

Abstract

In this thesis, the author reviews some of the existing indices of measuring countries' e-readiness and some models proposed for higher education institutions (HEIs). Then, the author proposes the e-Readiness Framework as the (best?) model to apply to an HEI. He builds on the Framework so that it is (1) re-usable, i.e., consists of components not bound to a particular moment in time, and (2) includes all relevant variables. The author provides a detailed review of the Framework, showing all the formulas needed for analysing components. Finally, the author applies the Framework to three Latvian HEIs: the Stockholm School of Economics in Riga, the Transport and Telecommunication Institute, and the RTU Riga Business School. This application shows that the e-Readiness Framework works and that its variables are easily measurable and interpretable.