

# State Governance Digitalisation: Examining the Technology Governance Operating Model

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## Summary

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*This study defines and explores the feasibility of the Estonian State-of-the-Art Technology Governance Reference Operating Model, that helps the government to deal with the dramatically changed global and local context and technology trends. The study will focus on Technology Governance Success Factors as well as the Roles and Responsibilities among the eGovernment Stakeholders. Additionally, the study explores the implementation outcomes of the Reference Operating Model in Estonia as well as abroad. The thesis intends to become a State eGovernance Value Delivery Handbook for any Government globally.*

Research field:	Information and communication technology
Supervisor:	Prof. Dr. Ingrid Pappel
Availability:	This position is available.
Offered by:	School of Information Technologies Department of Software Science
Application deadline:	Applications are accepted between June 01, 2023 00:00 and June 30, 2023 23:59 (Europe/Zurich)

## Description

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The thesis addresses the following research questions:

1. What is the comprehensive Reference Operating Model for the organisational setup and implementation of the ICT developments (considering today's global and local trends and demand)?
2. What is the sustainable distribution of roles and responsibilities between business and IT?
3. What is the list of roles that must, as a minimum, be covered by the state for ensuring the sustainable implementation of the Reference Operating Model?
4. What are the prerequisites for the success of sustainable and flexible ICT developments?
5. What are the learning points from the implementation practices of the Reference Operating Model?

### Responsibilities and (foreseen) tasks:

- Compile an analytical framework for examining the Technology Governance best practices and standards, as well as relevant terminology.
- Map possible case studies about the successful ICT developments.
- Collect data and conduct case studies on the selected cases on the principles (prerequisites) of the successful ICT developments.
- Collect quantitative data about the use of the best practices.
- Contribute to comparative data collection by conducting interviews.
- Develop the Reference Operating Model for the ICT developments, the alternatives of the implementation scenarios.
- Contribute to the organisation of research and practitioner workshops where project findings are presented.

### Applicants should fulfil the following requirements:

- a master's degree (preferably in IT, innovation/public administration or economics)
- a clear interest in the topic of the position
- excellent command of English
- strong and demonstrable writing and analytical skills
- capacity to work both as an independent researcher and as part of an international team

- capacity and willingness to provide assistance in organizational tasks relevant to the project

### The following experience is beneficial:

- Working knowledge of service & portfolio management.
- Working knowledge of technology governance.
- Working knowledge of performance management.
- Working knowledge of Enterprise or Business Architecture.
- Working knowledge of Business Process Management.
- Working knowledge of technology strategy planning.
- Working knowledge of competency management.
- Working knowledge of policy management.

The candidate should submit a research plan for the topic, including the overall research and data collection strategy. The candidate can expand on the listed research questions and tasks, and propose theoretical lenses to be used.

### We offer:

- 4-year PhD position in one of the largest, most internationalized and leading social science research centers in Estonia with a large portfolio of ongoing pan-European and national public administration, digital governance and innovation studies projects
- The chance to do high-level research in one of the most dynamic digital government contexts globally
- Opportunities for conference visits, research stays and networking with globally leading universities and research centers in the fields of public administration, innovation studies and digital government

### About the department

At the TalTech School of IT, you will receive a top-level education supported by internationally recognized research and development activities and close cooperation with companies. The rapid development of information and communication technologies (ICT) affects all aspects of our daily lives. The curricula in the School of IT are designed to combine academic and practical aspects and focus on the most current topics. For instance, the curricula E-Governance Technologies and Services and Cybersecurity offer the opportunity to learn firsthand from the experts in the field. While graduation provides clear paths to further studies, close collaboration with employers throughout the studies also prepares students with specific skill-sets needed and valued in the job market.

### Additional information

For further information, please contact Ingrid Pappel ([ingrid.pappel@taltech.ee](mailto:ingrid.pappel@taltech.ee)), Vice-Dean of Master's Studies - School of Information Technologies, TalTech.



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