

Analiza zunanjega izvajanja informatike

IT Outsourcing organization model

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Povzetek

Menedžment mora v organizaciji izkoristiti vse potenciale za povečevanje uspešnosti in učinkovitosti. Zunanje izvajanje informatike – kot del menedžmenta poslovnih procesov – je ena od možnosti za doseg tega cilja. S projektom zunanjega izvajanja prenesemo ali oddamo del aktivnosti, celotno aktivnost ali pa celo poslovno funkcijo v izvajanje enemu ali več zunanjim izvajalcem oz. dobaviteljem. Po vzpostavitvi te organizacijske spremembe govorimo o procesu zunanjega izvajanja, katerega moramo stalno nadgrajevati in razvijati. Ključni so odnosi med kupcem in dobaviteljem. Pri raziskovanju smo se omejili na srednje velike in velike slovenske gospodarske družbe.

Namen in cilj raziskave je, da na znanstveni ravni celovito preučimo stanje na področju zunanjega izvajanja informatike. Ugotoviti želimo ali se bo raven zunanjega izvajanja v prihodnosti povečevala ali se bo zmanjševala ali bo ostala nespremenjena. Poleg tega želimo preučiti pomembnost argumentov za zunanje izvajanje in kakšna je pomembnost argumentov proti. Pomembne so tudi razlike na področju zunanjega izvajanja srednje velikih in velikih organizacij. Na podlagi vseh spoznaj raziskave želimo oblikovati model zunanjega izvajanja informatike, ki bo odražal stanje tega področja. Namen raziskave je tudi strokoven prispevek, to so spoznanja, katera bo lahko menedžment takoj uporabil pri sprejemanju odločitev pri svojem delu.

Ključne besede: informatika, zunanje izvajanje, zunanje izvajanje informatike, menedžment, poslovni proces.

Abstract

Management in an organization has to take advantage of all potentials to increase efficiency and effectiveness. IT outsourcing – as part of business process management – is one of the opportunities in achieving this goal. Outsourcing can be used to transfer or hire a part of the services or activities, all of the services, or even a business function to be implemented with one or more outsourcing providers or suppliers. After implementing such organizational changes, this is known as the process of outsourcing, which has to be constantly upgraded and developed. The key is in the relation between buyers and suppliers. This research study focuses on mid-sized and large-sized Slovenian commercial companies.

The purpose and objective of this research study is to scientifically examine the current state in the field of IT outsourcing. In addition, the paper also discusses whether the level of outsourcing in the future will increase, decrease or remain unchanged as well as presents the arguments for and against outsourcing. Important are also the differences in the field of outsourcing with mid-sized and large-sized organizations. Based on all research understandings, a model of IT outsourcing is developed to reflect the current state of the field. The purpose of this research is also a professional and applied contribution that can be immediately used by management in their decision-making process.

Keywords: Informatics, Outsourcing, IT Outsourcing, Management, Business Process