Information Technology Governance for Tunisian Universities
(ITG4TU)

Report on Best Practices – Berlin

University of Sfax

ITG4TU Consortium

AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	19 Nov 2017	Ismail Bouassida	Initial Version
1	1	25 Nov 2017	Ismail Bouassida	Typo revision
1	2	25 Nov 2017	Slim Kallel	Typo revision

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1. General Explanation about the visit to SRH

Three participants represented the University of Sfax:

- Ahmed Hadj Kacem: Professor in Computer Science and Dean of the Faculty of Management and Economics of Sfax.
- Ismail Bouassida (Project coordinator of the University of Sfax): Associate Professor in Computer Science at the High institute of Computer Science and Multimedia of Sfax and member of the Governance committee in the University of Sfax.
- Slim Kallel: Associate Professor in Computer Science at the Faculty of Management and Economics of Sfax and member of the Governance committee in the University of Sfax.

This representation was selected to fulfill the goal of convincing decision makers of the pertinence of the IT governance in HEI in the University of Sfax. The positions of the participants give good opportunities for applying IT governance principles in the University of Sfax.

The activities of the study visits were devoted in three aspects:

- The first aspect was the presentation of the SHR best Practices in IT.

- The second aspect was about the governance framework for of the HEI in Tunisia. The Tunisian participants presented the work done related to the framework in their universities and the current status of the governance.

- The third aspect is the most interesting one. It was about how the maturity level framework and presented tool that can be used for Tunisian universities. Different activities and exercises were proposed by the animators to better understanding the status of the Tunisian partners and what are the first steps needed towards IT governance.

In the following, we detail the feedbacks of the participants in terms of the ideas that can be imitated and the difficulties that can be encountered.

1.1. Interesting and imitated ideas

The dean appreciated the idea of the creation a CIO role and using the presented tools. This idea is an alignment with the policy of the University of Sfax in term of governance. In fact, after the visit, the existing governance and information systems committees of university of Sfax recommend the exploration of the potential of the presented tools.

The participants appreciated also the idea of the creating a CIO that will help to design strategies about IT.

1.2. Aspects difficult to replicate

The participants identify some difficulties for the implementation of the ITG framework in their institutions:

- The participants understood the importance of the CIO. But, in the Tunisian context, it is difficult to have a person with the required characteristics for a CIO (innovation, anticipation, business understanding with IT competence, etc.).

- The Tunisian institution does not have the full control of the IT budget: For example, the ministry or the university can take budget decisions, which is not aligned with the institution strategy in term of IT.

2. Lessons Learnt during the visit and after your arrival

Through this visit, the participants learn the following:

- The discovery of a concrete implementation of the learnt concepts
- Understanding the importance of the CIO
- The importance IT governance in our institution
- The steps that can be implemented to ensure better maturity level for university of Sfax.

3. Conclusion

After the different activities during the study visits, we detect the commitment of the different participants to implement the recommended actions presented in Berlin.