

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 – Halden

University of Gabes, Tunisia

ITG4TU CONSORTIUM



AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	17 May 2018	Mehdi Khouja Ouweis Kabaou Lotfi Tlig	Initial Version



CONTENTS

1. General Explanation about the visit to Østfold University College, Halden.....	1
1.1. Aspects to imitates:.....	1
1.2. Aspects difficult to replicate:	1
2. Lessons Learnt during the visit and after our arrival	1
3. Conclusion	2



1. General Explanation about the visit to Østfold University College, Halden

The participants representing the University of Gabes:

- 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.
- 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:

- The CIO role in the university organization:
The CIO role is very important in the university organization. In fact, the ICT department support the two university campuses. ICT employees are divided into various serves namely: IT operations, Archive and marketing and communications.
- The support of the ministry:
The ministry is supporting IT governance in HEIs in Norway via two important departments:
 - UNIT - Facilitating joint services for administrative tasks, education, and research for HEIs
 - Uninett - runs and develops Norway's research and education network
- Having an ICT strategy in HEI:
The Ministry designed a strategic guideline: «Digitalisation strategy for the higher education sector 2017-2021».

1.2. Aspects difficult to replicate:

Regarding the situation of IT governance in OUC, some aspects are difficult to replicate at the University of Gabes:

- Recruiting employees dedicated to ICT and ICT governance: This aspect will be difficult to replicate due to financial and legal issues.
- Having a dedicated budget to an ICT department.

2. Lessons Learnt during the visit and after our arrival

During this visit, the team have noticed the importance of IT governance in the OUC. This was mainly visible through internal and external support for governing IT in the university.



Participants from University of Gabes, and other universities, were welcomed by Ricardo Colomo-Palacios, as a representative of OUC. They had the opportunity to meet with the CIO, who explained in detail the OUC operation, the Rector Hans Andreas Blom who explained the OUC governance structure, its studies and infrastructure, the Research Director Trine Eker Christoffersen who presented the main studies and new lines of research, and the IT Dean Harald Holone who specified more about IT studies and research.

Another lesson learnt is regarding the awareness about the importance of ITG in the university. The president, the dean and all the decision makers are trying to promote the governance of the university and especially the IT assets.

3. Conclusion

The Visit to OUC was an opportunity to know the situation of IT Governance in Norway and especially at the OUC. The existing of national legislation as well as the awareness from decision makers about the importance of ITG are two important aspect noticed during this visit. Another aspect crucial aspect to enhance IT governance is the availability of financial and human resources to develop this aspect in public institutions.