

Abstract

This dissertation results from the research problem related to insufficient knowledge about the factors affecting the provision of IT services at public universities. The aim is to methodically identify and classify the determinants of IT service provision in a public HEI, considering its specific nature.

Literature review was used to synthesize the state of knowledge in the area of determinants of IT service provision. Firstly, the author identified and described general and university-dedicated standards for IT service. Next, the determinants of IT service provision at a public university were identified and classified. Then, a questionnaire survey of the IT services technological maturity was carried out to determine its condition and identify opportunities for development in this area within the study group. The demonstrated difficulties in adapting standards by public universities and indicated the need to develop a dedicated MIKOD methodology.

The MIKOD methodology provides an original tool to support universities in digital transformation, regardless of its current level and how the transformation is carried out. The constructed methodology makes it possible to update and modify the determinants and the relationships between them. Thus, they are adapted to the individual needs and capabilities of the HEI and the changing conditions of its operation. The verification of MIKOD confirmed its applicability. For the universities in the research sample, the hierarchy and influence of the determinants were established, and their structure was systematized. This structure, which is an adaptation of ISM, was completed using the results of the CAWI survey, the VAXO-SSIM matrix, the MICMAC analysis, and the ISM graph. The identified determinants formed a horizontal dimension divided into three levels (strategic, operational, and performance), and the vertical dimension therefore being the university's processes. The final stage involved embedding the determinants in external factors in line with PESTLE (i.e., political, economic, social, technological, legal, and environmental factors).

The realized aim serves to build a higher quality of HEIs in which technologies play an important role, and IT services are subject to continuous improvement. The systematized improvement of IT service provision leads not only to the improvement of support activities but also core processes like research and teaching.

Keywords: public university, higher education, HEI, education, IT service provision, IT services, university management, service management, determinants.