

# DIGITÁLNÍ A INFORMAČNÍ AGENTURA\_

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# **Methods of public administration ICT management in the Czech Republic**

## **Introduction**

## **Current and target state of ICT governance**

## **Pre-requisites and baseline of ICT governance**

## **Management of individual ICT solutions**

## **Management at ICT unit level**

## **Collaboration with other departments of the Authority and eGovernment**

## **Progress and Change Implementation Plan**

## **Overviews of key ICT management responsibilities**

## **Overview and Index of ICT Management Methods**

## **Overview and Index of Methods for ICT Management of the Czech Republic**

- 3E (Economy, Efficiency, Expediency)
- ABC (Activity Based Costing) - process cost management
- Risk Analysis (Risk Management)
- Benchmarking
- BPM (Business Process Management) - process management

- BSC (Balanced Scorecard) - a system of balanced scorecard indicators of business performance
- Business Analysis and Planning
- Capability Based Planning (The OpenGroup methodology)
- CBA (Cost Benefit Analysis) - Cost Benefit Assessment
- DPL - Digital Friendly Legislation
- Financial Planning
- Competency Matrix (RASCI)
- Logical Framework - a structured concentration (on one page) of everything essential about a project enabling everyone to quickly understand why the project is being undertaken and what it is intended to achieve. It is used to coordinate people and manage change, applying the SMART approach as much as possible.
- Performance measurement (PM)
- Methodologies for determining TCO for the acquisition and operation of ICT services within the Government Cloud (Annex 3. Summary analytical reports Project Preparation of eGovernment Cloud TCO)
- Staff development
- Programme Management
- Project Management,
- PoC (Proof of Concept) - Proof of Concept (not only functional, but also economical, complexity and assumptions of implementation, ..)
- RASCI matrix - see Competency matrix
- RCA (Root Cause Analysis) - Root Cause Analysis
- RIA (Regulatory Impact Assessment)
- Roadmap - [detailed plan/procedure/harmonogram](#)
- ROI (Return On Investments)
- Quality Management
- Cost Controlling
- Portfolio Management (Mop)
- Needs / Requirements Management
- Management of Risk (MoR)
- Customer Relationship Management
- Resource Management
- Change management (including programme and project management, see separate methods).
- Life Cycle Management
- Variance management
- Reliability maintenance management
- SMART approach - objectives should always be: Specified, Measurable, Acceptable, Realistic and Timed
- Standardization
- Strategic Planning:
  - ICT strategy development.
  - Enterprise Architecture.
- International benchmarking studies.
- Feasibility Study,
- SWOT analysis
- TCO (Total Cost of Ownership)
- Factual Framework

## Index of ICT management methods

To be completed in the next edition of the MIRCT.

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