

利用平衡計分卡建立IT治理關鍵績效指標評估模式

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摘要

Information technology (IT) has become the necessary item in the daily operation, develop strategies and creating value. Enterprise widely uses the IT. It caused a lot of problems in the audit management. How to use IT governance to improve operational efficiency and information security? Therefore enterprise must be to develop a comprehensive IT governance mechanism. And the enterprise has to establish the key performance indicators of IT governance evaluate model. This study adopted the IT governance balanced scorecard as research framework. We collected the questionnaire of experts to make group decision. The issuance of the questionnaire is divided into two steps, including the expert questionnaires of fuzzy Delphi and fuzzy AHP. This study proposes key performance indicators for IT governance that included the knowledge about skill, structure, maturity of IT governance, legal ethics and risk management. The results are expected to provide enterprises to establish the base in IT governance strategy, goal-setting and IT governance performance evaluation model.

關鍵字：IT governance, Key Performance Indicators, Fuzzy Sets Theory, Fuzzy Delphi Method, Analytic Hierarchy Process