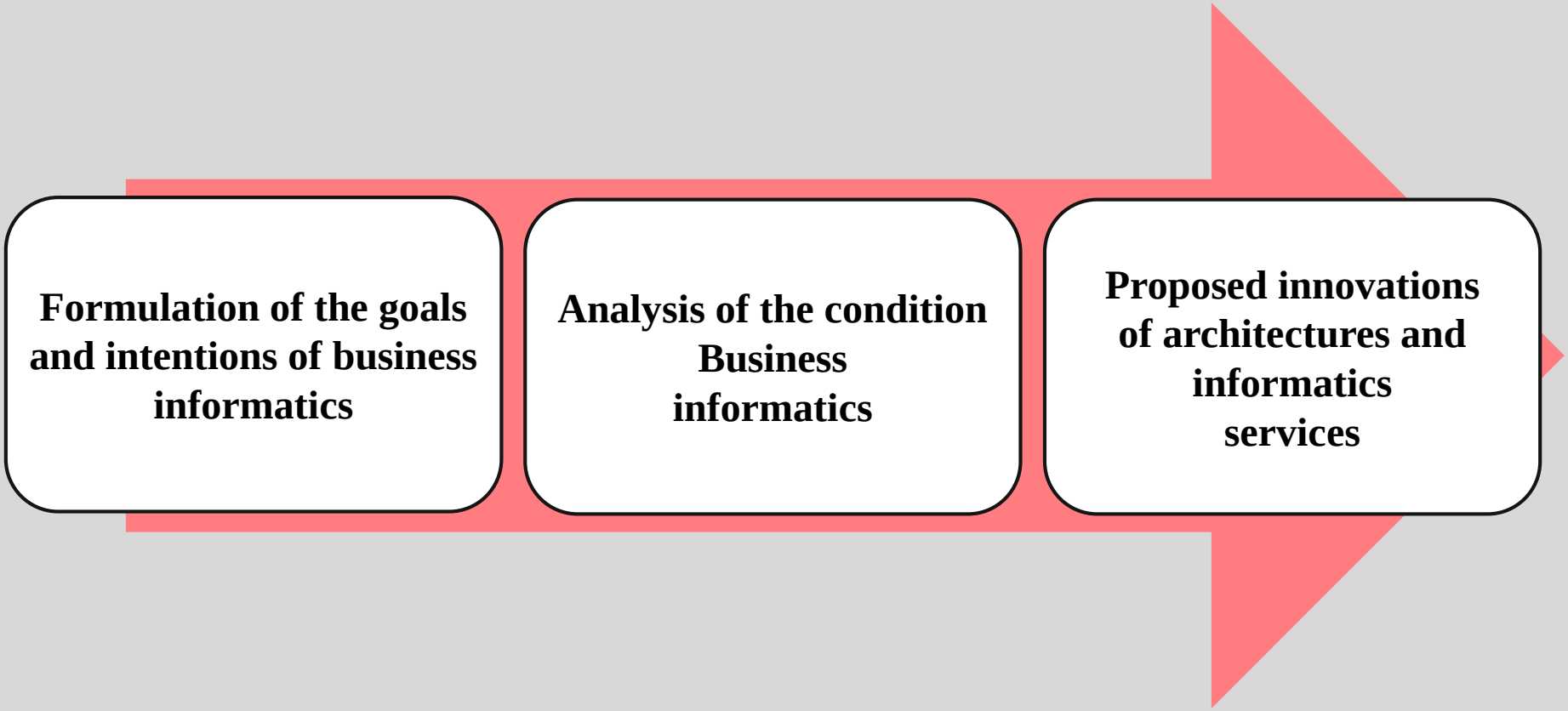

Figure 9-3 Informatics strategic management processes - (Voříšek k. , 2015)

Management of IS/ICT development and system integration of services and resources

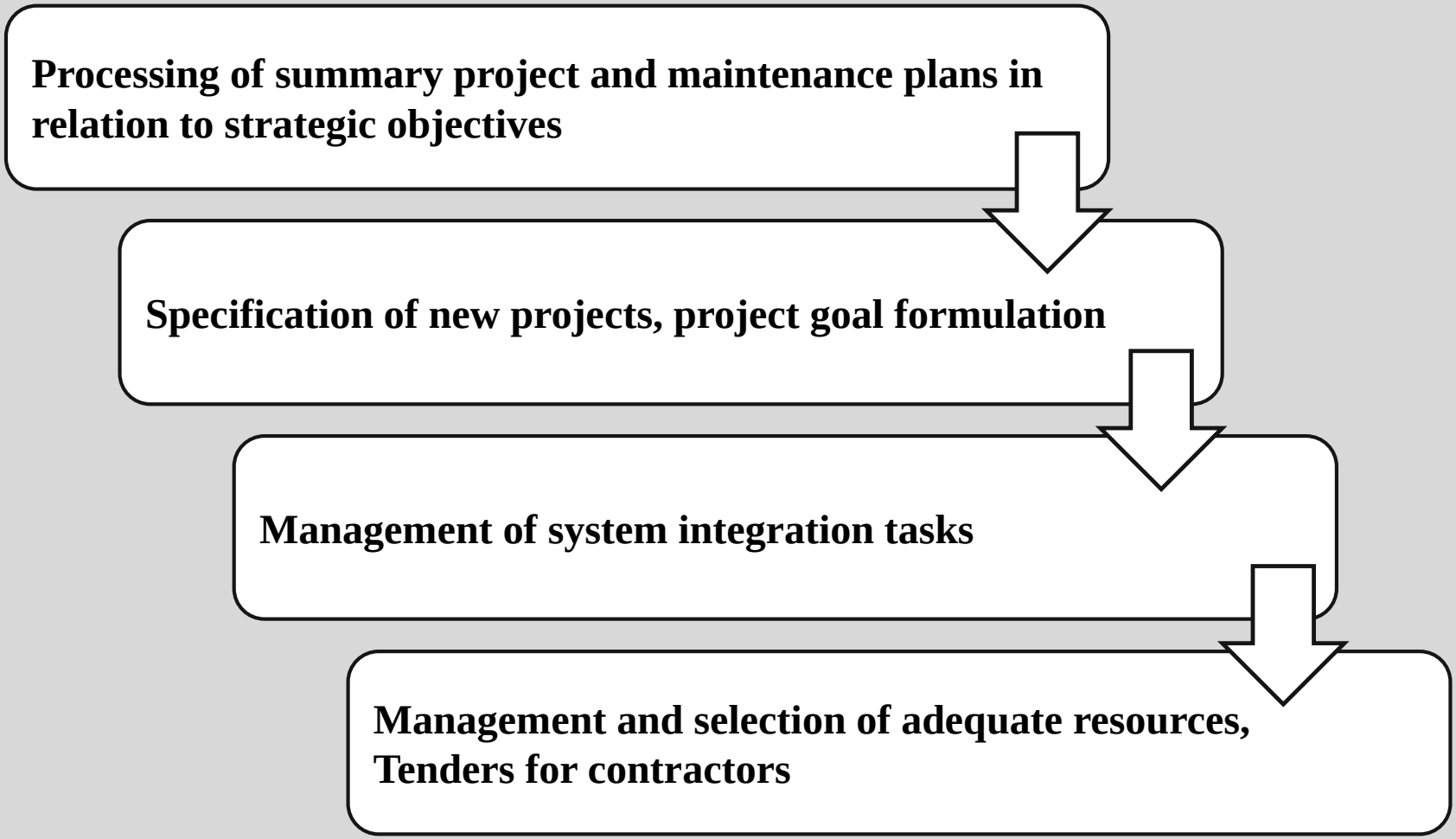

Figure 9-4 Processes of the IS/ICT development control and system integration - (Voříšek k. , 2015)

Informatics Services Specifications

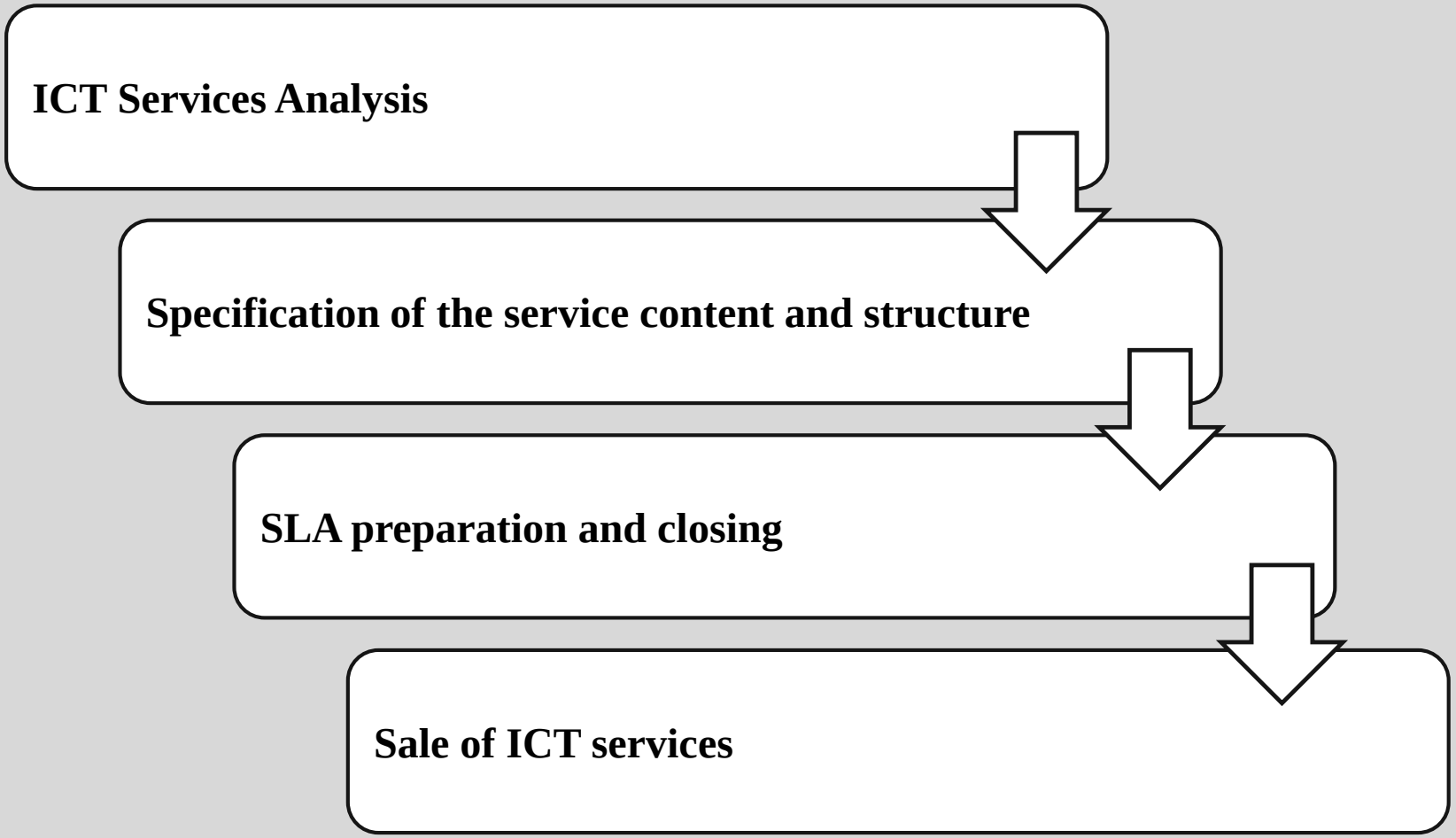

Figure 9-5 Informatics services specification processes - (Voříšek k. , 2015)

Informatics service provision management

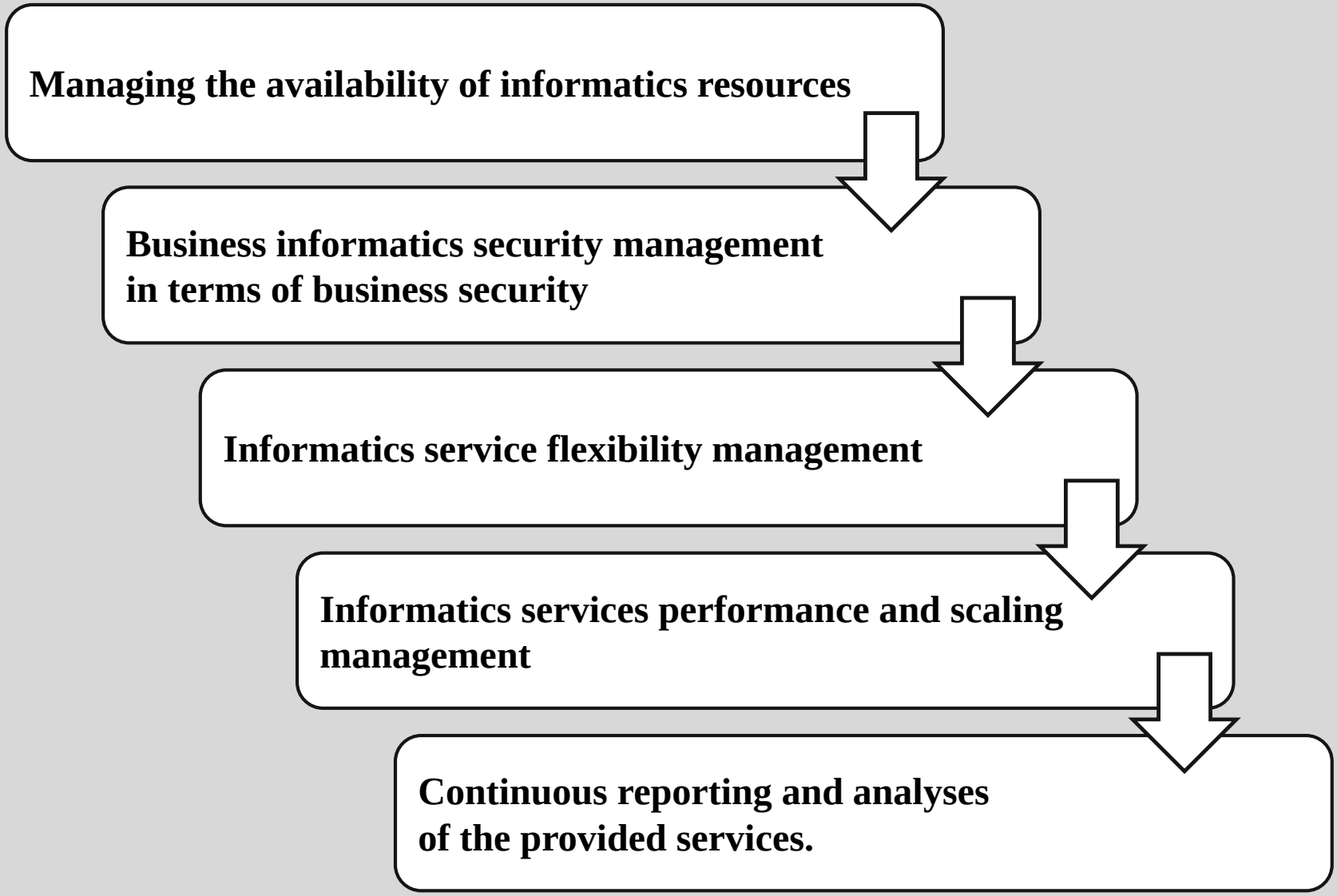

Figure 9-6 Informatics services supply control processes - (Voříšek k. , 2015)

Management of economy and effects in informatics

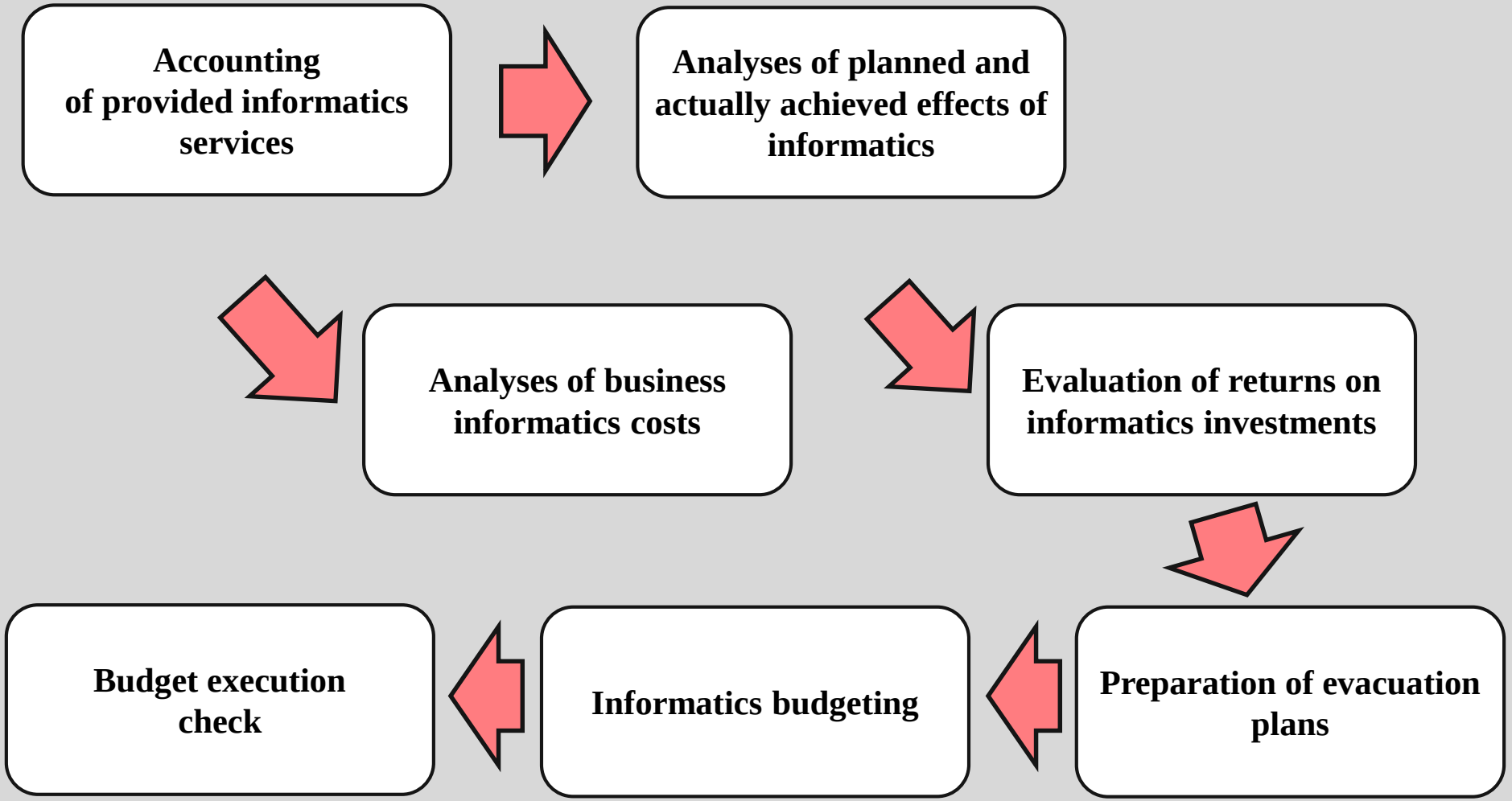

Figure 9-7 Informatics economic control processes - (Voříšek k. , 2015)

Human Resources Management in Informatics

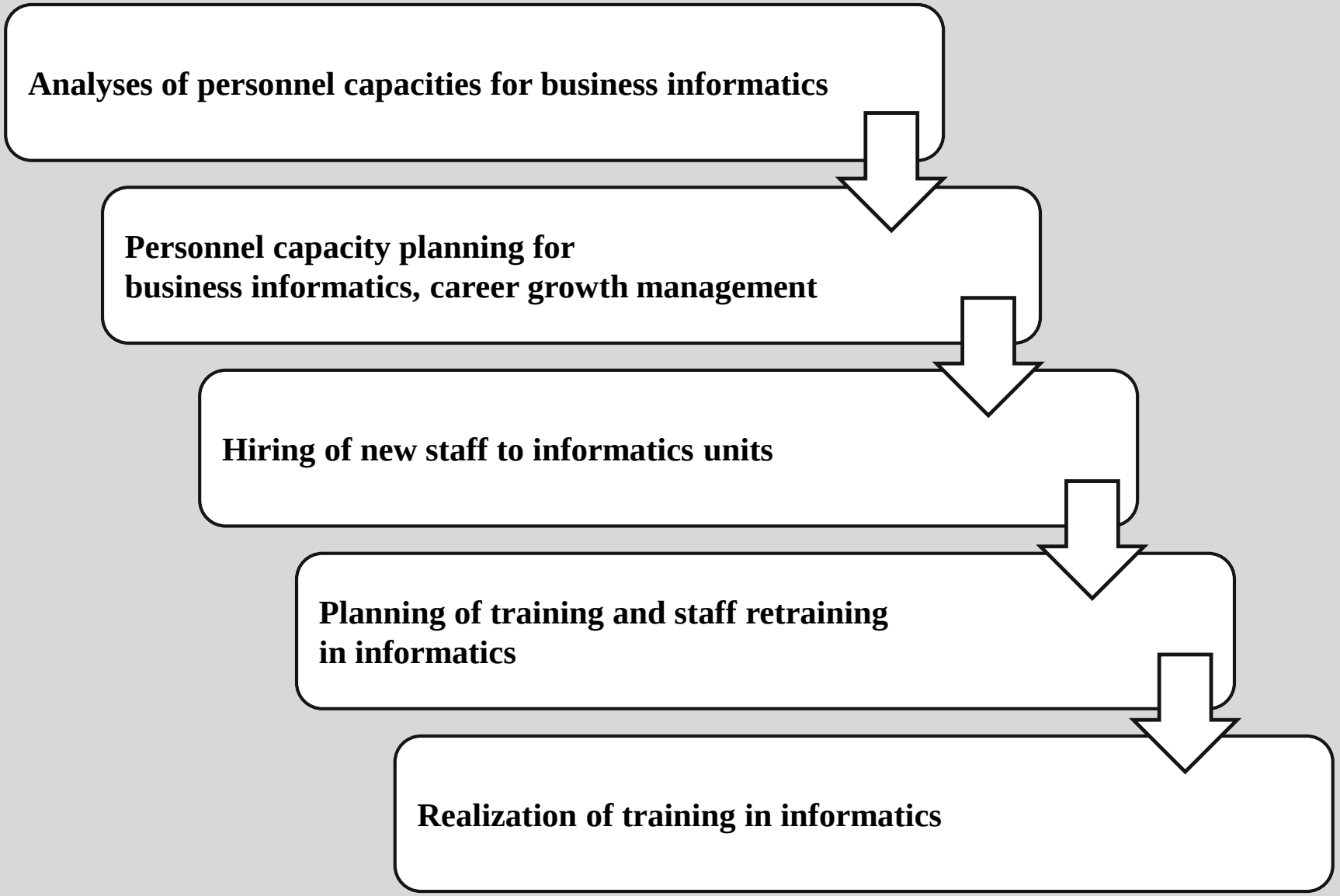

Figure 9-8 Personnel management processes in informatics - (Voříšek k. , 2015)

Data Resources Management

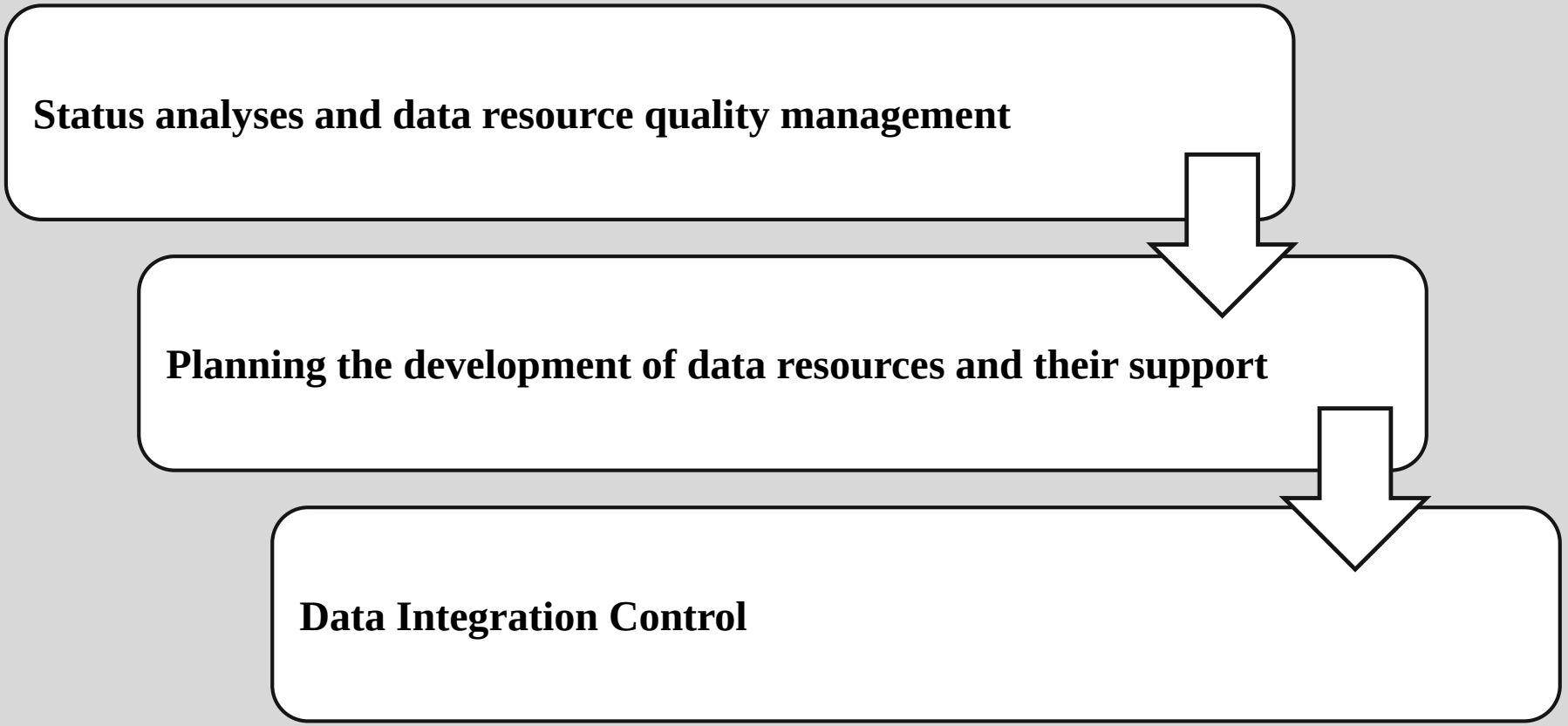

Figure 9-9 Data resources control processes -(Voříšek k. , 2015)

Management of ICT Resources and Configuration

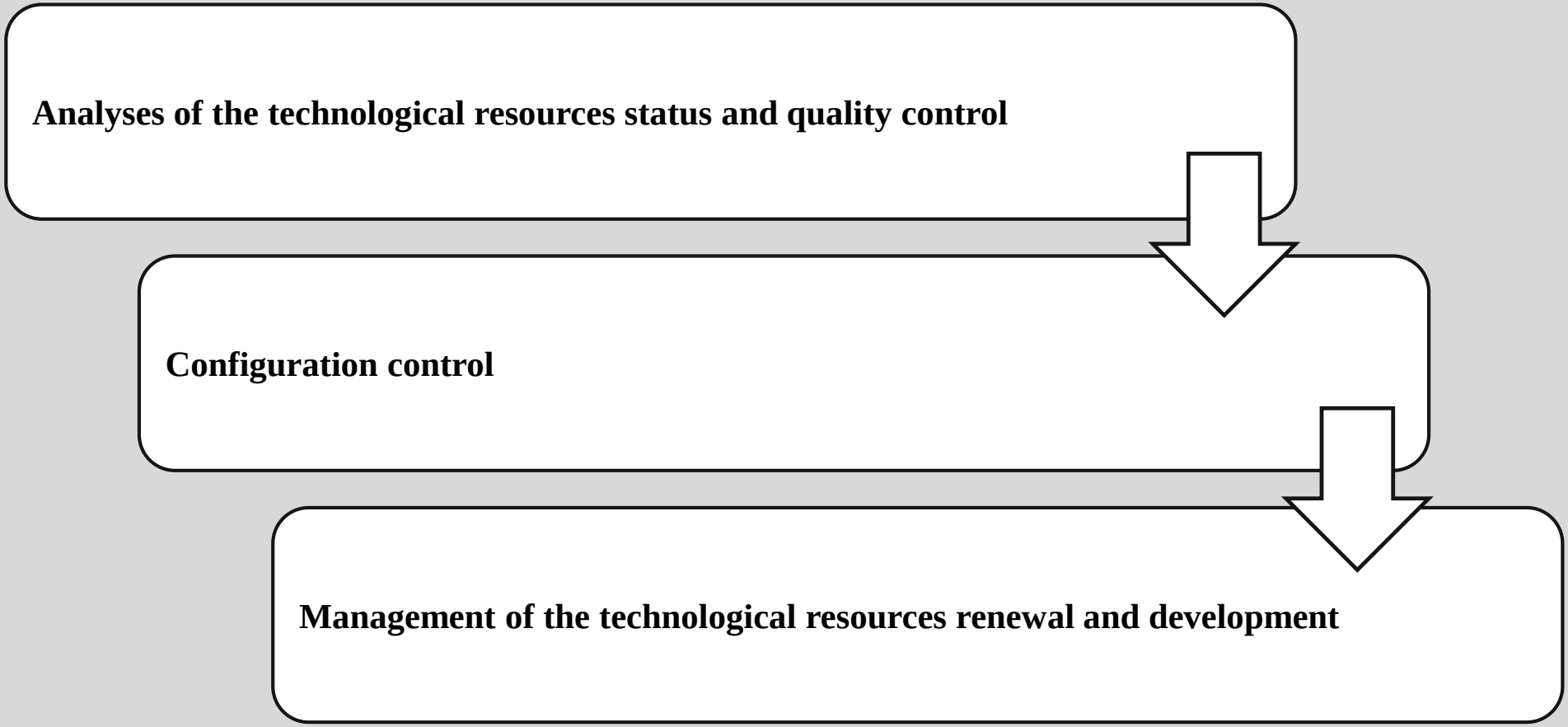

Figure 9-10 Source and configuration ICT control processes - (Voříšek k. , 2015)

Individual Project Management

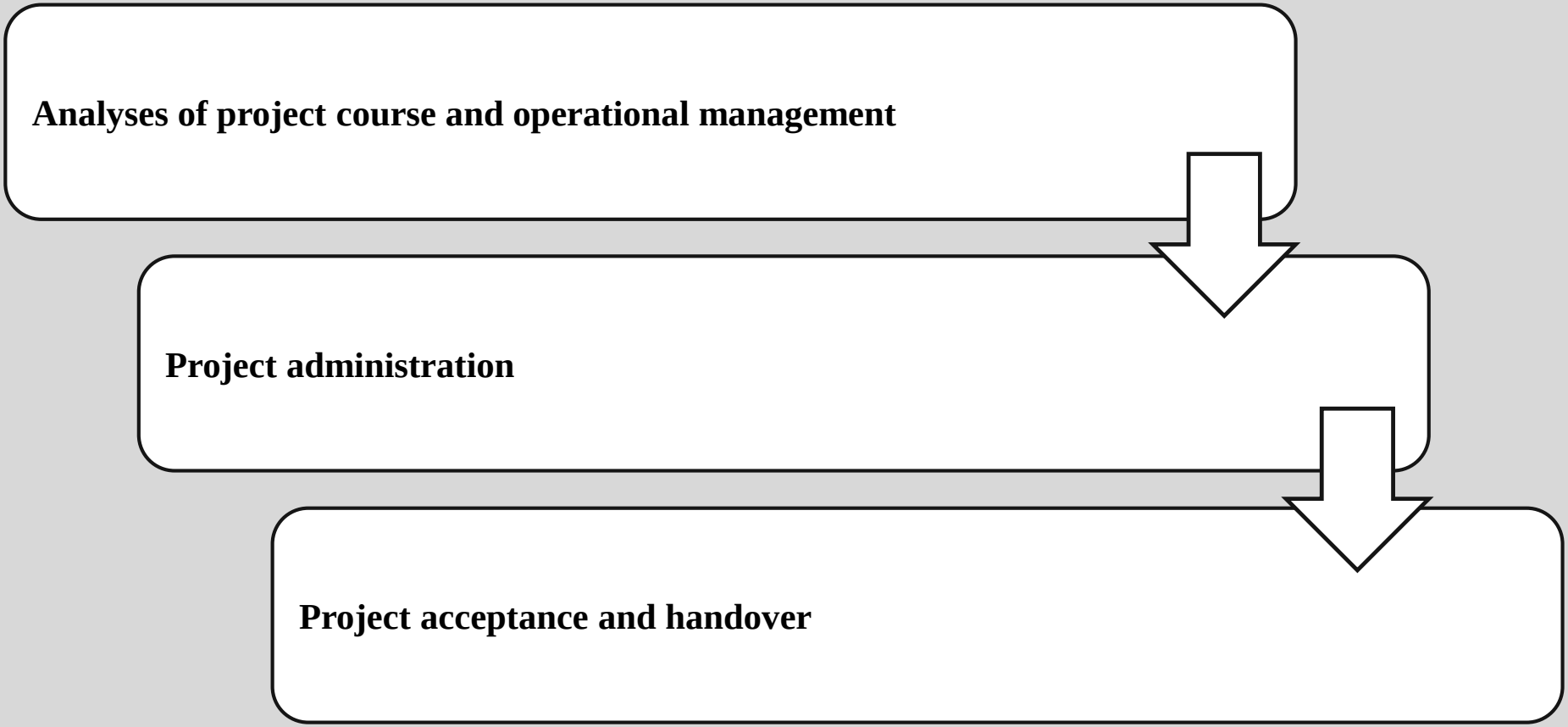

Figure 9-11 Processes of service development and project management - (Voříšek k. , 2015)

Business Informatics Operation Management

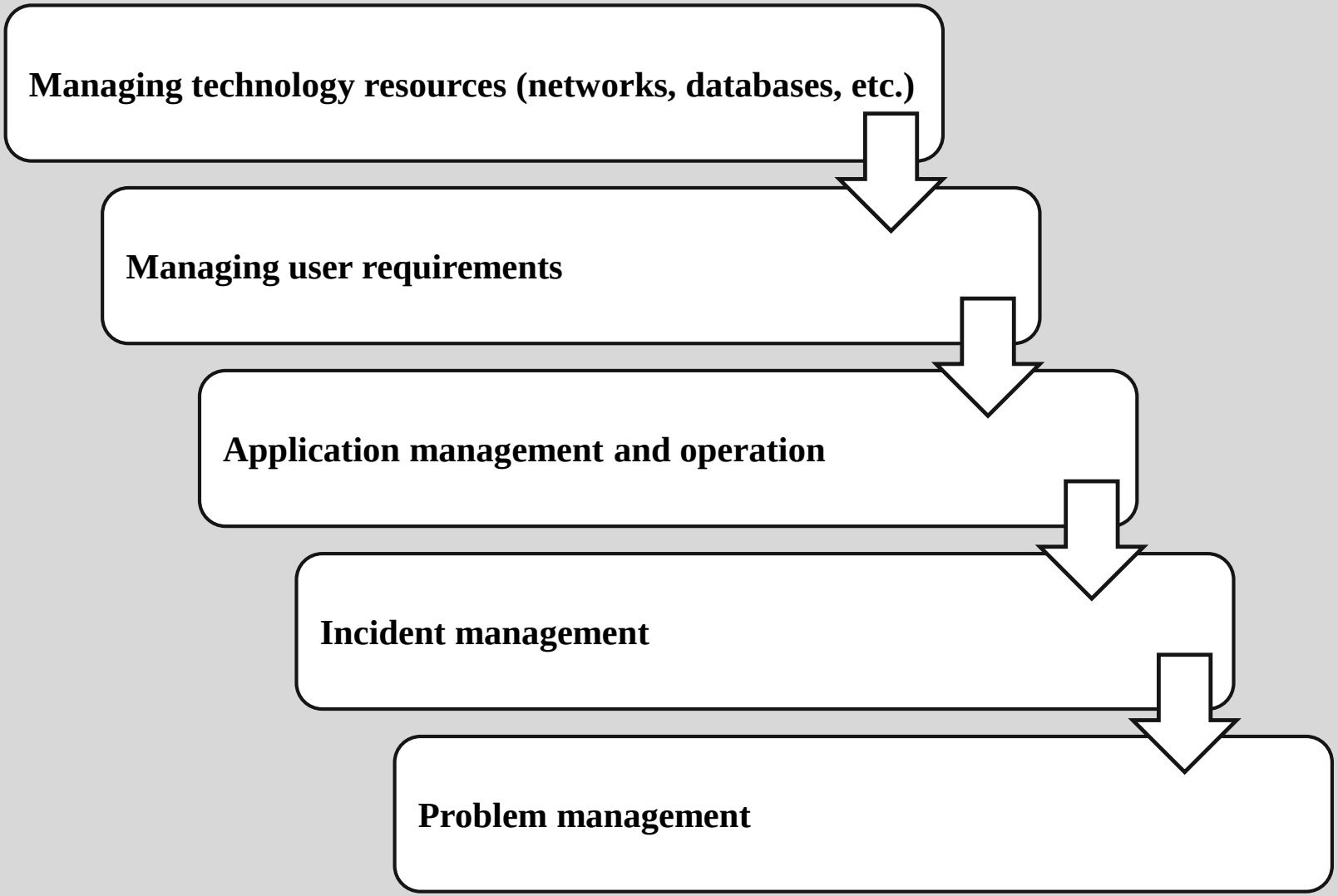

Figure 9-12 Business informatics operation process management - (Voříšek k. , 2015)

Model Customization Possibilities

- However, since it is a reference model, it is necessary to customize it to the conditions of a specific business or organization before it is used.
- The conditions that are then the subject of customization considerations and operations include:
  - Business size, i.e. whether it is a small, large, or multinational business
  - What is the level and scope of outsourcing, whether only development is outsourced or whether or not the SaaS model is used
  - Whether it is a contractor business on the ICT market or a user organization
  - In which sector of the economy the business operates
  - What is the informatics management style, whether