Information Technology Governance for Tunisian Universities
(ITG4TU)

INTERNAL ASSESSMENT ON FRAMEWORK DEPLOYMENT AT UNIVERSITY OF TUNIS EL MANAR

ITG4TU CONSORTIUM

AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	10 July 2018	Ricardo Colomo-Palacios	Initial Version
1	1	06 Oct 2018	Beatriz Gómez Suárez	Manar 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 Tunis El Manar.

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

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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	UTM has created an ITG team composed by a lot of higher positions in their institution, included the rector. They have included, by each member, their current position in the organization, the position in the ITG group and their responsibilities.

Describe your main concerns about ITG structure	UTM has strongly opted for the integration of the governance of IT, action that is reflected with the strong interest and involvement of the internal management of the organization. This has been very important not only for the achievement of the project objectives but also for the complete implementation of IT governance in their institution.

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	UTM has fully adapted the Spanish GTI4U framework as their own IT governance framework. By each principle, they have explained the included best practices and the reasons to include them.
Is self-assessment correctly presented, documented and justified in the document?	☒Yes ☐ To some extent ☐No
Describe your main opinions about maturity self-assessment	UTM has described by each principle, the best practices actually in use in their institution and those they acknowledge as a need to be included. There is also a table showing the percentage of their current situation and is provided a spider net graph illustrating these percentages. Based on these numbers, UTM current situation is in a medium level, with several actions and best practices already being part of their day-to-day activities and aligned with their organization business.

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	UTM has provided a table classifying their current level, the aspects regarding each level, divided by principles and by the three IT governance activities: *Evaluate, Direct* and *Monitor*. It should be better to include the aspects regarding those activities at level 0, that are in fact in the Spanish framework to adapt it to their situation.
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	Apart from the *Human Behaviour* principle, UTM has presented an ambitious plan improving the other five principles. They have selected as a goal the next level of each principle and even jumping two levels in the *Performance* principle.
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	They have selected several actions by principle in order to achieve their wished level. In the specific case of *Performance* principle, they included a set of initial actions and another set of repetitive/intuitive actions.

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	UTM has provided a completed plan structured in six phases: *Initiating* is the fist step in order to bring the leaders of the organization with the realization of the IT governance framework to be deployed; in the second

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	step a plan is provided with the specification of purposes, goals and outcomes, deliverables, stakeholders, risks and team. Furthermore, a Gantt diagram is provided, indicating responsible, tasks, deliverables with its chronogram. In the third step, *Execution*, several actions are described indicating their starting and ending date, their current status and classified by each principle. The fourth step explains the *Monitoring and Controlling* phase, specifying a list of evidences and its KPIs by each action in each principle. All the fifth section is devoted to *Risk Management* providing the identification of risks, their impact, probability, prioritization, and monitoring and control actions. Finally, a *Communication* and marketing plan is provided identifying several targeted stakeholders and deliverables.
Describe your main concerns about planning	As detailed above, a completed plan has been described specifying not only the actions to be performed but also the identification of risks, the way to overcome them and several tools to monitor its completeness and correctness.
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	Selected actions by UTM are realistic in time and in line with their necessities and current situation regarding IT governance.
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	UTM provided several KPIs linked with evidences to monitor the improvements done by applying the selected actions, by principles. However, it should be better to include several KPIs for the *Strategy* and *Acquisition* principles.
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	UTM has dedicated a full section to the management of risks including not only the identification and prioritization of them but also their classification by impact, probability and monitoring and controlling actions to reduce their impact.
Is Communication and Project Marketing presented and explained in a good way (Including communication plan, target groups,	☒Yes ☐ To some extent ☐No

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communication needs and key messages)?	
Describe your main opinions about Communication and Marketing of main actions for the principles	A communication plan is defined by UTM team to identify target groups and the activities to better fit the necessities of them.

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	A sustainability plan has been provided by UTM team in a different document describing a plan based on sustainability objectives, identification of stakeholders and description 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

University of Tunis el Manar team has showed a strong engagement and involvement in the project in general, throughout the duration of the project, but especially in IT governance implementation which can be clearly seen with the people forming their IT governance group. They have executed a great ambitious plan to improve their current situation. It is worth nothing that after their self-assessment to know their current maturity level, the results showed they were at a medium level, which is why they have been able to execute such an ambitious plan.

Along the duration of the project, UTM has provided several documents and evidences showing their completeness and correctness of their activities. Examples of this are the development of their framework, indicating actions, KPIs, management of risks and countermeasures, the

deployment report of their already executed activities and the sustainability plan with activities classified by targeted stakeholders to be involved in the full cycle of IT governance.

In terms of IT governance, beyond what was initially expected by the project, UTM has focused on maintaining and reinforcing what they already had in use and also on improving their current situation taking the IT governance of the organization to higher levels. Regarding the objectives of the project, UTM has been a success story in terms of improving the current situation and adapting the actions to their specific needs, being able to serve as an example to other organizations.