Abstract

Using COBIT to Increase Performance: A Case Study of a Higher Education Institution

PROFESSIONAL PAPER

Robert Idlbek*

The paper provides an overview of existing research related to the impact of IT quality on an organization's business excellence, as well as an analysis of the current IT status in a higher education institution in the Republic of Croatia. The article also describes methods of self-evaluating IT maturity levels within an organization and shows how the COBIT methodological framework can be used to help increase performance. The paper discusses the methodology and analyzes the results of research conducted on a specific business system. The proposed method may be used as a basis for IT self-evaluation in other organizations and to establish concrete measures for increasing IT quality.

Keywords: business performance measurement, IT governance, COBIT
JEL classification: I23, D21, M15

* *Robert Idlbek, Senior Lecturer, Polytechnic in Požega, Požega, Croatia, e-mail: ridlbek@vup.hr.*