THESIS SUPERVISOR'S REPORT

I. IDENTIFICATION DATA

Thesis title:	**Design and Development of ANS Help Desk with Asset Management**
Author's name:	**Jan Štůla**
Type of thesis :	master
Faculty/Institute:	Faculty of Transportation Sciences (FTS)
Department:	Department os Applied Informatics in Transportation
Thesis reviewer:	Ing. Oldřich Krabec
Reviewer's department:	Head of Office Technology Operations Department, ANS CZ

II. EVALUATION OF INDIVIDUAL CRITERIA

Assignment   Select: ~~easy/ordinarily challenging~~/<u>challenging</u>/~~extraordinarily challenging~~

How demanding was the assigned project?

End-user support plays a very important role in our company. It turns out that the information system for Help Desk and Asset Management is a key tool for providing quality and efficient services. There has been talk of changing the system for several years, but the change has not yet taken place, partly because a detailed design of the solution was not available. The ANS CZ is an environment with many internal dependencies, system, process and human. Designing and implementing any major change in this environment is not straightforward and requires a relatively large effort.

Fulfilment of assignment   Select: ~~unfulfilled/major objections/minor objections~~/<u>fulfilled</u>

How well does the thesis fulfil the assigned task? Have the primary goals been achieved? Which assigned tasks have been incompletely covered, and which parts of the thesis are overextended? Justify your answer.

In his work, the student prepared a viable proposal for a system for Help Desk and Asset Management, which he completed up to the stage of description of individual activities and detailed models. Very useful is the overview of solutions available on the market and the decision for internal development based on the analysis of the facts found. Even though no program code was produced, the work met expectations in terms of development, as it covered the more complicated analytical part of the development process.

Activity and independence when creating final thesis   **Grade: A**

Assess whether the student had a positive approach, whether the time limits were met, whether the conception was regularly consulted and whether the student was well prepared for the consultations. Assess the student's ability to work independently.

ANS CZ provided consultations mainly in the area of internal processes and organizational structure. The student independently studied ITIL and other related issues and was very well prepared for the consultations. This made the consultations very constructive and moved the work forward. The student has clearly demonstrated that he is capable of independent constructive work that is comparable to staff with several years of experience.

Technical level   **Grade: A**

Is the thesis technically sound? How well did the student employ expertise in his/her field of study? Does the student explain clearly what he/she has done?

The presented work is of a high technical standard. This makes it possible to build on it for further development, as it provides sufficient basis for the creation of the final product. The work could serve as a model for analytical development documentation in other projects.

Formal level and language level, scope of thesis   **Grade: A**

Are formalisms and notations used properly? Is the thesis organized in a logical way? Is the thesis sufficiently extensive? Is the thesis well-presented? Is the language clear and understandable? Is the English satisfactory?

The level of English is very high and corresponds to the standards in the branch. The structure of the work is logical. The scope of the work is more than sufficient. The thesis covers a large part of the development process and the creation and

debugging of the program code would significantly expand the scope of the thesis. I appreciate that the student has worked out the whole issue in the analytical part. It is certainly better than if he provided a programmed prototype of the application with limited features. The creation of a complete application is far beyond the expected scope of the work.

Selection of sources, citation correctness	Grade: A

Does the thesis make adequate reference to earlier work on the topic? Was the selection of sources adequate? Is the student's original work clearly distinguished from earlier work in the field? Do the bibliographic citations meet the standards?

Similar work has not been carried out in ANS CZ in the recent past. However, the work builds on and further develops the IT concept. It is definitely an original work that makes the most of the available resources and uses them in the usual way.

Additional commentary and evaluation (optional)

Comment on the overall quality of the thesis, its novelty and its impact on the field, its strengths and weaknesses, the utility of the solution that is presented, the theoretical/formal level, the student's skillfulness, etc.

The work presented here covers an area that has not received much attention in ANS CZ recently. It offers solution that can be used in practice. I believe that it will find its application in praxis, similarly to other works by students of various universities. In his work, the student demonstrated a high degree of independence in problem solving and was able to overcome the complications caused by studying abroad and the limitations resulting from the COVID-19 pandemic.

III. OVERALL EVALUATION, QUESTIONS FOR THE PRESENTATION AND DEFENSE OF THE THESIS, SUGGESTED GRADE

The thesis clearly addresses the problems of ANS CZ in finding a new solution for Help Desk and Asset Management. It describes the current state of the art and deals with market analysis. It selects and embraces in-house development solutions, which it then elaborates in detail, thus covering a larger part of the development process. While the thesis does not deliver a final software product, it provides a complete analysis for its creation and completion. In fact, the realization of the final product far exceeds the scope of this thesis. The student has demonstrated a great deal of independence and knowledge in the development of the thesis. He has created a work that is applicable in practice and can be built upon further.

The grade that I award for the thesis is **A**

Date: 6.9.2021   Name and signature: Ing. Oldřich Krabec