Information Technology Governance for Tunisian Universities
(ITG4TU)

Report on Best Practices – Berlin

University of Gabes, Tunisia

ITG4TU CONSORTIUM

AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	27 nov 2017	Mehdi Khouja	Initial Version
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1. General Explanation about the visit to SRH Hochschule Berlin

The participants representing the University of Gabes:

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- Mohamed Ouwais Kabaou: Assistant Professor at the Higher Institute of Computer Science and Multimedia of Gabes and member of the advisory board of ISIMG.
- Lotfi Tlig: Assistant Professor at the Higher Institute of Computer Science and Multimedia of Gabes and Head of Web department.

1.1. Aspects to imitates

1.1.1. ITG in education in SRH Berlin
In SRH Berlin, ITG is included in two studies programs: The bachelor of science in business information systems (ITG Governance and Technological Foresight) and the M.A in international management. This is good practices to consider when developing the training material for Tunisian students.

1.1.2. ITG infrastructure in SRH Berlin
SRH Berlin has an IT infrastructure that offers different services to the community. These services include:

- Web mail system.
- Moodle: This service is integrated with the administrative process. It offers plagiarism detector functionality.
- Room booking system: This service is connected to display equipment all over the campus to show the rooms occupation.
- TANDEM: A service for building team for language learning.
- Alumni system.

1.1.3. kTI application
kTI application is a good practice to use when dealing with IT asset in the university. This tool incorporates the process of ITG: definition of the best practices, maturity level and proposition of an action plan to move to the next level in ITG.

1.2. Aspects difficult to replicate
The first aspect that is difficult to replicate is the creation of the CIO position. In fact, in German universities, this position was created by assigning this responsibility to an ITG professor with motivation via incentives. In Tunisian universities, it is difficult to create such a position due to lack of autonomy in recruiting and in finance. Hence, the second aspect to replicate is a budget allocation for IT governance support.

2. Lessons Learnt during the visit and after your arrival

During the visit various lessons were learnt:

- Convincing the top managers: Top managers must be convinced of the importance of ITG in the university. An effective way to reach this purpose is to create committee capable of defining IT problems to decision-makers in a manner to show the danger of not dealing with IT issues.
- Controlling IT issues implies controlling money
- Assigning responsibilities: Top managers must delegate responsibility to the adequate people. This will help them in the process of taking decisions.
- CIO: The CIO is a key person in the process of ITG. Incentives should be considered to motivate the CIO in doing his role.
- IT laws: IT Governance should be performed in a well-defined law. In Germany, for example, there is a federal law for data protection which includes penalties for CIO. Public institutions are required to have a high level of data protection whereas private ones have not to meet such level.
- ITG Framework: ITG best practices framework was adopted as the framework for Tunisian university.
- Maturity Model: The Spanish maturity model was also adopted. Using the results from the initial assessment visit and the actual level of maturity a list of implementation actions was proposed. This list was elaborated using the kTI application. The implementation actions are:

Responsibility	• An IT Strategic Committee and an IT Steering Committee should be set up. • The importance of IT Governance in the Governance Team (GT) should be promoted. • Create a role of CIO.
Strategy	• The GT should direct the strategic planning of IT. • The GT should design a long-term programme that has the aim of implementing all the IT developments that the university needs to meet its users' needs. • The GT should design a set of IT policies, aligned with the university's strategy, that are a reference to guide those who have to make IT-related decisions in the university.
Acquisition	• Define the relationship with IT providers.
Performance	• Create and measure catalogue of IT indicators about operations and management.
Conformance	• The GT should officially assign the responsibility of being aware of IT-related legislation and the responsibility of understanding IT-related standards to a person or a group of people. • A reference catalogue should be compiled that contains the IT-related regulations and laws that affect the university, and this should be kept up to date.

	• A reference catalogue should be created that contains the IT-related standards applicable or already applied in the university and this should be kept up to date.

3. Conclusion

This visit was a good opportunity to discover ITG aspects in SRH Hochschule Berlin. The main best practices are regarding the integration of ITG in educational degree and the deployed IT infrastructure. This visit was also an occasion to manipulate the kTI application for IT Governance aspects and to establish an action plan to be implemented in the future.