

## **Abstract**

This dissertation considers the problem of standardization of processes of a public university as a positive condition for the implementation of central information systems. Based on the analysis of the literature and own observations, a scientific gap was noticed, resulting from the lack of a model approach to the standardization of processes of handling the course of studies at a public university in the context of implementing central information systems. The problem of lack of synergy of three elements present in each university – organization, processes and technology – was also observed.

An attempt was made to work out such a solution that, on the one hand, would consider the needs of the university from the business point of view – functional, as well as utility – non-functional, and on the other hand, considering the central processes taking place at a public university, while considering the recommendations and limitations of the implementation of ICT systems. Literature research, questionnaire survey, interviews and case study analysis were conducted, based on which a model of process standardization was developed. Limitations and possibilities of further development of the proposed solution were also defined and standardization recommendations crucial for correct implementation of the central IT system were indicated. Appropriate organizational solutions, effective operation (supported by management) and centralization of services results in organizational flexibility of the university. This, in turn, with a sufficient degree of process standardization makes the university keep up with other universities while remaining one coherent organization.

Keywords: process standardization, processes, public university, university processes, implementation of central information systems, university informatization, standardization model.