

# Information Technology Governance for Tunisian Universities (ITG4TU)

*561614-EPP-1-2015-1-ES-EPPKA2-CBHE-JP*



Co-funded by the  
Erasmus+ Programme  
of the European Union

## Initial Training Managers Report

**Hotel Nuevo Torreluz, Almeria (Spain), 11<sup>th</sup> - 15<sup>th</sup> July, 2016**

*ITG4TU CONSORTIUM*



### ***AMENDMENT HISTORY***

Version	Revision	Date	Author	Modification
1	0	28 Jul 2016	Beatriz Gómez Suárez	Initial Version
1	1	02 Aug 2016	Belén Bermejo González	Survey Results



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## 1. Introduction

The Initial Training Managers has been performed to set a minimum level of competency among managers in HEI at partner countries. This training has been the second training in taking place and also has been useful in order to set an initial state level of IT Governance (ITG) procedures in Tunisian universities. This second training has been performed in the Nuevo Torreluz Hotel, Almeria, on 11<sup>th</sup>-15<sup>th</sup> July 2016.

The objective of this training is to perform specialized training modules for building ITG models in Tunisian universities. This training has targeted the third type of **stakeholders of universities: professors, students and administrators/managers**. Those who hold positions in Management/Business Administration have been able to acquire new skills to ensure their further professional or academic integration. Of course, the main target of this project is the intermediate management and board executives of universities, as well as functional IT departments that can take this opportunity to better align their IT strategies.

## 2. Methodology of the course

This Initial Training Managers is composed by several advanced modules: to acquire competences to achieve a position of expert or manager in IT governance for organizations, enterprises and assessment projects. This second course, like the previous one, has been made in order to reach the following **learning outcomes**: to achieve competences and skills to play a leading role in the IT governance discipline and IT assets, and to improve IT efficiency use in respect with strategy of HEI and the communities that it serves. The academic portfolio has been focused to promote IT governance principles in all stakeholders. Additionally the academic resources may be used for training future enterprise leaders and postgraduate students in the role of governing IT assets.

Representatives of European universities have been in charge of dictating this course. Dr. Carlos Juiz, from University of Balearic Islands (UIB), started this training summarizing the main aspects of Governance of IT: structures, standards, business strategy, and value of IT. Afterwards, Dr. Antonio Fernandez, from University of Almeria (UAL), divided the course in several working sessions with a brief explanation but mainly consisted on ITG workshops where attendees had to work first individually, second in groups formed by each Tunisian university and finally with the whole group of participants. Dr. Antonio Fernandez explained his own experience in implanting a framework of Governance of IT in several Spanish universities. He depicted the processes done in order to apply ITG best practices based on the six principles referred in ISO 38500. Thus, he showed the results of that implantation and then worked in a similar way with the Tunisian attendees exploring each principle in each working session so they can achieve the same or better results.



## 2.1. Training material

The web platform of the project (<http://itg4tu.uib.eu/IT-Governance-documents/Training-Managers/>) collects the training materials used by the above mentioned researchers. The course was planning as follows:

- Work session I (first day):
  - Governance of IT: summary – *Dr. Carlos Juiz (UIB)*
  - 1- UNIVERSITIC – *Dr. Antonio Fernandez (UAL)*
  - 2- ITG Enhance Project – *Dr. Antonio Fernandez (UAL)*
  - 3- GTI4U Spanish Framework – *Dr. Antonio Fernandez (UAL)*
  - 4- Team works: ISO38500 & GTI4U principles – *Dr. Antonio Fernandez (UAL)*
- Work session II (second day): – *Dr. Antonio Fernandez (UAL)*
  - Team work 1: Responsibility
  - Team work 2: Strategy I
- Work session III (third day): – *Dr. Antonio Fernandez (UAL)*
  - Team work 2: Strategy II
  - Team work 3: Acquisition
- Work session IV (fourth day): – *Dr. Antonio Fernandez (UAL)*
  - Team work 4: Performance
  - Team work 5: Conformance
- Work session V (fifth day): – *Dr. Antonio Fernandez (UAL)*
  - Team work 6: Human Behavior

## 2.2. Availability of materials

All materials can be accessed freely by the consortium members.



### 3. Attendants

The primary target in this Initial Training Managers are the intermediate management and board executives of universities, as well as functional IT departments that can give their support to the project better aligning their IT strategies.

Thus, from each Tunisian University had to attend four participants, three of them mainly with the above defined profile and the representative in the project of each university. As a result, each university selected the participants based on that profile, this with help of the coordinator, and resulted in 16 Tunisian trainees representing the 100% compared to the original objectives. Besides, five researchers from European universities also attended the training, representing more than the 100% of the expected EU attendees.

At the end of this report the attendance list is shown.

### 4. Quality assessment of the course

UAL, as a leader of the WP1, where Initial Training Managers is included, has coordinated and participated in the training as trainer and, with the help of UIB, as coordinator of the project, 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. A total of eighteen questions comprise the questionnaire, being the first fourteen multiple choice type and quick answer the last four.

The purpose of these questions, as in first training, 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, available in [survey satisfaction 2](#), is divided into three parts:

1. Ten 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. Four closed questions related to the general satisfaction of the training.

ID	Question	Value range
11	Satisfaction degree of teacher	1 (Totally satisfied) ... 10 (Totally unsatisfied)
12	Was the infrastructure comfortable?	1 (Totally comfortable) ... 10 (Totally uncomfortable)
13	Did the training accomplish your expectative?	1 (Totally agree) 2 (Agree) 3(Disagreed) 4 (Totally disagreed)
14	Satisfaction degree of the catering	1 (Totally satisfied) ... 10 (Totally unsatisfied)

3. Four open-opinion questions.

- a) 15- What did you like the most?
- b) 16- What did you like the least?
- c) 17- Suggestions for the future.
- d) 18- Other comments.

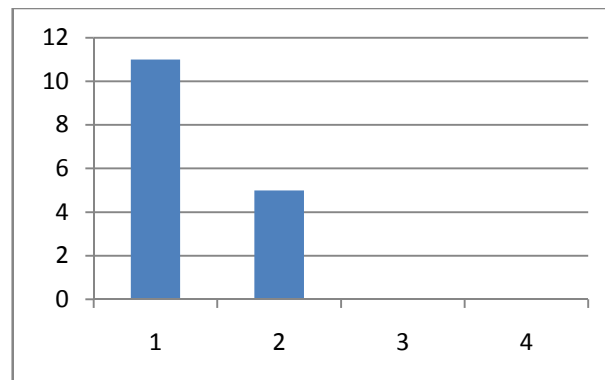
#### 4.1. Satisfaction survey results

The following section shows the results related to this second training celebrated in Almeria. There were nineteen attendees, which sixteen of them (**84.2105%**) have answered the questionnaire giving the following feed-back:

##### Activity questions

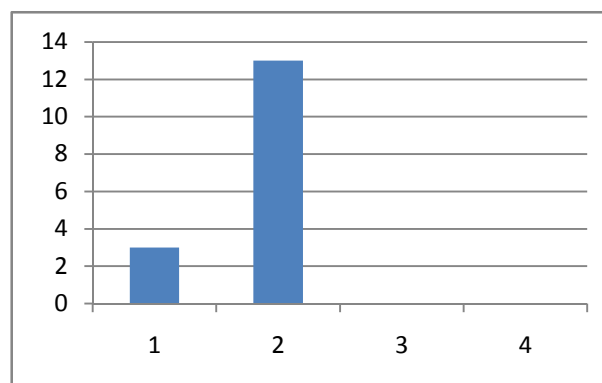
1. Did the teacher demonstrate mastery of the subject?  
% of participants = 100% of survey respondent.

Totally agreed	68.8%	Agreed	31.3%	Disagreed	0%	Totally disagreed	0%
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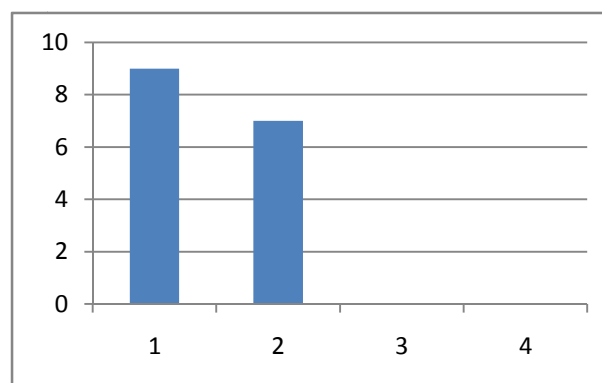
2. Was his/her language understandable and appropriate?  
% of participants = 100% of survey respondent.

Totally agreed	18.8%	Agreed	81.3%	Disagreed	0%	Totally disagreed	0%
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3. Did discussed topics accomplish your expectations?  
% of participants = 100% of survey respondent.

Totally agreed	56.3%	Agreed	43.8%	Disagreed	0%	Totally disagreed	0%
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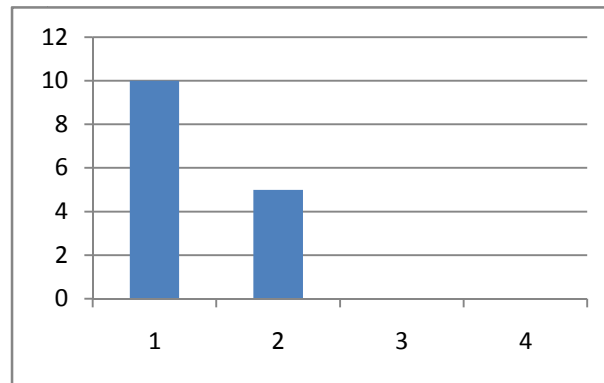




4. Did the teacher answer the questions from the audience?

% of participants = 93.75% of survey respondent.

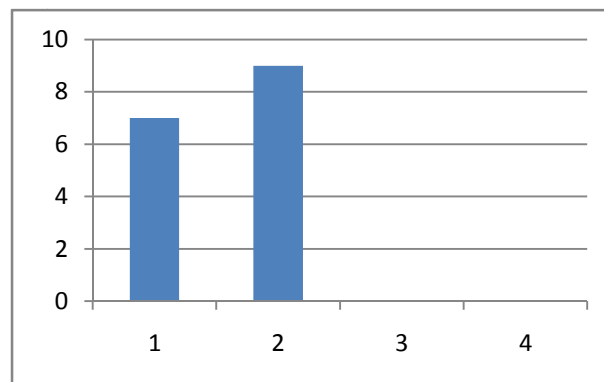
Totally agreed	66.7%	Agreed	33.3%	Disagreed	0%	Totally disagreed	0%
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5. Teaching ability/availability and capacity.

% of participants = 100% of survey respondent.

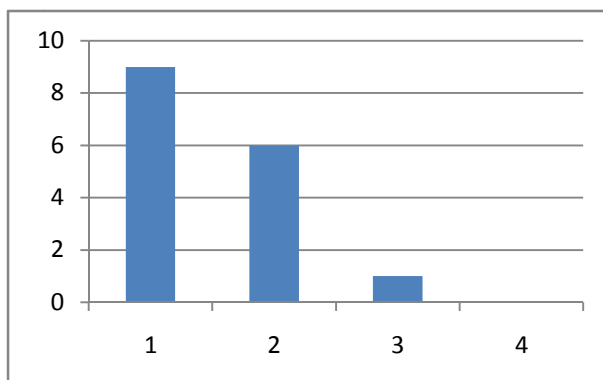
Totally agreed	43.8%	Agreed	56.3%	Disagreed	0%	Totally disagreed	0%
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6. Did the teacher accomplish with the academic program?

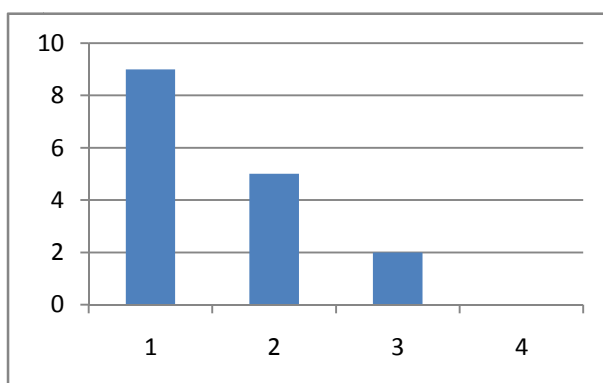
% of participants = 100% of survey respondent.

Totally agreed	56.3%	Agreed	37.5%	Disagreed	6.3%	Totally disagreed	0%
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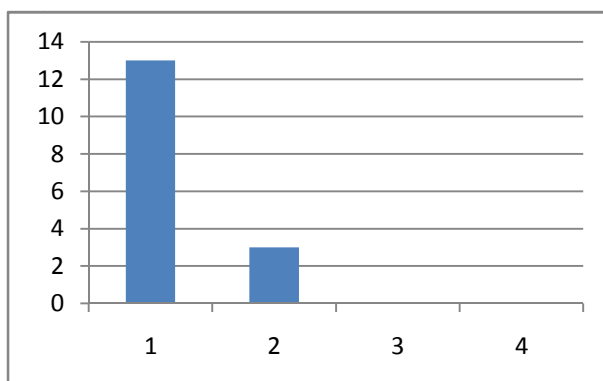
7. What is your assessment of the example and practice cases by the teacher?  
% of participants = 100% of survey respondent.

Totally agreed	56.3%	Agreed	31.3%	Disagreed	12.5%	Totally disagreed	0%
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8. Did the training help to you to consolidate the knowledge?  
% of participants = 100% of survey respondent.

Totally agreed	81.3%	Agreed	18.8%	Disagreed	0%	Totally disagreed	0%
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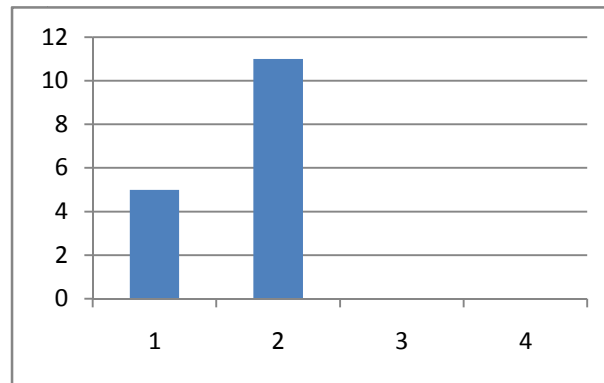




9. Could you apply knowledge to practice?

% of participants = 100% of survey respondent.

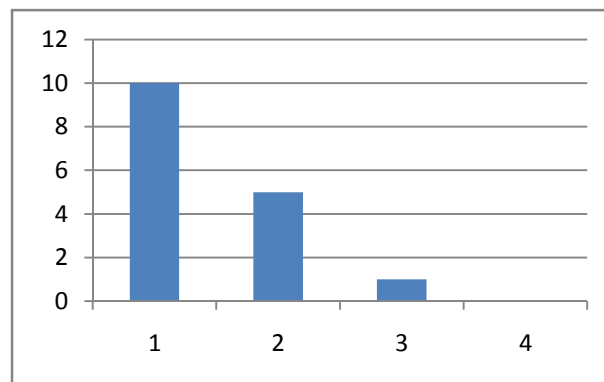
Totally agreed	31.3%	Agreed	68.8%	Disagreed	0%	Totally disagreed	0%
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10. Did the training allow you to generate new ideas related to ITG?

% of participants = 100% of survey respondent.

Totally agreed	62.5%	Agreed	31.3%	Disagreed	6.3%	Totally disagreed	0%
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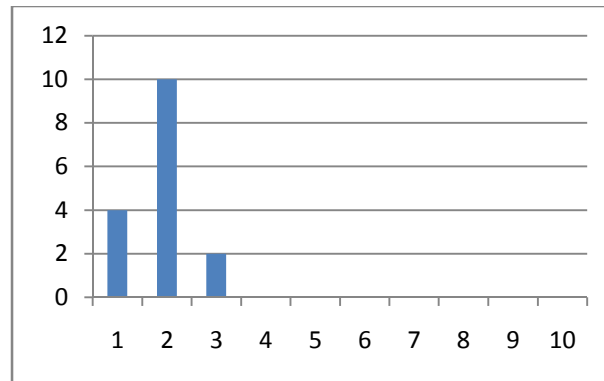


General questions

11. Satisfaction degree of teacher

% of participants = 100% of survey respondent.

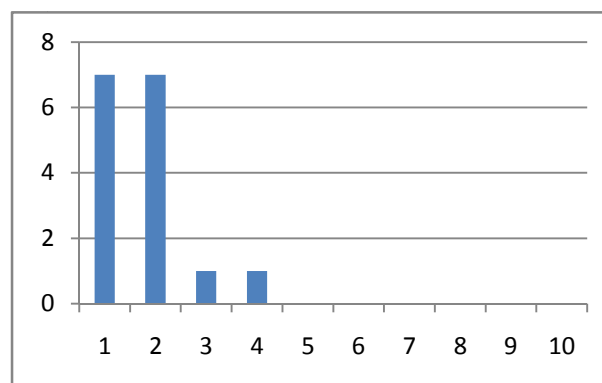
Totally satisfied (1)	25%	(6)	0%
(2)	62.5%	(7)	0%
(3)	12.5%	(8)	0%
(4)	0%	(9)	0%
(5)	0%	Totally unsatisfied (10)	0%



12. Was the infrastructure comfortable?

% of participants = 100% of survey respondent.

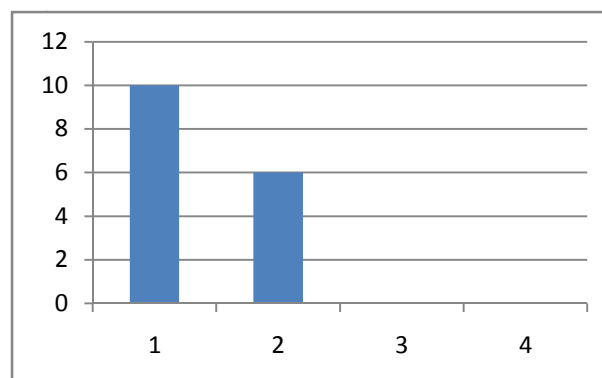
Totally comfortable (1)	43.8%	(6)	0%
(2)	43.8%	(7)	0%
(3)	6.3%	(8)	0%
(4)	6.3%	(9)	0%
(5)	0%	Totally uncomfortable (10)	0%



13. Did the training accomplish your expectative?

% of participants = 100% of survey respondent.

Totally agreed	62.5%	Agreed	37.5%	Disagreed	0%	Totally disagreed	0%
----------------	-------	--------	-------	-----------	----	-------------------	----

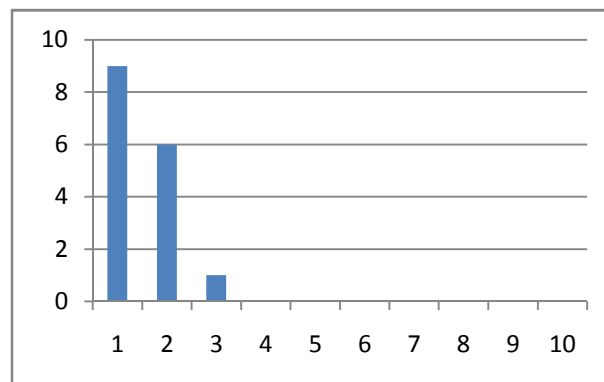




#### 14. Satisfaction degree of the catering

% of participants = 100 % of survey respondent.

Totally satisfied (1)	56.3%	(6)	0%
(2)	37.5%	(7)	10%
(3)	6.3%	(8)	0%
(4)	0%	(9)	0%
(5)	0%	Totally unsatisfied (10)	0%



#### Open questions

##### 15. What did you like the most?

% of participants = 75 % of survey respondent.

The following word cloud shows the topics that like the most.



##### 16. What did you like the least?

% of participants= 43.75 % of survey respondent.

The topic that didn't like was the training period. It was considered short.

##### 17. Suggestions for the future.

% of participants= 56.25 % of survey respondent.

The most demanded topic is the inclusion of more practical cases.

##### 18. Other comments.

% of participants= 43.75 % of survey respondent.

More of them were acknowledgment.



After reviewing the answers of the surveys we conclude that:

- Regarding the activity questions, the teachers demonstrated appropriate teaching abilities in line with the subject, the program, accurate examples and practice cases used. Besides, the content of the course were the expected, understandable and the teaching method, more practical than first training, were better received by the attendants.
- Regarding the general questions, the logistical organization was suitable, with an improved catering than last time.
- Regarding the open questions, things to improve are enrich the training with more practical cases and increase the duration of the courses. Attendees would have preferred more days so could have done more practical exercises.

## 5. Conclusion

The purpose of the Quality Management Plan is to describe how quality will be managed throughout the lifecycle of the project, thus the aim is to ensure the high quality of deliverables along with the quality of the process itself.



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Initial Training Managers Report *Version 1.1*

## Initial Training Managers

11<sup>th</sup> – 15<sup>th</sup> July 2016, Hotel Nuevo Torreluz  
(Almeria), Spain



جامعة منوبة  
Université de la Manouba



UNIVERSITÉ DE  
TUNIS EL MANAR





## ATTENDANCE Initial Training Managers 11<sup>th</sup> July 2016

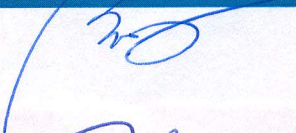
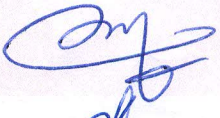

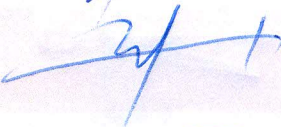

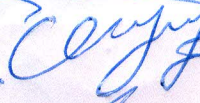
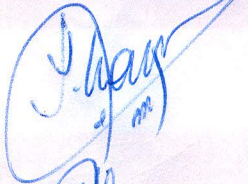
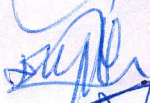
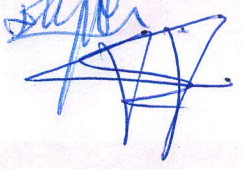
Attendant	Institution	Registration
Carlos Juiz	UIB	
Beatriz Gómez	UIB	
Belén Bermejo	UIB	
Antonio Fernández	UAL	
Sarfaraz Ghulam	SRH	
Ricardo Colomo	OUC	
Mehdi Khouja	UGB	
Sabeur Maraoui	UGB	
Mohamed Ouweis Kabaou	UGB	
Makram Ben Mohamed	UGB	
Youssef Ben Halima	UMA	
Yemna Sayeb	UMA	
Walid Chaker	UMA	
Cherif Ghazel	UMA	
Samir Moalla	UTM	





**Initial Training  
Managers ITG4TU**



Attendant	Institution	Registration
Lofti Bitri	UTM	
Youssef Ben Othman	UTM	
Nouri Hmidi	UTM	
Ismail Bouassida	SFAX	
Slim Kallel	SFAX	
Faiez Gargouri	SFAX	
Ahmed Hadj Kacem	SFAX	
Jrene Martinez	UAL	
José Céspedes	UAL	





## ATTENDANCE Initial Training Managers 12<sup>th</sup> July 2016

Attendant	Institution	Registration
Carlos Juiz	UIB	
Beatriz Gómez	UIB	
Belén Bermejo	UIB	
Antonio Fernández	UAL	
Sarfraz Ghulam	SRH	
Ricardo Colomo	OUC	
Mehdi Khouja	UGB	
Sabeur Maraoui	UGB	
Mohamed Ouweis Kabaou	UGB	
Makram Ben Mohamed	UGB	
Youssef Ben Halima	UMA	
Yemna Sayeb	UMA	
Walid Chaker	UMA	
Cherif Ghazel	UMA	
Samir Moalla	UTM	





Attendant	Institution	Registration
Lofti Bitri	UTM	
Youssef Ben Othman	UTM	
Nouri Hmidi	UTM	
Ismail Bouassida	SFAX	
Slim Kallel	SFAX	
Faiez Gargouri	SFAX	
Ahmed Hadj Kacem	SFAX	
José Céspedes	UAL	
José Martínez	UAL	





## ATTENDANCE Initial Training Managers 13<sup>th</sup> July 2016

Attendant	Institution	Registration
Carlos Juiz	UIB	
Beatriz Gómez	UIB	
Belén Bermejo	UIB	
Antonio Fernández	UAL	
Sarfaraz Ghulam	SRH	
Ricardo Colomo	OUC	
Mehdi Khouja	UGB	
Sabeur Maraoui	UGB	
Mohamed Ouwaïs Kabaou	UGB	
Makram Ben Mohamed	UGB	
Youssef Ben Halima	UMA	
Yemna Sayeb	UMA	
Walid Chaker	UMA	
Cherif Ghazel	UMA	
Samir Moalla	UTM	





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Lofti Bitri	UTM	
Youssef Ben Othman	UTM	
Nouri Hmidi	UTM	
Ismail Bouassida	SFAX	
Slim Kallel	SFAX	
Faiez Gargouri	SFAX	
Ahmed Hadj Kacem	SFAX	
José Cepeda	UAL	
Irene Martinez	UAL	





## ATTENDANCE Initial Training Managers 14<sup>th</sup> July 2016

Attendant	Institution	Registration
Carlos Juiz	UIB	
Beatriz Gómez	UIB	
Belén Bermejo	UIB	
Antonio Fernández	UAL	
Sarfaraz Ghulam	SRH	
Ricardo Colomo	OUC	
Mehdi Khouja	UGB	
Sabeur Maraoui	UGB	
Mohamed Ouwaïs Kabaou	UGB	
Makram Ben Mohamed	UGB	
Youssef Ben Halima	UMA	
Yemna Sayeb	UMA	
Walid Chaker	UMA	
Cherif Ghazel	UMA	
Samir Moalla	UTM	



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## ATTENDANCE Initial Training Managers 15<sup>th</sup> July 2016

Attendant	Institution	Registration
Carlos Juiz	UIB	
Beatriz Gómez	UIB	
Belén Bermejo	UIB	
Antonio Fernández	UAL	
Sarfraz Ghulam	SRH	
Ricardo Colomo	OUC	
Mehdi Khouja	UGB	
Sabeur Maraoui	UGB	
Mohamed Ouwaïs Kabaou	UGB	
Makram Ben Mohamed	UGB	
Youssef Ben Halima	UMA	
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Samir Moalla	UTM	



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