

O P I N I O N

about a PhD thesis

**for the acquisition of the educational and scientific degree Doctor in the field
of higher education 4. Natural Sciences, Mathematics and Informatics**

professional direction 4.6. Informatics and Computer Science

PhD Program: Informatics

Author: Master of Engineering Yasen Rumenov Mitev

**Topic: Models and Methods for Decision Making for Process
Management in the Information Technology Infrastructure
Library**

Jury member: Prof. Dr. Evgenia Petrova Kovacheva

**University of Library Science and Information Technology,
Department of Computer Science**

The opinion was prepared on the basis of:

- Order of the Director of the Institute of ICT, BAS No. 65/08.03.24 regarding the appointment of a scientific jury for the defense of a doctoral student's dissertation from PN 4.6.;
- First meeting of the scientific jury from 11.03.2024.

1. General characteristics and relevance of the dissertation work

The PhD thesis on Process Management Decision Making Models and Methods in the Information Technology Infrastructure Library is relevant because nowadays process management is at the core of our lives.

The dissertation is spread over 112 pages, 124 sources are used. The work is divided into four chapters.

The doctoral student has clearly defined the set goal and the logically related tasks that lead to the fulfillment of the goal.

2. Knowledge of the problem, competence of the doctoral student in the scientific field, publications and participation in scientific forums

The PhD student has reviewed the structural framework of ITIL and the problems it solves. Attention is drawn to the importance of this framework in managing IT services in large organizations, and methods used to implement and implement ITIL are analyzed. The basic principles of ITIL are also analyzed.

It is clear from the presentation that the PhD student knows the field in depth and makes critical analyzes of existing frameworks and management standards applicable in IT.

The PhD student systematically presents the decision-making methods for evaluating and implementing the structural framework ITIL in large organizations, analyzes the existing approaches, and pays critical attention to the challenges, as well as proposes a method for integrating ITIL and a group decision-making model for the selection of key indicators.

3. Research methodology

PhD student Yasen Mitev systematically and thoroughly studies and analyzes existing solutions for the structural framework of ITIL and various standards, paying more attention to the TOGAF standard for managing and maintaining a system architecture and its principles of operation. It offers a set of key performance indicators focusing on the e-mail service and shows the necessary interrelationships as well as a methodology for group decision-making.

4. Evaluation of the candidate's results and contributions

The main issues discussed in the dissertation related to the implementation and operation of the most commonly used framework for the implementation and operation of IT services - ITIL include several tasks - initial implementation of ITIL in organizations, followed by quality and productivity and related key performance indicators performance and proposed operating model based on which touch and overlap points between ITIL and TOGAF are defined to achieve integration.

The PhD student specifies 5 scientific and 4 scientific-applied contributions, which I accept without amendment.

5. Opinions, recommendations and remarks on the dissertation work

There are some spelling and punctuation errors.

6. Personal impressions of the doctoral student

I do not know doctoral student Yassen Mitev. I was invited and attended his defense since my first impressions

7. Conclusion

The recommendations and remarks made do not detract from the value of the development.

The doctoral student has in-depth theoretical knowledge on the subject, as well as the ability to conduct independent scientific research and practical implementation of the achieved results.

I believe that the thesis is up-to-date, the proposed methodology can be applied to process management decision-making in the infrastructure library for information technology. The presented dissertation, in terms of the volume and significance of the research, represents a thorough and complete research development, contains sufficient scientific, scientifically applied and applied contributions. The requirements of the Law on the Development of the Academic Staff in the Republic of Bulgaria and the Regulations for its implementation, as well as the Rules and Procedures for the Admission and Training of PhD Students and the Acquisition of a Doctor of the National Academy of Sciences have been met.

I believe that the work presented is an independent work of the PhD student and the sources used are correctly cited in the text and described in the bibliography. The work has been checked in a plagiarism system.

The achieved results give me the reason to propose to the scientific jury to award the degree of Doctor to PhD student Eng. Yassen Mitev in the field of higher education 4. Natural sciences, mathematics and informatics, professional direction 4.6. Informatics and Computer Science, PhD Program: Informatics

26.04.2024 г.

EKovatcheva – Opinion YassenMitev

НА ОСНОВАНИЕ
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