Syllabus of Module

8. Information Management

Lecturer: Bc. Ing. Radim Trávníček

Module Annotation

As part of this module, the course participants will become familiar with the basic rules and Best Practice in individual areas of information management and their use within their own organisation.

Module Objective

In principle, an IT organisation addresses only a few basic tasks:

- The provision of existing IT services

- The development of new IT services

- The introduction of new IT services into the organisation

- Changing (optimising, cancelling) existing IT services

In this course, we will become acquainted with individual views and approaches on how to manage and develop these tasks, in order to use them effectively.

In general, this is a kind of closed circle, where all requirements from our clients lead to investments in IT resources. Subsequently, resources are used within the framework of

processes that provide our clients with services and information, through which the business achieves its goals. Subsequently, the organisation may receive profit in the form of revenues for these value-added services. Thus, investment in IT should have a positive impact on economic growth and the result of the organisation.

We will review the basic principles of IT Governance, which should primarily be based on the company's strategic business plans. We will discuss what an IT strategy is, how it should be defined, what everything it should contain and who is primarily responsible for it.

We will also become acquainted with the concept of information management, we will present individual areas such as collection, processing, management and methods of information distribution to individual users. Management means the organisation itself and control over the planning, management, processing and evaluation of information activities in order to meet the objectives.

Purchasing IT services is also an integral part of IT services management, we will present individual possibilities of how to purchase IT services and whether these methods are suitable for our selected activity. In this way, we will become acquainted with the individual forms currently used to purchase IT services and we will review their advantages and disadvantages for specific use.

The last part of this module is devoted to the creation of the organisational structure of the IT department in a company-wide context. The advantages and disadvantages resulting from various possibilities of including the IT department in the company-wide organisational structure and variants of the organisational arrangement of the IT department itself are discussed.

Literature

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