

# Information Technology Governance for Tunisian Universities (ITG4TU)

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Erasmus+ Programme  
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## Pilot Course

**University of Sfax (Tunisia), 22nd June 2018**

*ITG4TU CONSORTIUM*



### ***AMENDMENT HISTORY***

<b>Version</b>	<b>Revision</b>	<b>Date</b>	<b>Author</b>	<b>Modification</b>
1	0	23 Jun 2018	Slim Kallel	Initial Version
1	1	26 Jun 2018	Ismail Bouassida	Review
1	2	29 Jun 2018	Ismail Bouassida	Survey results
1	3	03 Jul 2018	Slim Kallel	Review



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## 1. Introduction

The pilot course has been performed to set a contact with IT Governance (ITG) concepts among teachers, master students and PhD students. This first course has been performed in the Faculty of Economics and Management of Sfax, Sfax, on 22nd June 2018.

The objective of this course is to present a first view of ITG models. This training has targeted two types of stakeholders of universities: teachers, master students and PhD students. Teachers attended to acquire new knowledge to include ITG as a teaching and research discipline. Regarding, students from related studies of IT and students in Management/Business Administration have been able to acquire new knowledge to ensure their further professional or academic integration.

## 2. Methodology of the course

This pilot course has been made in order to reach the following learning outcomes: to understand competences and skills necessary to play a leading role in the IT governance discipline. Moreover, the concepts of assets, and IT efficiency use in respect with strategy of HEI and the communities that it serves was highlighted. The course has been focused to promote IT governance principles.

Representatives of ITG4TU project in the University of Sfax have been in charge of dictating this course. Dr Slim Kallel, Prof Ahmed Hadj Kacem and Dr Ismail Bouassida presented the main aspects of Governance of IT: structures, standards and business strategy. The alignment of IT with business strategy aspect, the CIO role, and the importance of achieving this alignment regarding to the benefit of IT were highlighted.

The course was planned as follows:

- Work session I:
  - What is IT Governance?
  - Corporate Governance
  - ISO IEC 38500
  - Principles ISO/IEC 38500.
- Work session II:
  - The role of the CIO: IT leadership
  - The value of IT



### 3. Attendants

The primary target in this course is teachers, master students and PhD students in order to start up a new discipline in their subjects for future training and research. At the end of this report, the attendance list is shown.

### 4. Quality assessment of the course

We have elaborated a questionnaire in order to assess the quality of the course. Once the course ended, the attendants were informed of this questionnaire and responded it. 17 questions constitute the questionnaire; being the first 13 multiple choice type and quick answer the last 4 questions. The purpose of these questions is to know if the course was understood, the mastery and ability of the teachers were as expected, and if the examples and case of use were adequate, mainly. Some of the questions were depicted upside down on purpose, in order to avoid participants from randomly respond, this is for example answer 1 means "totally agree" and 4 means "totally disagree". The satisfaction survey is divided into three parts:

1. 10 closed questions related to the teach activity.

ID	Question	Value range
1	Did the teacher demonstrate mastery of the subject?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
2	Was his/her language understandable and appropriate?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
3	Did discussed topics accomplish your expectations?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
4	Did the teacher answer the questions from the audience?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
5	Teaching ability/availability and capacity.	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
6	Did the teacher accomplish with the academic program?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
7	What is your assessment of the example and practice cases by the teacher?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
8	Did the training help to you to consolidate the knowledge?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
9	Could you apply knowledge to practice?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
10	Did the training allow you to generate new ideas related to ITG?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)



2. 3 closed questions related to the general satisfaction of the training.

ID	Question	Value range
11	Did the training accomplish your expectative?	1 (Totally agree) 2 (Agree) 3(Disagreed) 4 (Totally disagreed)
12	Satisfaction degree of teacher	1 (Totally satisfied) 2 (Satisfied) 3 (Unsatisfied) 4 (Totally unsatisfied)
13	Was the infrastructure satisfactory?	1 (Totally satisfied) 2 (Satisfied) 3 (Unsatisfied) 4 (Totally unsatisfied)

3. 4 open-opinion questions.

- a) 14- What did you like the most?
- b) 15- What did you like the least?
- c) 16- Suggestions for the future.
- d) 17- Other comments.

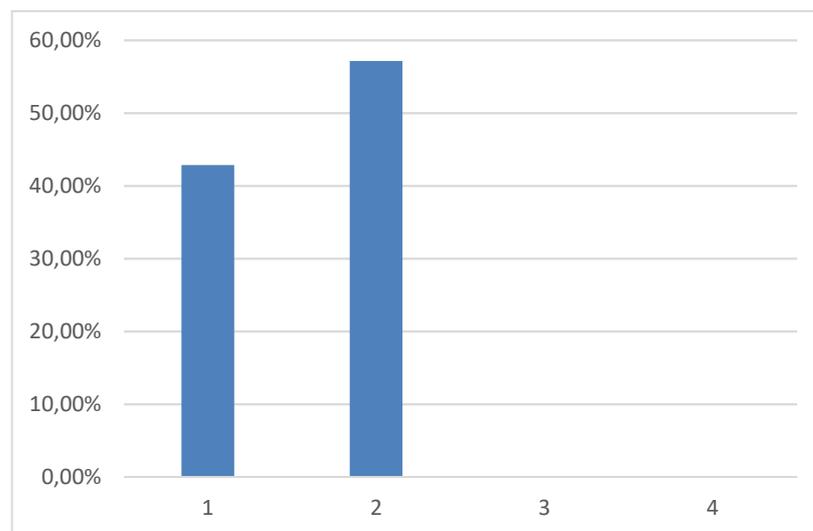
#### 4.1. Satisfaction survey results

The following section shows the results related to this course. There were 28 attendees, which have answered the questionnaire giving the following feed-back:

##### 4.1.1. Activity questions

1. Did the teacher demonstrate mastery of the subject?  
% of participants = 100% of survey respondent.

Totally agreed	42,86%	Agreed	57,14%	Disagreed	0%	Totally disagreed	0%
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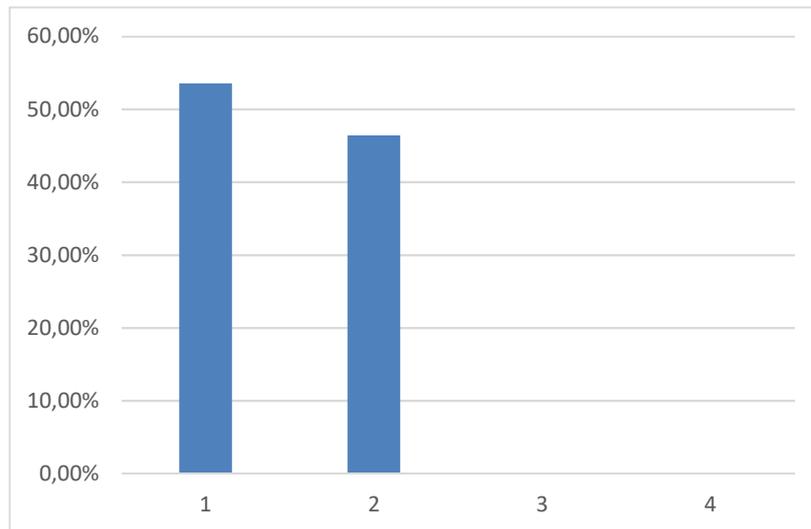




2. Was his/her language understandable and appropriate?

% of participants = 100% of survey respondent.

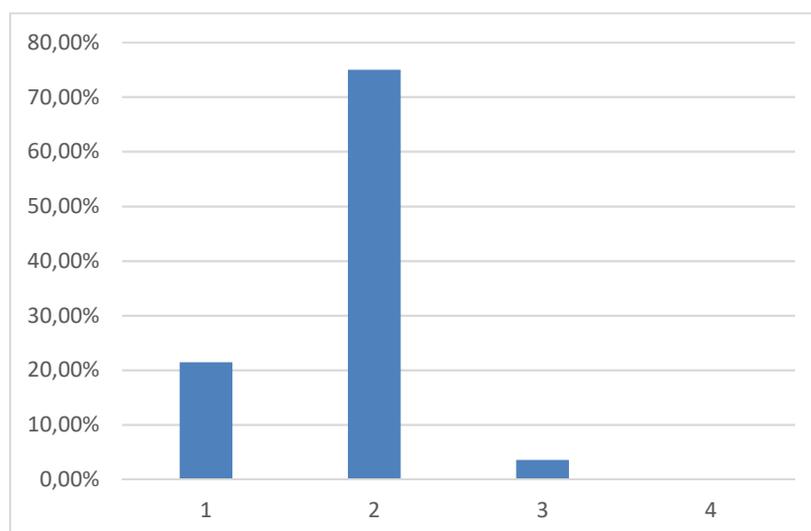
Totally agreed	53,57%	Agreed	46,43%	Disagreed	0%	Totally disagreed	0%
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3. Did discussed topics accomplish your expectations?

% of participants = 100% of survey respondent.

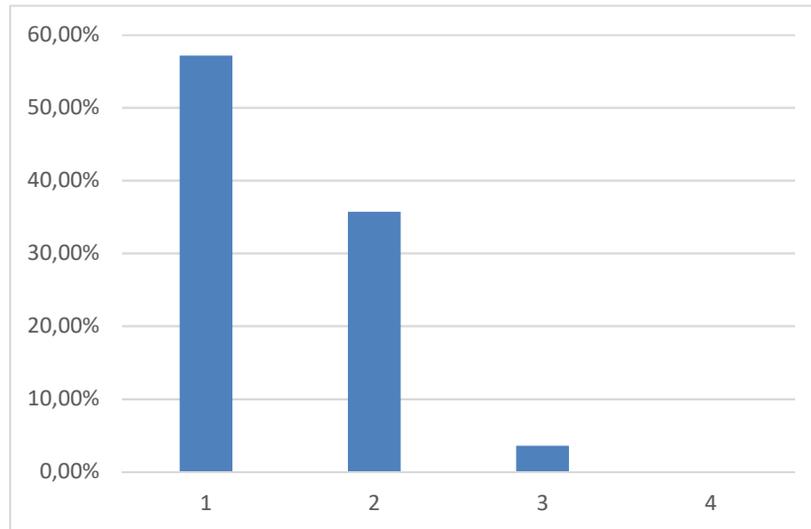
Totally agreed	21,43%	Agreed	75,00%	Disagreed	3,57%	Totally disagreed	0%
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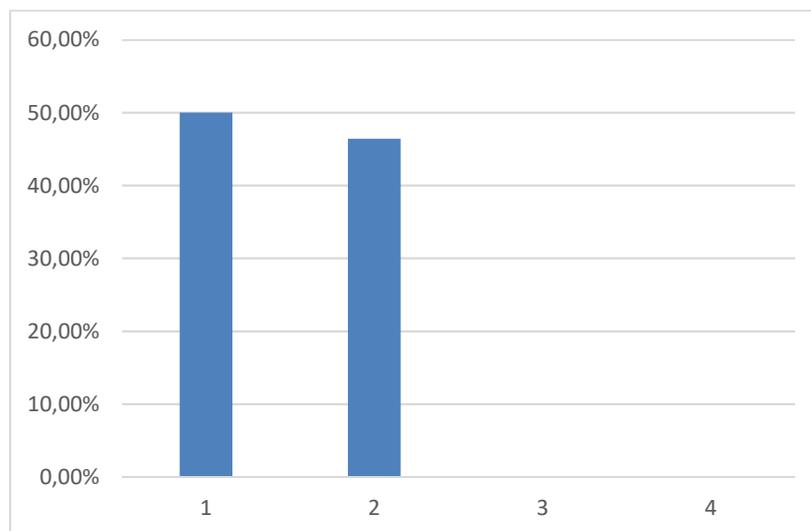
4. Did the teacher answer the questions from the audience?  
% of participants = 96,43% of survey respondent.

Totally agreed	57,14%	Agreed	35,71%	Disagreed	3,57%	Totally disagreed	0%
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5. Teaching ability/availability and capacity.  
% of participants= 96,43% of survey respondent.

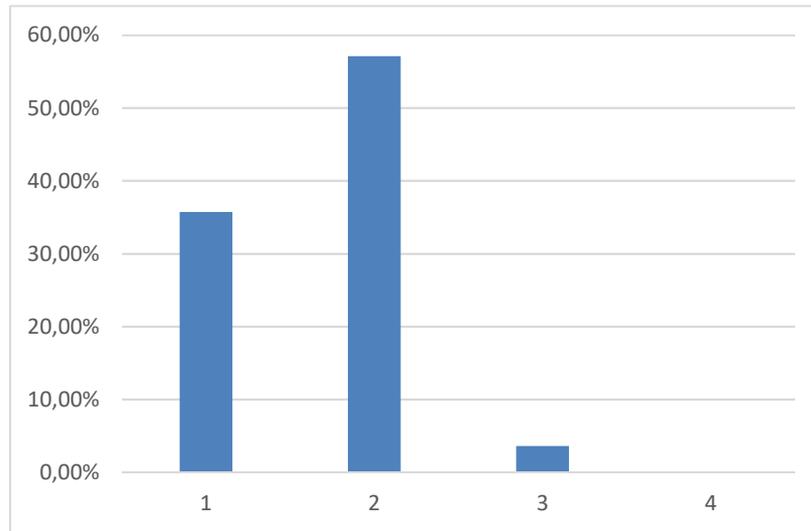
Totally agreed	50,00%	Agreed	46,43%	Disagreed	0%	Totally disagreed	0%
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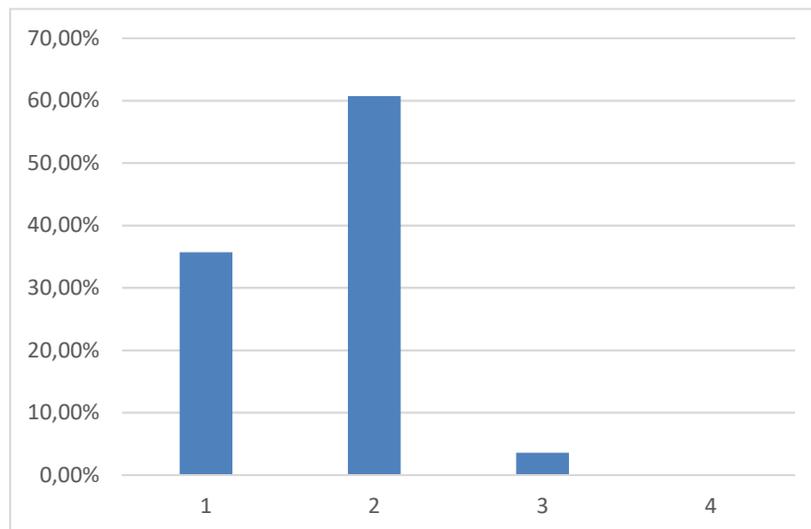
6. Did the teacher accomplish with the academic program?  
% of participants= 96,43% of survey respondent.

Totally agreed	35,71%	Agreed	57,14%	Disagreed	3,57%	Totally disagreed	0%
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7. What is your assessment of the example and practice cases by the teacher?  
% of participants = 100% of survey respondent.

Totally agreed	35,71%	Agreed	60,71%	Disagreed	3,57%	Totally disagreed	0%
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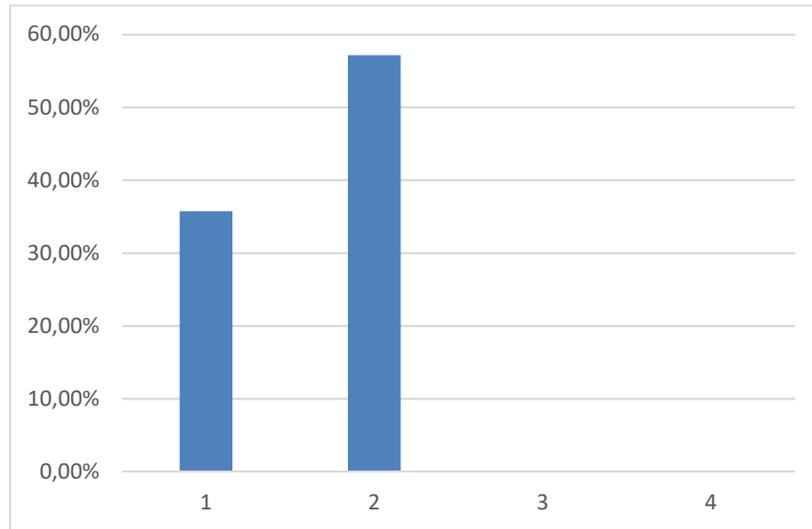




8. Did the training help to you to consolidate the knowledge?

% of participants= 92,86% of survey respondent.

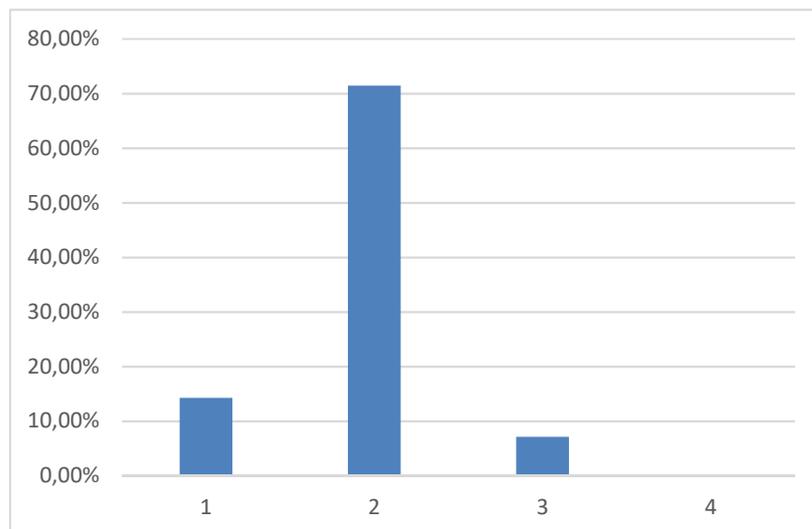
Totally agreed	35,71%	Agreed	57,14%	Disagreed	0%	Totally disagreed	0%
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9. Could you apply knowledge to practice?

% of participants = 92,86% of survey respondent.

Totally agreed	14,29%	Agreed	71,43%	Disagreed	7,14%	Totally disagreed	0%
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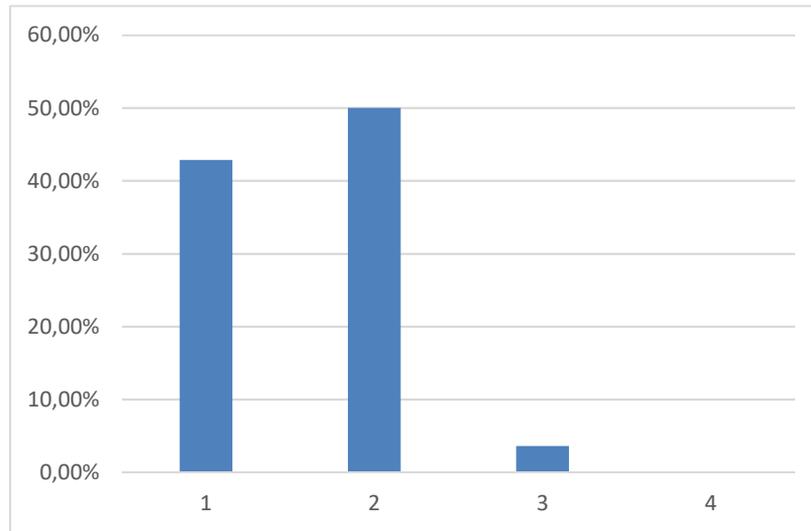




10. Did the training allow you to generate new ideas related to ITG?

% of participants = 96,43% of survey respondent.

Totally agreed	42,86%	Agreed	50,00%	Disagreed	3,57%	Totally disagreed	0%
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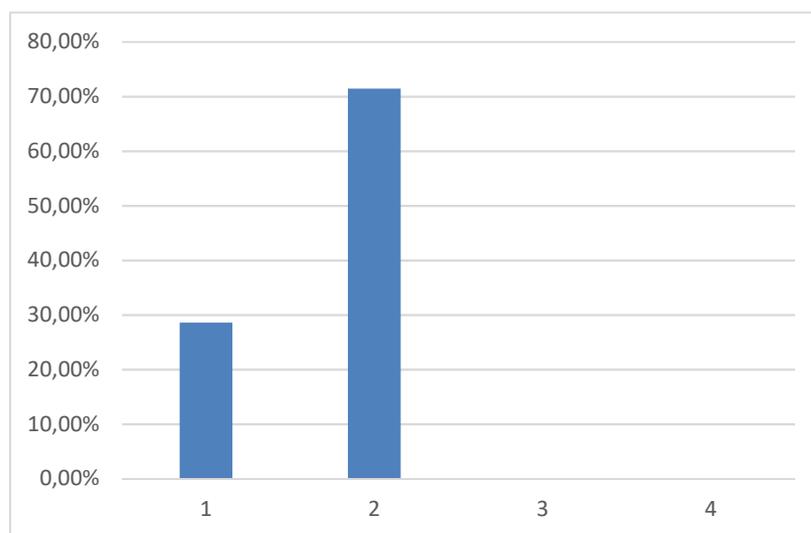


#### 4.1.2. General questions

11. Did the training accomplish your expectative?

% of participants = 100% of survey respondent.

Totally agreed	28,57%	Agreed	71,43%	Disagreed	0%	Totally disagreed	0%
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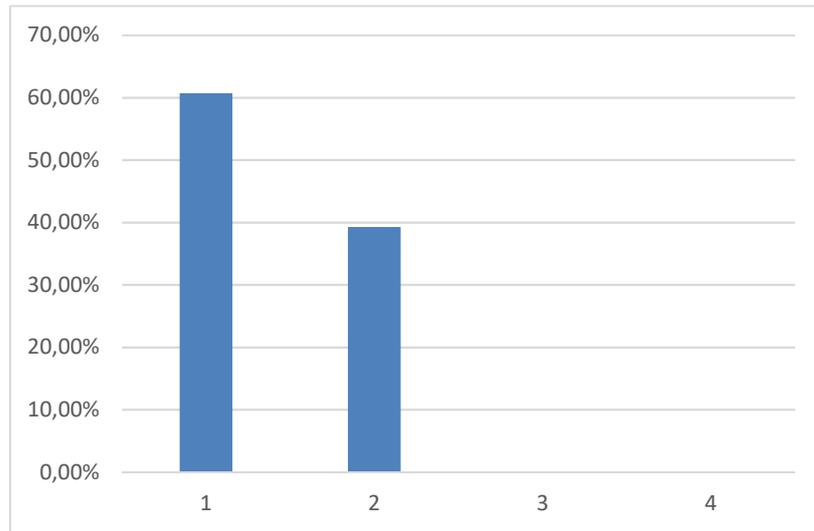




12. Satisfaction degree of teacher

% of participants = 100% of survey respondent.

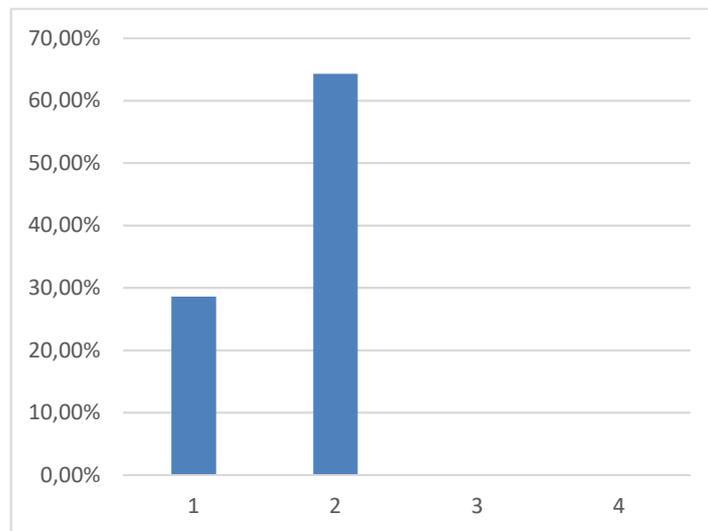
Totally satisfied	61,71%	Satisfied	39,29%	Unsatisfied	0%	Totally unsatisfied	0%
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13. Was the infrastructure satisfactory?

% of participants = 92,86% of survey respondent.

Totally satisfied	28,57%	Satisfied	64,29%	Unsatisfied	0%	Totally unsatisfied	0%
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### 4.1.3. Open questions

14. What did you like the most?  
% of participants = 71,43% % of survey respondents.  
The topic (ITG), the discussion and the Erasmus+ programme were most liked elements.
15. What did you like the least?  
% of participants= 28,57% of survey respondent.  
The topics that did not like are not related to the course.
16. Suggestions for the future.  
% of participants= 42,86% of survey respondent.  
The most demanded elements are deepening the concepts presented and work on more Erasmus+ projects.
17. Other comments.  
% of participants = 21,43% of survey respondent.  
Most of them were acknowledgments.

## 4.2. Conclusion

Regarding the activity questions, the teachers demonstrated appropriate teaching abilities in line with the subject, the program, accurate examples and practice cases used. Regarding the general questions, the logistical organization was suitable. Regarding the open questions, things to improve are increasing the number of sessions related to ITG and working more in such project.



Erasmus+

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Pilot Course  
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Num	Name	Signature
1	Sendi Sonia	
2	Ajroud Navem	
3	Khauloud Benmbarek	
4	Aboua Khadijetou	
5	Ilham Mohamed Me	
6	SAIDI Abdessamad	
7	Bouguenda Mohamed	
8	Ben Moutah Kiba	
9	Ben Said Sausan	
10	Boukettaya Soumaya	
11	Belhadji Neila	
12	Heni Zubi	
13	Hajer Nabli	
14	Fatma Bouaziz	
15	Belgacem Kallel Nassim	
16	Imen Zouaghi	
17	Nawra Chabane	
18	Imen Abdeneher	
19	Naiam Chabane	
20	Fatma Krichen	
21	Hatem Hadj Kalem	
22	Saussem Cheikhon	
23	Sikem Loukil	

