Information Technology Governance for Tunisian Universities
(ITG4TU)

Report on Best Practices – Palma

University of Gabes, Tunisia

ITG4TU CONSORTIUM

AMENDMENT HISTORY

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1. General Explanation about the visit to the University of the Balearic Islands

In this section we will describe the visit to the University of the Balearic Islands in Palma de Mallorca. This report concerns the best practices of IT governance at the UIB. These best practices cover the following aspects:

- The dFogIT framework
- Good IT governance in the UIB (public) in practice
- Sustainability of IT governance for the future.

An IT Governance framework (dFogIT) was developed by the project coordinator, Carlos Juiz, for the benefit of the UIB. This framework was deployed for six years when Pr. Juiz was vice-president of IT at the UIB.

The participants representing the University of Gabes:

- Mehdi Khouja (Project coordinator of the University of Gabes): Assistant Professor at the Higher Institute of Computer Science and Multimedia of Gabes.
- Mohamed Ouwais Kabaou: Assistant Professor at the Higher Institute of Computer Science and Multimedia of Gabes and member of the advisory board of ISIMG.
- Lotfi Tlig: Assistant Professor at the Higher Institute of Computer Science and Multimedia of Gabes and Head of Web department.

1.1.Aspects to imitate:

The approach adopted by Pr. Juiz to implement ITG in the UIB was done step by step. First, the separation between the strategy of IT and the operational part was done. The IT governance was improved through various tools namely the project portfolio. The dFogIT framework includes various best practices that can be imitated at the university of Gabes namely:

- Define resource requirements in the institution.
- Preparing an IT domain: Specify how IT is managed and delivered in the institution.
- Prepare an appropriate IT infrastructure as needed and the architecture of the institution.
- Think about IT governance by deploying a standard and an international application standard such as ISO 38500 for IT management.
- Define stakeholders in public governance.
- Develop a corporate governance strategy.
- Provide a steering committee highlighting the IT Governance strategy within the institution.

- Develop our own software to integrate our performance indicators and draw recommendations to improve our governance strategy.

1.2. Aspects difficult to replicate:

Regarding the situation of IT governance in the UIB, some aspects related to the dFogIT framework are difficult to replicate at the University of Gabes due to legal and financial restrictions in Tunisia namely:

- Choose and define the source of Authority /Legitimacy in the institution.
- Define business domain: strategic business future and ongoing business operations.
- Define responsibilities according to the strategy of the institution and not according to the assignments of the university (accountability/expectations coverage).
- Create positions of responsibility relating to the adopted governance strategy.
- Recruit qualified managers for the management and governance of the institution relatively dedicated to our own needs.
- Provide a financial strategy that is independent of the university and the institution.
- Put the Web office under the direct control of the Vice rector of IT to enhance the visibility of the university. This is difficult to replicate.

2. Lessons Learnt during the visit and after your arrival

Different lessons were learnt during this visit that may help when deploying ITG framework at the University of Gabes:
- Remember to define and propose a strategic plan for the implementation of the governance of ICT in our establishment.
- Prepare a basic infrastructure for the implementation and deployment of IT governance approach.
- Start to train and prepare human infrastructure and equipment for the management and governance of the institution deploying IT.
- Define a sustainability plan to ensure the ITG at the university after the end of the project or election period.

3. Conclusion

Improving the governance of IT is a way of improving the governance of the university. Besides implementing best practices of IT governance, it is important to take into consideration the perception of the stakeholders regarding the IT projects at the university. Two main aspects need to be promoted namely: openness/ transparency and accountability.