

# 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

## Report on Best Practices – Berlin

**University of Manouba**

*ITG4TU CONSORTIUM*



### ***AMENDMENT HISTORY***

<b>Version</b>	<b>Revision</b>	<b>Date</b>	<b>Author</b>	<b>Modification</b>
1	0	20/11/2017	Youssef BEN HALIMA	Initial Version
1	1	22/11/2017	Walid CHAKER	Revision 1
1	2	24/11/2017	Mohamed FARAH	Revision 2
2	1	26/11/2017	Youssef BEN HALIMA	Second Version



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## 1. General Explanation about the visit to SRH University of Berlin

The aim of the visit was to have a look on the best practices in SRH University of Berlin in terms of IT governance and to build a framework for the Tunisian Universities. The visit to SRH University of Berlin was very interesting because it was an opportunity for the Tunisian team to build for the first time the draft of the Tunisian ITG Framework which is based on the Spanish ITG Framework.

The first step was the validation of the Spanish Framework. In fact, a lot of work has been done in order to build the Spanish ITG Framework and the members of our university tried to validate each item of the framework separately.

Once the validation had been done, the team moved to the definition of the Tunisian Framework using the web site developed by CRUE.

At the end, the team of Berlin presented all the work performed in the university to assure an IT governance relatively close to the standards. The SRH University designed a new CIO for IT and invited him to create new structure for governance. The professor in charge was governing a team of 10 persons to make decisions and a team of 300 IT staff.

The Tunisian team involved in the IT governance best practice visit to Berlin was composed of the coordinator and two members:

	Youssef BEN HALIMA has a PhD in Computer Science and Coordinator of the university of Manouba for the ITG4TU Project. He is assistant professor at the Higher Institute of Arts and Multimedia of Manouba (ISAMM).
	Mohamed FARAH is PhD in Computer Science and Assistant Professor at the Higher Institute of Arts and Multimedia (ISAMM) at the University of Manouba, Tunisia. He is a permanent researcher at RIADI laboratory at the National School of Computer Science, Tunisia.
	Walid CHAKER has a PhD in computer Science and was a Member of the Scientific committee of ENSI (National School of Computer Science, Manouba). He is also a researcher at RIADI laboratory, ENSI, Manouba.



## 2. Lessons Learnt during the visit and after our arrival

SRH Berlin was introduced in a special session by Prof Vladimir Stantchev, the Managing Director for the Institute of Information Systems. The presentation took place at the SRH Start-up Lab, which is an attractive area to exchange ideas, to experiment and to relax, in order to support students in developing their entrepreneurial personalities.

Prof. Vladimir presented the masters programs offered by the university especially the master's program "International Management" which is among the top 10 accredited Master's programs in Germany. Learning activities include Technological Foresight, Information systems and IT Governance. The university promotes new learning strategies like blended learning and flipped classrooms. It also tries to maintain a time ratio of 60% as self-work by students and 40% as contact/support/feed-back sessions with teachers and professionals.

In terms of IT-governance, Prof. Vladimir referred to the good-practice framework COBIT and explained that governance needs precise role assignment (with separate duties) and some extra budget. He informed us that IT managers in SRH Berlin get additional compensation. In an interesting discussion that followed about the situation in our universities in Tunisia, he explained to us that not making decisions in some critical cases is often a very bad decision. Prof. Carlos, from Spain, added how in his university, a bad decision was taken one day to not increase the network capacity, and how few years later, the IS which manages online registration crashed when 40.000 students tried to register on the same day.

During the stay, we have also discussed various issues. Hereafter some of them:

- The main point that should be undertaken before speaking about ITG is fixing an ITG team and a CIO. Otherwise, it would be difficult to deal with best practices for ITG. This CIO has to be an ITG specialist who is able to efficiently manage an IT staff. The main role of such a specialist is to propose and prioritize IT projects to be discussed with decision makers.
- CIO has to be a good storyteller, in order to show the fears, the threats and the problems that are facing the university. He should also be able to propose solutions to these problems using IT projects.
- When talking to decision makers, CIO has to talk about IT issues without using technical terms that are not commonly used.
- We should also be able to fix accountability of people of the IT staff.
- It is also important to settle an IT Governance team at the UMA, composed of the Dean, the University Council members, the Directors of the various institutions, as well as the CIO.
- Controlling IT means providing IT and consuming IT.
- Stakeholder should clearly differentiate between quality evaluation which is efficiency oriented and auditing which is mainly thought as control.



- When thinking about putting MOOC courses, deciding whether to choose open source solutions such as moodle and reserved ones should be fixed when defining requirements in the ITG strategic plan.

### 3. Conclusion

The visit was very beneficial in term of learning how to adapt the Spanish framework to obtain the Tunisian framework and how to evaluate the maturity level of the university based on the ITG Spanish maturity Model called ITG4U.

In another way, it was very beneficial to learn about the IT governance in the SRH Hochschule of Berlin and how they choose an excellent professor to be the leader of IT Governance and to lead the school in their IT decisions.