Information Technology Governance for Tunisian Universities
(ITG4TU)

Report on Best Practices – Palma

University of Sfax

ITG4TU CONSORTIUM

Information Technology Governance for Tunisian Universities

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AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	3 Oct 2018	Ismail Bouassida	Initial Version
1	1	3 Oct 2018	Slim Kallel	General Explanation and Lessons Learnt sections
1	2	4 Oct 2018	Ismail Bouassida	Typos correction

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1. General Explanation about the visit to UIB

Three participants represented the University of Sfax:

- Ahmed Hadj Kacem: Professor in Computer Science and Dean of the Faculty of Management and Economics of Sfax
- Ahmed Ben Arab: Chief Engineer at University of Sfax.
- Slim Kallel: Associate Professor in Computer Science at the Faculty of Management and Economics of Sfax and member of the Governance committee in the University of Sfax.

This representation was selected to fulfill the goal of convincing decision makers of the pertinence of the IT governance in HEI in the University of Sfax. The positions of the participants give good opportunities for applying ITG principles in the University of Sfax.

The activities of the study visits were devoted in three aspects:

- The first aspect was the presentation of dFogIT (detailed Framework of Governance for Information Technology). The previous situation of governance in UIB was presented. How this situation was changed and the principles of ITG were applied.
- The second aspect was about the good ITG in (a public instruction) UIB in practice. The matrix of IT Governance maturity and the key principles of good governance were detailed and discussed with the Tunisian participants.
- The third aspect is the most interesting one. It was about Sustainability of ITG in UIB presented by Prof. Carlos Juiz.

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 idea of dFogIT and how dFogIT was applied in UIB. This presentation and the discussion about the advantages of dFogIT encouraged the Tunisian participants to be more confident about implementing the principles of ITG in their Universities especially University of Sfax (Faculty of Management and Economics of Sfax).

The discussion about the limitations that can appear when implementing the governance framework was beneficial. This discussion will help the Tunisian participants to avoid such limitations.

The participants identified the reasons for building the dFogIT framework
- No IT governance process, structure or communication
- Outsized power of IT management in IT decision-making
- CIO and CTO roles not clarified
- Absence of reporting, control and accountability

- Lack of confidence in IT assets and IT staff on the part of the board
- No strategy for IT, just short-term tactics
- IT investment based on cash-flow availability for infrastructure
- Architecture decisions based on IT staff knowledge, not user interests or institutional strategy is considered
- No consideration for compliance, which is different from technical issues
- No participation by users, IT personnel, business units, board members or any stakeholder in IT decisions unlike during the survey phase of project management
- Communication with stakeholders by demand or by claim
- Non-IT departments view the IT staff as an obstacle of their mission

1.2. Aspects difficult to replicate

The participants identify that there are some difficulties to apply these best practices:

- The institution does not have the full control of the IT budget
- Separating the operation, management and governance levels are not the same as UIB due to the Tunisian context.

2. Lessons Learnt during the visit and after your arrival

Through this visit, the participants learn the following:

- dFogIT (detailed Framework of Governance for Information Technology)
- Good IT Governance in (a public instruction) UIB, specially the matrix maturity and the indicator table.
- Sustainability of ITG especially how after 2013 the enhancement of ITG is done
- The reasons for building the dFogIT framework

3. Conclusion

An overview of the dFogIT framework with some examples were presented. The implementation of this framework in UIB was also detailed. Why this framework is required, and its advantages are also discussed.

After the different activities during the study visits, we detect the re-commitment of the different participants to transfer the good practices presented in Palma.

The deployment of the defined ITG framework will consolidate the governance and decision-making processes in our institutions.