

Jacek Karaś, MSc

IT good practices and standards in the digital transformation management process in the organization

Summary

In the literature, the researchers analyze the topic of digital transformation in different contexts. Identifying one leading trend regarding good IT practices and standards is also challenging. At present, the definition of the concept of good IT practices and standards remains vague. The discussion considers good IT practices through the prism of a broad and abstract idea, as well as practical consequences associated with the implementation or caused by the application of these practices. However, the scientific interest is invariably the same. The main goal is not only to formulate abstract concepts and ideal states but also to measure the effectiveness of empirical evidence. Despite the ambiguity of the definition, this premise is an inspiration for the author to take up the topic and try to link the issue of good IT practices and standards with digital transformation. The dissertation investigates the best IT practice application phenomenon from a digital transformation perspective.

The work's main elements are the subject's theoretical, cognitive and applicational aspects. Therefore, the study extensively used case studies and a design-oriented approach to research.

The dissertation consists of five chapters. Chapter 1 is a general introduction to the issues raised in the dissertation. This part presents the research gap and the resulting research problem, justification for the problem undertaken, research objectives and research questions. Chapter 2 includes a review of the literature related to the topic of the thesis and discusses the current state of research in the field covered by the dissertation. Chapter 3 describes the research carried out, and Chapter 4 describes the analysis and evaluation of the results obtained. The study's conclusions are included in Chapter 5, while Chapter 6 includes all supporting and supplementary materials.

The analyses provided the answers to questions about which IT practices and standards the organizations use in the digital transformation process, how to use these practices, and what

risks, threats and critical success factors might appear. The study proposes two artefacts (a set of IT good practices and standards applicable during digital transformation and the guiding principles on applying these practices and standards) verified in selected organizations. The results were evaluated based on expert opinions, data analysis from both organizations' IT systems, and in-depth interviews.

The study confirmed the importance of the research problem. The study also indicated a high subjectivity level in assessing the proposed artefacts. It may indicate that the criteria used are highly dependent on the individual experience of the experts or that the individual criteria are of equal importance. In part devoted to data analysis from IT systems, the study confirmed the effectiveness of good IT practices. In-depth interviews, in turn, pointed to the leading role of inclusive and engaging leadership and organizational culture in the organization's digital transformation projects.

Finally, as a result of the conducted analysis, the author recommends continuing the research in the following areas: research on the limitations regarding the usage of good IT practices, research on inclusive leadership and the awareness of the best practices potential and ways of usage, and detailed problem definition.