

Information Technology Governance for Tunisian Universities (ITG4TU)

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Report on Best Practices – Almeria

University of Gabes

ITG4TU CONSORTIUM



AMENDMENT HISTORY

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1. General Explanation about the visit to UAL

The participants representing the University of Gabes:

- Saber Maroui: Assistant Professor, director of the Higher Institute of Computer Science and Multimedia of Gabes (ISIMG).
- Mehdi Khouja (Project coordinator of the University of Gabes): Assistant Professor at the Higher Institute of Computer Science and Multimedia of Gabes.
- Mohamed Ouweis Kabaou: Assistant Professor at the Higher Institute of Computer Science and Multimedia of Gabes and member of the advisory board of ISIMG.
- Makram Ben Mohamed: General secretary of ISIMG, chief of administration.

The team selected for this visit is composed of various profiles representing different levels of the institution hierarchy to convince them about the importance of IT governance and to have the commitment of top managers.

1.1. Aspects to imitate

Various aspects belonging to the six ITG principles can be imitated in our institution. These aspects include:

- Adding another level in the responsibility pyramid by including the IT governance level. In this level, the Government Team (GT) task is about making decision.
- Establishing a formal procedure to assign responsibilities.
- Disseminating in the university the importance of proper IT governance by organizing training and communication events.
- Identifying the roles and responsibilities related to ITG. This is done by creating two governance committees: A Strategy Committee and a Steering Committee.
- Choosing the CIO. The CIO should be selected based on 10 attributes namely innovation, self-awareness, anticipation and networking among others. CIO has to be part of the GT.
- Designing an IT strategy aligned with the strategy of the university. This includes designing a set of IT policies to guide decision makers.
- Establishing a methodology to select IT project. The IT portfolio is a suitable solution.

1.2. Aspects difficult to replicate

Compared to the Best practices in the University of Almeria, some aspects may be difficult to replicate when implementing the ITG. The difficulties include:

- Having a CIO dedicated to its role. It is difficult to create such a position in our institution due regulations issues. A solution could be assigning this responsibility to an existing position that could fit with the CIO features. A training phase is necessary before choosing the CIO and other staff dedicated to ITG.



- Having a dedicated budget for IT.
- Evaluating the risk.

2. Lessons Learnt during the visit and after your arrival

From the Best practices visit, various lessons were learnt and constitutes a starting point in the implementation of ITG in our institution. These lessons are:

- IT has to be governed like other resources in the university such as financial and human resources.
- The six principles of ITG that has to be included in the future framework in our institution.
- The top managers' commitment to IT governance: Rector, directors and deans have to be aware of the importance of ITG in the university.
- Assigning responsibilities to the right persons.
- The communication protocol that has to be established between the GT, the different committees and the others levels of responsibility namely the management and the operational.
- An IT strategy has to be designed by the Strategic Committee.
- Creating an IT portfolio for the IT projects in our institution.

3. Conclusion

From one hand, implementing ITG will make revolutionary changes in our institution. First, ITG will change the attitude of our university in relation to IT from a self-sufficient university to a co-operating one or in the best case to a front-runner university. Then, ITG will increase the level of maturity of strategic planning at our university from the initial level to a more optimized one. The different levels of responsibility will be established. ITG will give our institution the procedures and the tools to change the perception of IT among university members from a narrowed technological view to a more strategic one.

In the other hand, some difficulties may occur when implementing the ITG framework. These difficulties are mostly related to regulation issues in Tunisia such as creating a new CIO position or having a dedicated budget