

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 Sfax

ITG4TU CONSORTIUM



AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	13 May 2018	Ismail Bouassida	Initial Version
1	1	24 May 2018	Ismail Bouassida	Typo revision
1	1	24 May 2018	Slim Kallel	Typo revision



CONTENTS

1. General Explanation about the visit to Hogskolen I Østfold University.....	1
1.1. Interesting and imitated ideas	1
1.2. Difficulties.....	2
2. Lessons Learnt during the visit and after your arrival	2
3. Conclusion	2



1. General Explanation about the visit to Hogskolen I Østfold University

Three participants represented the University of Sfax:

- Ahmed Ben Arab: Chief Engineer at 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.
- Mariam Chabanne: Assistant Professor in Computer Science at the High Institute of Computer Science and Multimedia of Sfax.

This representation was selected to fulfill the goal of convincing decision makers of the pertinence of the IT governance 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 Hogskolen I Østfold University best Practices in IT. In this activity, the participants attend to presentations of the Rector Hans Andreas Blom, and Research Director of Hogskolen I Østfold University, Trine Eker Christoffersen. The Dean of Computer Science Department, Harald Holone, presented also aspects related to ITG.
- The second aspect was about the governance framework for University of Sfax. The European participants presented remarks about the framework.
- The third aspect was the presentation of the CIO of Hogskolen I Østfold University.

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 participants appreciated the presentations of the Rector, Research Director of Hogskolen I Østfold University and the Dean of Computer Sciences Department. These presented ideas are coherent with the policy of the University of Sfax in terms of governance.

The participants appreciated also the ideas presented by the CIO of Hogskolen I Østfold University that will help to design strategies about IT.

The feedback about the governance framework for University of Sfax was presented and improvement were recommended.



1.2. Difficulties

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

- Through the visit, the participants understood the importance of the CIO in the context of the University of Sfax.
- The institution does not have the full control of the IT budget.
- Designing a long term or midterm strategy can be difficult to monitor from the European side within the time remaining in the project.

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 concepts learnt.
- Understanding more the importance of the CIO and its related activities.
- The steps that can be implemented to ensure better maturity level for university of Sfax.

3. Conclusion

After the different activities during the study visits, we detect the commitment of the different participants to implement the recommended actions presented in Halden.