Information Technology Governance for Tunisian Universities
(ITG4TU)

INTERNAL ASSESSMENT ON FRAMEWORK DEPLOYMENT AT UNIVERSITY OF LA MANOUBA

ITG4TU CONSORTIUM

AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	10 July 2018	Ricardo Colomo-Palacios	Initial Version
1	1	03 Oct 2018	Beatriz Gómez Suárez	Manouba data

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1. Introduction

The purpose of this document is to gather the opinion of Programme Countries experts working in the project with regards to the developments made under the umbrella of ITG4TU at University of la Manouba.

This document reflects the assessment performed by the committee and can be considered as key to evaluate the overall impact and of the project.

There are two kind of assessment forms for this project. The first one is devoted to assessing the technical side of the project, namely the impact of IT Governance aspects and the second one, taken from an EU Erasmus+ perspective. This document is reflecting the first viewpoint.

In what follows main aspects of this assessment are presented to be filled by programme countries committee.

2. Committee Identification

Name:	Carlos Juiz García
Affiliation:	Universitat de les Illes Balears (UIB)
Name:	Antonio Fernández Martínez
Affiliation:	Universidad de Almería (UAL)
Name:	Ricardo Colomo Palacios
Affiliation:	Høgskolen I Østfold – Øsfold University College
Name:	Vladimir Stantchev
Affiliation:	SRH Hochschule Berlin
Name:	Beatriz Gómez Suárez
Affiliation:	Universitat de les Illes Balears

3. Assessment

3.1.ITG Group

Is there a clear ITG structure in the institution?	☐ Yes ☒ To some extent ☐ No
Describe ITG Structure in the institution	UMA has formalized a Governance Team (GT), has appointed a CIO that is part of the GT and has created an IT Steering Committee
Describe your main concerns about ITG structure	They have provided evidences about the statement of these new structures, takin advantage of others already created, but it still lacks to ensure that all stakeholders involved in ITG participate in the IT Steering committee.

How satisfied are you with ITG group in the project?

☐Very satisfied

☒Satisfied

☐Neither

☐Dissatisfied

☐Very dissatisfied

3.2. Model best practices

Are adaptations to the ITG framework correctly presented and justified?	☒ Yes ☐ To some extent ☐ No
Describe your main comments model adaptations	The UMA framework presents a clear description about the adaptations done on the GTI4U framework regarding the best practices. For each principle, of the six included in the framework as well as in the ISO/IEC 38500, UMA specifies which aspects are including in its own framework and the actions its GT should perform.
Is self-assessment correctly presented, documented and justified in the document?	☒ Yes ☐ To some extent ☐ No
Describe your main opinions about maturity self-assessment	As above, UMA indicates in its framework the current best practices already in use, classified by six principles. At the end, UMA shows its current situation compared with the totality of the Spanish framework by a table with percentages and a spider net graph. With that it is clear what is UMA current situation in terms of completeness the totality of best practices.

How satisfied are you with aspects with regards to model best practices and adaptations in the project?

☐Very satisfied

☒Satisfied

☐Neither

☐Dissatisfied

☐Very dissatisfied

3.3. Maturity Model

Is current maturity level correctly presented and justified?	☐ Yes ☒ To some extent ☐ No
Describe your main comments on current maturity level assessment	UMA framework provides a table showing its current maturity level and an explanation of what means each

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	level. However, there are some aspects not indicated that should be included to clearly understand what means that level.
Is maturity goal selection correctly presented, documented and justified in the document?	☒ Yes ☐ To some extent ☐ No
Describe your main opinions about maturity goal selection	UMA has illustrated by a figure its current situation and its desired goal. There are some principles in the same place, showing that UMA wants to focus on other principles while not taking any action in the others. It is a conservative position and a slow path of changes.
Are actions towards the desired maturity goal correctly presented, documented and justified in the document?	☐ Yes ☒ To some extent ☐ No
Describe your main comments about	Considering that this project has a limited period of time, UMA has elaborated a realistic plan of actions to be performed during the remaining time. Some other activities should be indicated to be done beyond the duration of the project, to give continuity to the ITG itself regardless of the project. In any case, they listed some activities regarding three principles not very concordant with the above indicated goal selection.

How satisfied are you with Maturity model assessment, goal and actions in the project?

☐Very satisfied

☒Satisfied

☐Neither

☐Dissatisfied

☐Very dissatisfied

3.4.Deployment Planning

Is there a clear planning presented in the document	☒ Yes ☐ To some extent ☐ No
Describe Planning in the institution	The plan is divided in six phases: the first step is *Initiating* to bring the leaders the realization of the deployment of the framework; the second step is *Planning* to provide a project charter with detailed information of the overview of the project, purpose, activities, stakeholders, benefits, risks among others; the third step is the *Execution* of the plan, indicating each action with the starting date and the ending date, classified by principles; the fourth step is the *Monitoring* of each action with indications about evidences and KPIs; the

	fifth step consists on *Risk Management* specifying its identification, analysis, prioritization and control; finally, the sixth step talks about *Communication and project marketing* describing activities to disseminate and sustain the effort on ITG beyond the project.
Describe your main concerns about planning	As described above, the plan is strongly detailed in each step, taking special attention on the realistic viable activities to be done and specially how to measure its correctness and completeness, without forgetting risk management.
Are main actions for the principles selected correctly presented in the document?	☒ Yes ☐ To some extent ☐ No
Describe your main opinions about documentation of main actions for the principles	UMA have selected several actions for each principle indicating the start and end dates. As explained above, they just have applied for three principles instead of the six principles both ISO/IEC 38500 and the Spanish framework have.
Are KPIs for the main actions for the principles selected correctly presented in the document?	☒ Yes ☐ To some extent ☐ No
Describe your main opinions about KPIs of main actions for the principles	UMA has indicated several KPIs in order to measure the correctness and completeness about each activity selected before. They have also indicated several evidences to be provided by each action.
Is Risk Management presented and explained in a good way (Including identification, analysis, monitoring, management and control)?	☒ Yes ☐ To some extent ☐ No
Describe your main opinions about Risk Management of main actions for the principles	An extended risk management is included; in fact, a whole section is about this issue. UMA has specified a prioritization of risks with its chance to appear and how to mitigate them.
Is Communication and Project Marketing presented and explained in a good way (Including communication plan, target groups, communication needs and key messages)?	☒ Yes ☐ To some extent ☐ No
Describe your main opinions about Communication and Marketing of main actions for the principles	UMA has provided a plan for communicate its activities related to ITG in general and about ITG4TU project in particular. With that, UMA demonstrates that they are aware of the importance of sharing and spreading these concepts through specific channels depending on the appointed target and involved stakeholders.

How satisfied are you with aspects with regards to planification in the project?

☒Very satisfied

☐Satisfied

☐Neither

☐Dissatisfied

☐Very dissatisfied

3.5.Future Plans and sustainability

Is there a clear planning on next steps presented in the document	☒ Yes ☐ To some extent ☐ No
Describe future plans and actions in the institution	UMA has provided another report which contains a detailed sustainability plan regarding the project to ensure a continuation of the developed actions beyond the project lifetime. In that document, it is included specific objectives, related stakeholders, and a catalogue of actions.

How satisfied are you with aspects with regards to future plans in the project?

☒Very satisfied

☐Satisfied

☐Neither

☐Dissatisfied

☐Very dissatisfied

4. Conclusions on the deployment of the framework

Partners from University of la Manouba and those individuals related to the project have provided several documents and reports showing their implication and engagement in this project. Regarding the specific activity related to the ITG framework, a strongly detailed development framework report includes description of their situation, current maturity level regarding ITG, goals to be achieved, plan of actions to make them a reality, monitoring of these actions to be sure about its correctness and completeness, a full management of risks with its containment measures and several activities to sustain them beyond the project.

Furthermore, UMA partners have also elaborated a report showing the state of the art of their activities, which ones are already done, which ones are delayed and why, and which ones are to be done beyond the project to reinforce the efforts taken during the project. Several evidences have been attached to this report as a way of demonstration of their serious participation and execution of the project.

It can be seen the evolution of the activities and the behavior regarding IT governance in UMA institution, not only through the above-mentioned reports and deliverables, but also with the implication of people, especially those occupying high positions in the internal structures of the organization. From the project point of view, we can say that it is a success story having gone beyond what was initially planned.