

REFeree'S REVIEW

Program:	Master`s Program in Information Technologies and Innovation Management
Student:	Nikita Plyasunov
Title of thesis:	Instruments and methods of capturing knowledge from customers: cases from electrotechnical and software development industries

Justification of the topic choice. Accuracy in defining the aim and objectives of the thesis. Justification of the topic choice; accuracy in defining the aim and tasks of the thesis; originality of the topic and the extent to which it was covered; alignment of the thesis' topic, aim and objectives.	5	4	3	2
Structure and logic of the text flow. Logic of research; full scope of the thesis; alignment of thesis' structural parts, i.e. theoretical and empirical parts.	5	4	3	2
Quality of analytical approach and quality of offered solution to the research objectives. Adequacy of objectives coverage; ability to formulate and convey the research problem; ability to offer options for its solution; application of the latest trends in relevant research are for the set objectives.	5	4	3	2
Quality of data gathering and description. Quality of selecting research tools and methods; data validity adequacy; adequacy of used data for chosen research tools and methods; completeness and relevance of the list of references.	5	4	3	2
Scientific aspect of the thesis. Independent scientific thinking in solving the set problem/objectives; the extent to which the student contributed to selecting and justifying the research model (conceptual and/or quantitative), developing methodology/approach to set objectives.	5	4	3	2
Practical/applied nature of research. Extent to which the theoretical background is related to the international or Russian managerial practice; development of applied recommendations; justification and interpretation of the empirical/applied results.	5	4	3	2
Quality of thesis layout. Layout fulfils the requirements of the Regulations for master thesis preparation and defense, correct layout of tables, figures, references.	5	4	3	2

Each item above is evaluated on the following scale, as applicable: 5 = the thesis meets all the requirements, 4 = the thesis meets almost all the requirements, 3 = a lot of the requirements are not met in the thesis, 2 = the thesis does not meet the requirements.

Additional comments:

Knowledge management is quite developing topic and it is applicable for Russian reality as well. Nikita highlighted an interesting topic, indicating the importance and application of knowledge that customers possess for companies, and accurately proposed the research problem of his thesis. The results of the research are really interesting, especially the representation form of the decision tree, showing the division of used instruments depending of the context elements.

Strong points of master thesis are:

- Adequate and appropriate research problem and research questions
- The way how the author answers research questions
- The result itself, showing the different context of instruments choice between different industries, quite interesting result
- Profound theoretical background of the research
- Author`s understanding of research limitations

As for the weak points of master thesis:

- First, Nikita stated that for identifying the context he used 4W framework. This framework is applicable for his research and used correctly; however, the author has not completely justified the choice of this particular framework, not another one
- Second, in appendixes, where the author described basic information about case companies, he mentioned CMMI level of maturity for each company, nevertheless the further application of CMMI was not indicated in author`s research
- Third, a few links to literature sources in the list of references were designed inaccurately (insignificant weakness)
- Finally, the conclusion part of the research is good quality, however special consideration should be given to applied recommendation of Nikita`s research in the text

The paper is formed and designed in accordance with the required standards.

In general, master thesis of Mr. Nikita Plyasunov meets the requirements of the Information Technologies and Innovation Management program, and according to the reviewer`s opinion deserves a/an “excellent (5B)” grade, thus the author can be given the desired degree.

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