





PERSONAL INFORMATION



Ljubica Milanović

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 Sex Female | Date of birth 22/08/1981 | Nationality Croatian

CURRENT POSITION

Vice Dean for Study Programs, Communication and Digitalization,
 Faculty of Economics & Business, University of Zagreb
 Associate Professor at the Department of Informatics

WORK EXPERIENCE

- October 2024 -

Vice Dean for Study Programs, Communication and Digitalization
 Faculty of Economics & Business, University of Zagreb
Responsible for study programs, communication, and digitalization
Member of the Commission for Normative Acts and Organizational Structure, Deputy Member of the Council for Social and Humanities at the University of Zagreb, representing the Faculty of Economics & Business
- April 2021 -

Associate Professor, Department of Informatics
 Faculty of Economics & Business, University of Zagreb
Teaching: Informatics (course leader), Enterprise Information Systems, Knowledge Management Tools, Social Computing, Business Process Management Systems, Professional project, Knowledge management (course leader), Business process management in a digital environment (co- course leader)
Research areas: BPM, Knowledge Management, Business Performance Measurement
- April 2016 – April 2021

Assistant Professor, Department of Informatics
 Faculty of Economics & Business, University of Zagreb
Teaching: Informatics (course leader), Enterprise Information Systems, Knowledge Management Tools, Social Computing, Business Process Management Systems, Professional project, Knowledge management (course leader), Business process management in a digital environment (co- course leader)
- July 2014 – April 2016

Senior Assistant, Department of Informatics
 Faculty of Economics & Business, University of Zagreb
Teaching: Informatics, Enterprise Information Systems, Knowledge Management, Business Process Management Systems
- May 2007 – July 2014

Junior Researcher, Department of Informatics
 Faculty of Economics & Business, University of Zagreb
Work on the project "Information, process and knowledge management systems" (067-0362980-2484)
Teaching activity: Informatics, Enterprise information systems, Business processes informatization, Simulation modeling, Decision support systems, Business process management systems, Knowledge management
- 2006 - 2007

Instructor
 MAT Agency
Math tutoring
- 2003 - 2006

Student Assistant
 Faculty of Economics & Business, University of Zagreb
Strategic planning (2005-2006), Microeconomics (2004-2005), Mathematics (2003-2004)

EDUCATION
 2010 - 2014

Doctor of Science

Faculty of Economics & Business, University of Zagreb

Postgraduate university doctoral studies in economics and business economics
Doctoral dissertation "Conceptual model of the system for measuring the process performance of the company"

2008 - 2010

University specialist in the field of IT management

Faculty of Economics & Business, University of Zagreb

Specialist postgraduate study programme Information Management
Specialist postgraduate thesis "Management of business processes and knowledge using information technology in Croatian companies"

2002 - 2007

Economist

Faculty of Economics & Business, University of Zagreb

Major Analysis and business planning
Master thesis "Model of interfinancing of housing needs"

1996 - 2000

Fra Andrije Kačić Miošić high school

Ploče, Croatia

General gymnasium

1990 - 1996

Osnovna glazbena škola Vladimir Nazor

Ploče, Croatia

Major violin
PERSONAL SKILLS

Mother tongue(s)

Croatian

Other language(s)

UNDERSTANDING
SPEAKING
WRITING
Listening
Reading
Spoken interaction
Listening

English

C1

C1

C1

C1

C1

German

A1

A1

A1

A1

A1

Italian

A1

A1

A1

A1

A1

Communication skills

- Rich experience in working with students and cooperation with colleagues in the academic community and business, presentation skills

Organisational / managerial skills

- Leader and co-leader of several courses, collaborator on scientific projects, organization of conferences and events, mentoring of seminar, final, graduate and postgraduate theses

Business skills

- Digital skills and competencies: MS Windows, MS Office, ARIS PPM, ARIS Optimizer, ARIS Architect, EViews, Mathematica, IBM SPSS, HTML, FrontPage, Google Classroom, Skype

ADDITIONAL INFORMATION

Researcher's profiles

 ORCID: <https://orcid.org/0000-0003-1629-2354>

 CroRIS: <https://www.croris.hr/osobe/profil/22230>

 Google Scholar: <https://scholar.google.hr/citations?user=-PBBqAwAAAAJ&hl=hr&oi=ao>

 Scopus profile: <https://www.scopus.com/authid/detail.uri?authorId=57217014080>

 Publons (WoS) profile: <https://www-webofscience-com.ezproxy.nsk.hr/wos/author/record/21827353>

 ResearchGate: <https://www.researchgate.net/profile/Ljubica-Milanovic-Glavan>

 Full bibliography: <https://www.croris.hr/crosbi/searchByContext/2/22230>

Projects

- researcher on the scientific research project of the Croatian Science Foundation "Process and business intelligence for business excellence (IP 2014-09-3729)" (2015-2019), head of the project prof. Vesna Bosilj Vukšić
- researcher on the university project "Business processes in the implementation of cost accounting in the healthcare system" (2015), head of the project prof. Ivana Dražić Lutitsky
- researcher on the scientific project "FESTO Fellowship" at Wirtschaftsuniversität Wien, Institute for Information Business, Austria (2014), head of the project prof. Jan Mendling
- researcher on the university project of support by area "Modelling of current determinants of competitiveness in the business economy of the Republic of Croatia using decision support methods" (2014), head of the project prof. Vesna Bosilj Vukšić
- research fellow at the scientific project of the Ministry of Science, Education and Sports of the Republic of Croatia "Information, process and knowledge management systems (067-0362980-2484)" (2007-2013), head of the project prof. Vesna Bosilj Vukšić
- researcher on the professional project "Proposal of the model of the Treasury of the City of Zagreb" (2008-2009), head of the project prof. Vesna Vašiček
- researcher on the professional project "Services of research and development of methodology and implementation of systems for solving problems in the field of application of electronic business based on models, cases and rules - knowledge base" (2008-2009), head of the project prof. Velimir Srca

Honours and awards

- 2023. Recognition for the promotion of the Faculty of Economics & Business – Zagreb
- 2017. Best paper award, 19th International Conference on Sustainable Information Systems and Technologies, Paris, France
- 2016. Research Excellence Award, 5th International Conference Vallis Aurea: Focus on Research and Innovation, Požega, award for significant scientific contribution to the said conference in the period from 2008 to 2016.
- 2006. Dean's award for the best average in overall education
- 2006. Top scholarship for top students, chosen among the best 100 students in the Republic of Croatia
- 2004. ERATO Award of the International Institute of Literature
- 2003. State scholarship

Additional education

- 2024 workshop series "AI conference: Practical guide for GPT, creating images, videos and LLM", Faculty of Economics & Business – Zagreb
- 2021 workshop "Using the EFZGa electronic index", Faculty of Economics & Business – Zagreb
- 2020 workshop "Anti-Covid19 advanced package for online survival", Faculty of Economics & Business – Zagreb
- 2019 workshop "Partial Least Squares Structural Equation Modelling", prof. Ph.D. Joe Hair from the University of South Alabama, USA, Faculty of Economics & Business – Zagreb
- 2019 workshop "K2 platform", eVision, Zagreb
- 2016 workshop "Microsoft Dynamics NAV", Adacta, Zagreb
- 2014 workshop "Cultural and Linguistic Heterogeneity in BPM", Festo Fellowship at the University of Vienna, Austria
- 2011 education "Business process modeling according to the BPMN 2.0 standard", ILBA, Zagreb
- 2011 seminar "IS Research Methods", prof. Ph.D. Ajay Vinze from the University of Arizona, USA, Faculty of Economics in Sarajevo
- 2009 course on the basics of the SPSS program, organized by Valicon, Zagreb
- 2009 training on the use of the business information system SAP in the organization of the B4B company in Zagreb
- 2008 training on Aris tools at IDS Scheer Hrvatska
- 2008 ECDL courses, University Computing Center in Zagreb
- 2007 education program in the fields of didactics, psychology, rhetoric, Croatian language and informatics for the acquisition of competences of higher education teachers organized by the Faculty of Economics & Business – Zagreb and the Faculty of Philosophy of the University of Zagreb

Other functions

- head of the Social Media Team of the Faculty of Economics & Business – Zagreb (October 1, 2022-September 30, 2024)

- member of the Faculty Council of the Faculty of Economics & Business – Zagreb in the narrow composition (from October 1, 2020)
- member of the Library Board of the Faculty of Economics & Business – Zagreb (October 1, 2020-September 30, 2022)
- member of the Business Process Modeling Team of the Faculty of Economics & Business – Zagreb (October 1, 2020-September 30, 2022)
- member of the organizational team for the implementation of the Information Technology Day held at the Faculty of Economics & Business – Zagreb (since 2007)
- ISVU coordinator at the Department of Informatics, Faculty of Economics & Business – Zagreb (2009-2010)
- member of the intranet implementation team at the Faculty of Economics & Business – Zagreb (2009-2010)
- secretary of SPDS Knowledge Management Systems, Faculty of Economics & Business – Zagreb (since 2008)

SELECTED BIBLIOGRAPHY

Ljubica Milanović is a co-author of university textbooks and manuals, as well as an author or co-author of numerous scientific and professional papers published in Croatia and internationally. She has actively participated in and presented papers at more than 20 international and national scientific and professional conferences. Below are selected publications:

- Sušac, L., Bosilj Vukšić, V., & Milanović Glavan, Lj. (2024). Značajke i ključni čimbenici uspješnosti integriranih informacijskih sustava za mala i srednja poduzeća na hrvatskom tržištu. *Zbornik Veleučilišta u Rijeci*, 12(1), 163-179.
- Pejić Bach, M., Ivančić, L., Bosilj Vukšić, V., Stjepić, A. M., & Milanović Glavan, Lj. (2023). Internet usage among senior citizens: self-efficacy and social influence are more important than social support. *Journal of theoretical and applied electronic commerce research*, 18(3), 1463-1483.
- Milanović Glavan, Lj., & Filić, N. (2021). Razvoj pametnih gradova u Republici Hrvatskoj. *Zbornik radova Veleučilišta u Šibeniku*, 15(3-4), 101-108.
- Milanović Glavan, Lj. (2020). An Investigation of Business Process Maturity: Report on Croatian Companies. *Business Systems Research: International journal of the Society for Advancing Innovation and Research in Economy*, 11(2), 159-165.
- Indihar Štemberger, M., Buh, B., Milanović Glavan, Lj., & Mendling, J. (2018). Propositions on the interaction of organizational culture with other factors in the context of BPM adoption. *Business Process Management Journal*, 24(2), 425-445.
- Milanović Glavan, Lj. & Bosilj Vukšić, V. (2017). Examining the impact of business process orientation on organizational performance: the case of Croatia. *Croatian Operational Research Review*, 137-165.
- Milanović Glavan, Lj., Bosilj Vukšić, V. & Vlahović, N. (2015). Decision tree learning for detecting turning points in business process orientation: a case of Croatian companies. *Croatian Operational Research Review*, 207-224.
- Milanović Glavan, Lj., & Čibarić, A. (2015). Analiza korištenja Internet bankarstva među studentskom populacijom u Republici Hrvatskoj. *Zbornik radova Veleučilišta u Šibeniku*, 9(3-4), 69-79.
- Milanović Glavan, Lj. (2011). Understanding process performance measurement systems. *Business Systems Research: International journal of the Society for Advancing Innovation and Research in Economy*, 2(2), 25-38.
- Milanović Glavan, Lj. (2011). Upravljanje poslovnim procesima u poduzećima Republike Hrvatske. *Zbornik radova-Sarajevo Business and Economics Review (SBER)*, (31), 105-125.

Full bibliography is available at: <https://www.croris.hr/crosbi/searchByContext/2/22230>