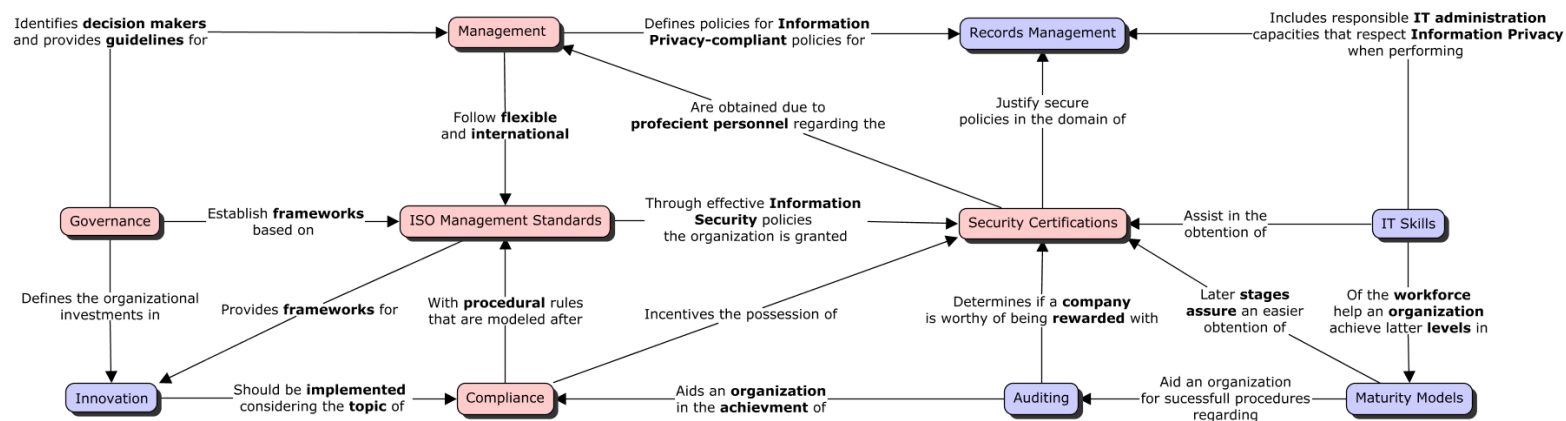
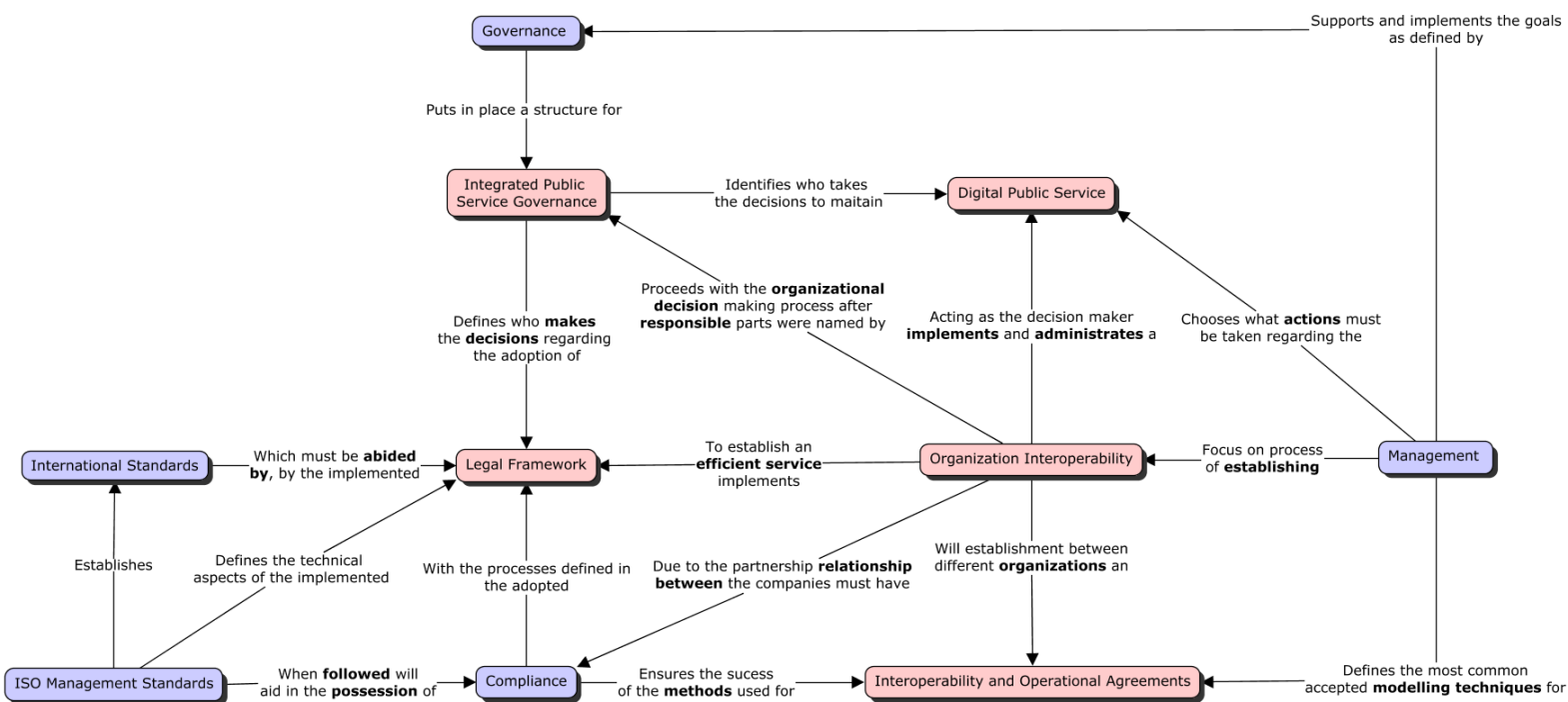


Q1 (30%) – Conceptual analysis



Concept	Week	Definition
Auditing	F	Review or assessment of processes defining an official inspection of organizational accounts that might also be done in the context of Information Technologies , also including IT Audits .
Compliance	C	Goal that organizations aspire to achieve through efforts that ensure they comply with relevant laws, policies, and regulations .
Governance	A	Refers to oversight and decision-making related to strategic direction, financial planning , and the set of core policies that outline the organization's purpose, values , and structure .
Innovation	H	Organization's process focused on the introduction of new ideas, workflows, methodologies, services, and products .
ISO Management Standards	B	Management system standards implemented by organizations with the objective of achieving better performance and achieve their goals accordingly. These standards are agreed upon by experts and are followed internationally .
IT Skills	I	A skill is the ability to perform an action with determined results often within a given amount of time in the domain of Information Technology .
Management	A	Refers to the routine decisions and administrative work related with daily operations of the organization .
Maturity Models	E	Technique that has been proved to be valuable in measuring different aspects of a process or an organization, specifically the ability for continuous improvement and providing a framework and guidance on how to reach the next maturity level .
Records Management	G	Organizational function dedicated to the management of information since its creation to its disposition , going throughout its whole life cycle .
Security Certifications	D	Provision given to some company by an independent body when the product, service or system being offered meets certain specific security requirements and standards .

Q3 (25%) – General Recommendation



Concept (from the course)	Explanation for the relation
Compliance	In order to establish organizational interoperability processes such as the implementation of standards and frameworks are defined. One must ensure that these are complied with to successfully promote cooperation between both entities.
Governance	Governance puts in place a structure to define Integrated Public Service Governance and how it should be dealt with.
International Standards	Are guidelines followed by the framework implemented by the organization to increase their performance regarding interoperability and operational agreements of both parties.
ISO Management Standards	A framework follows this management standards to implement and to promote organizational interoperability regarding the pursue and standardisation at the process level and the resource allocation to maintain these process standards .
Management	Acts in accordance with the goals defined by the Integrated Public Service Governance regarding the operation of the Digital Public Service .

Concept (from the study)	Explanation for the relation
Digital Public Service	One of the main focus of study regarding projects made available by EU countries that are executed by organizations and with the success of said project the citizens are benefited .
Integrated Public Service Governance	Structure that ensures that the different organisations contributing data sources and services in order to provide an integrated public service are able to collaborate . Integrated public service governance refers to who makes the public service decisions and how from the planning phase onwards.
Interoperability Operational Agreements	Processes established by organizations that are operating a public service in order to establish a common framework that follows standards and a procedural protocol regarding the objectives of their plan of execution for the aforementioned service .
Legal Framework	Flexible and repeatable set of performance-based procedures and controls that may be adopted by owners and operators of organizations to assist the organizations in public service operations.
Organization Interoperability	The process of integrating or aligning cross-organisational business processes and formalising relationships between the organisations involved in developing and delivering a public service .

Q3 (25%) – Recommendation concerning COBIT 2019

Concept (from the course)	COBIT 2019 process	Explanation for the relation
Compliance	MEA03	To ensure interoperability organizations require compliance with international standards and frameworks by the parties involved in the implementation of a public service .
Governance	EDM01	This topic ensures the government framework setting and the structure that will be utilized for the integrated public service governance procedures.
International Standards	APO13	The international standards are followed by collaborating organizations to improve the quality of their service performance in the context of the public service's objectives .
ISO Management Standards	APO02	These standards are the basis for the definition of International Standards and Legal Frameworks and are followed by the interoperating organizations to with the goal of achieving better performance through efficient strategy and implement a prosperous public service .
Management	APO02	We ensure the management strategy that will be used to operate the public services .

Concept (from the study)	COBIT 2019 process	Explanation for the relation
Digital Public Service	BAI11	These are projects that are managed by the organizations that are operating their functioning and executing their business and control procedures .
Integrated Public Service Governance	EDM04	With this concept we are making clear what are the organizations and actors that will decide and how they will decide the operation of the public service and its assets . This could be squared in the EDM01. However, since it entails a resource optimization procedure, EDM04 is a more fitting process .
Interoperability Operational Agreements	APO09	This concept is focused on the service agreements done by the companies that are interoperating thus allowing them to define their methods of operations and how they access digital resources and maintain them.
Legal Framework	APO01	This concept entails the definition of an IT framework that should be followed by the parties that are engaged in operation interoperability defining the common practices and standards applied .
Organization Interoperability	DSS01	Here the operation between the parties that are engaged in a collaboration is materialized and the procedures defined for the execution of their goal are defined.

Q4 (20%) – Dissertation “my preferred concept”

This course was very fitting for my specialization, **Cybersecurity** and **Distributed Systems**, because it gave me diverse examples of how **theoretical courses** that I have acquired in other courses are applied from a **business** and **organizational** perspective.

I might be no surprise to the reader, but my preferred concept was that of **Information Privacy**. Since this is my area of expertise, I enjoyed the parts of this course that were related with **Data Governance**, **Records Retention** and **Records Management**. Having been a system administrator in the past I now understand the reason for my previous job to possess **strict guidelines** regarding the **digital entities** of the organization’s customers.

I define **Information Privacy** as the **relationship** between the **collection** and **dissemination** of data through **IT systems usage** and the **public expectation of privacy**, **legal** and **political issues** surrounding and including the **sharing of information** with **third parties**.

Regarding Cobit2019 framework, this concept is related with **DSS05** regarding the **management** of **Security Services**, since Information Privacy is a very important policy regarding the administration of enterprise’s **databases**, **data governance** and the **management** and **retention of records**.

In the present time we see large-scale companies such as **Facebook** enduring large-fines due to their violation of **GDPR** compliant laws in the **European Union**. Furthermore, we see an increasing distrust for this **modern-day** companies in the **general population** in this recent light of developments regarding the **violation** of our **digital entities**. It is important for companies to properly manage their client’s records in order to **inspire confidence** in their **user base** and prevent damaging their **well-established** reputation which will help them to **thrive** and **contrast** against their **competitors**.

Nowadays we see more and more, companies possessing specialized personnel, such as DPO with regard to the GPDR, that will **manage** and **maintain IT structures** that **contain sensitive** data such as **user records**. We will observe in the near-future a rising concern by **administration boards** and **stakeholders** to create **structures** and implement **policies** that will mirror the increasing need for **procedures** and **personnel** that operate with regard to the **Information Privacy** of data and its **management** by appropriate corporate **authorities**.

Concluding, having worked in the field of systems administration and specializing myself in **Cybersecurity** and **Distributed Systems** this course, **Information Systems Management** was one of the most important complements that I could have had regarding my tuition because it helped to contextualize in the **greater scheme** of things, the importance of concepts that I have **acquired** in my previous **job** and my **specialization courses** and how they function in a modern business setting, something I was previously lacking in my **knowledge base**.

I would like to thank the faculty for creating a very dynamic course experience and for motivating me about further researching concepts in the area of **Information Systems Management**, that I grew out to love.