

Information Technology Governance for Tunisian Universities (ITG4TU)

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University of Sfax

ITG4TU CONSORTIUM



AMENDMENT HISTORY

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1. General Explanation about the visit to UAL

Four participants represented the University of Sfax:

- Ahmed HadjKacem: Professor in Computer Science and Dean of the Faculty of Management and Economics of Sfax
- Faiez Gargouri: Professor in Computer Science, Dean of the High institute of Computer Science and Multimedia of Sfax and President of the Information systems Committee in the University of Sfax.
- Ismail Bouassida (Project coordinator of the University of Sfax): Associate Professor in Computer Science at the High institute of Computer Science and Multimedia of Sfax and member of the Governance Committee in the University of Sfax.
- Slim Kallel: Associate Professor in Computer Science at the Faculty of Management and Economics of Sfax and member of the Governance Committee in the University of Sfax.

This representation was selected to fulfill the goal of convincing decision makers of the pertinence of the IT Governance (ITG) in HEI in the University of Sfax. The positions of the participants give good opportunities for applying IT Governance principles in the University of Sfax.

The activities of the study visits were devoted in three aspects:

The first aspect was the presentation of the ITG standard and frameworks: The animators presented a recall of the ISO Standard 38500 (2008) and detailed the implementation of this standard in the Spanish universities.

The second aspect was about the structure of the HEI in Tunisia. The Tunisian participants presented the structure of their universities and the current status of the governance. The participant from Sfax stressed the fact that the University of Sfax implemented a Governance Committee to monitor the state of the governance implementation in their institutions.

The third aspect is the most interesting one. It was about how the standard recommendations can be applied at Tunisian universities. Different activities and exercises were proposed by the animators to better understanding the status of the Tunisian partners and what are the first steps needed towards IT Governance.

In the following we detail the feedbacks of the participants in terms of the ideas that can be imitated and the difficulties that can be encountered.

1.1. Interesting and imitated ideas

The deans appreciated the idea of the creation of a Government Team of each institution. This idea is an alignment with the policy of the University of Sfax in term of governance. In fact,



after the visit, the existing governance and information systems committees of University of Sfax recommend the implementation of a Government Team in each institution.

The participants appreciated also the idea of creating a Strategy Committee to design strategies about IT. After the visit, each dean created a Strategy Committee in its institution. A first meeting of these committees was organized.

The idea of creating an IT portfolio was highly appreciated and the strategy committees will take steps to implement it.

1.2. Aspects difficult to replicate

The participants identify some difficulties for the implementation of the ITG framework in their institutions:

- It is necessary in the Tunisian context to integrate in the Governance Committee some responsible from the management level. The actual governance in Tunisia is based on collaboration between all levels (governance, management, and operations).
- Through the visit, the participants understood the importance of the CIO. In the Tunisian context, it is difficult to have a person with the required characteristics for a CIO (innovation, anticipation, business understanding with IT competence, etc.).
- The Government Team does not exist in the structure of the institution, which cannot be modified easily. This led to the fact that the decisions taken by this committee are not mandatory.
- The institution does not have the full control of the IT budget: for example, the ministry or the university can take budget decisions, which is not aligned with the institution strategy in term of IT.

2. Lessons Learnt during the visit and after your arrival

Through this visit, the participants learn the following:

- Discovery of a concrete implementation of the standard ISO 38500.
- Understanding the strategic role of the Government team.
- Understanding the importance of an IT Governance framework.
- Understanding the importance of the CIO.
- Understanding how to implement the concepts of IT Governance in University of Sfax.
- The deans realize the importance of IT Governance in their institutions.
- The relation between strategy, responsibility and acquisition convinced the deans of the positive effect of instauration a strategy committee to design strategies about IT.



3. Conclusion

An overview of the IT Governance process with practical examples of was shown. The discovery of a concrete implementation of the standard ISO 38500 was an important aspect for convincing the Deans of the interest of IT governance.

After the different activities during the study visits, we detect the commitment of the different participants to transfer the good practices of IT Governance presented in Almeria. Setting up a Governance Committee will improve the governance and decision-making processes in our institutions. In addition, the use of IT portfolios will improve the IT-oriented spending and the management of the priorities of our institutions.

The participants regret that the IT Governance tools were not fully presented in the work sessions.