



Minutes

Progress of the Project Information Technology Governance for Tunisian Universities (ITG4TU) Higher Institute of Multimedia Arts of Manouba
University of Manouba



Manouba, 19 January 2018

Evidence 1 - Minutes

Subject: Creation of the Strategic Committee for IT Governance at the Manouba ISAMM

Presents:

Pr. Sami Faiz	Director of ISAMM
Dr. Youssef BEN HALIMA	Director of scholarships and Internships and Vice-Director of ISAMM
Pr. Imed RIADH FARAH	Professor / Member of the ITG Committee
Dr. Yemna SAYEB	Assistant Professor/ Member of the ITG Committee
Dr. Mohamed FARAH	Assistant Professor / Member of the ITG Committee
Mohamed DAKHLI	IT Services

Following the meeting held on January 19, 2018 at 10:00, chaired by the Director of the Superior Institute of Multimedia Arts of La Manouba in which were present the administrative and educational leaders mentioned above.

As part of the project entitled "Information Technology Governance for Tunisian Universities" (ITG4TU-ERASMUS +), it was agreed at this meeting to create a strategic committee for IT governance within the ISAMM whose members are:

- Pr. Sami Faiz
- Dr. Youssef BEN HALIMA
- Pr. Imed RIADH FARAH
- Dr. Yemna SAYEB
- Dr. Mohamed FARAH
- Mohamed DAKHLI

The main role of the Strategy and Steering Committee can be summarized as follows:

- Define the strategic role of IT in the school and determine accordingly the level of funding needed to achieve the desired objectives,
- Make clear decisions on funded and / or unfunded IT initiatives,
- Decide which IT functionalities should be centralized and developed by the institution,
- Leading decision-making on: compromises between security and confidentiality on the one hand and convenience on the other hand
- Designate a sales manager, each IT project whose main task is to direct and follow the commercial measures.



Minutes

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Evidence 2 - Minutes

Subject: Definition of the role of Chief Information Officer / Chief Information Officer (CIO) at the Manouba ISAMM

Presents:

Pr. Sami Faiz	Director of ISAMM
Dr. Youssef BEN HALIMA	Director of scholarships and Internships and Vice-Director of ISAMM
Pr. Imed RIADH FARAH	Professor / Member of the ITG Committee
Dr. Yemna SAYEB	Assistant Professor/ Member of the ITG Committee
Dr. Mohamed FARAH	Assistant Professor / Member of the ITG Committee
Mohamed DAKHLI	IT Services

Following the meeting held on 17 April 2018 at 10:00, chaired by the Director of the Superior Institute of Multimedia Arts of Manouba in which were present the administrative and educational leaders mentioned above.

Within the framework of the project entitled: Information Technology Governance for Tunisian Universities (ITG4TU-ERASMUS +), it was agreed at this meeting to define the responsibilities, the role and the tasks should be performed by the first IT manager of the establishment, namely the Director of the Information System (CIO).

The Director of the Information System appointed at this meeting is Mr Mohamed DAKHLI. Indeed, the responsibilities granted to the IOC reside in the fact:

- to identify technological problems and risks,
- Define plans, strategies and initiatives to meet the needs of the company,
- Prioritize initiatives,
- Build an IT organization focused on good governance,
- Effectively manage the budget and IT costs,
- Use technology to bring about positive change in organization, productivity and other important goals for the company.



Minutes

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Evidence 3 - Minutes

Subject: Follow-up of the planning of implementation actions of the IT Governance Framework at the Manouba ISAMM

Presents:

Pr. Sami Faiz	Director of ISAMM
Dr. Youssef BEN HALIMA	Director of scholarships and Internships and Vice-Director of ISAMM
Pr. Imed RIADH FARAH	Professor / Member of the ITG Committee
Dr. Yemna SAYEB	Assistant Professor/ Member of the ITG Committee
Dr. Mohamed FARAH	Assistant Professor / Member of the ITG Committee
Mohamed DAKHLI	IT Services

Following the meeting held on May 2, 2018 at 10:00, chaired by the Director of the Superior Institute of Multimedia Arts of Manouba in which were present the members of the strategic and steering committee of the IT Governance of the ISAMM of Manouba .

As part of the continuity of activities carried out and those not yet completed, this meeting was the subject of planning the rest of the activities plan in the project entitled: "Information Technology Governance for Tunisian Universities" (ITG4TU-ERASMUS +). Some activities were re-planned at the beginning of the 2018-2019 Academic Year. Others are in progress. It was agreed at this meeting to define, plan, organize and promote IT governance in University institutions related to the University of Manouba through the following actions and activities:

I. Activity related to responsibility :

-) The importance of IT Governance in the GT should be promoted.

II. Activities related to performance :

-) The GT should know what human resources are available, what occupational roles there are at all times and what human potential is available to undertake new IT initiatives, avoiding overloads.
-) The GT should design a policy that reflects the expected performance of university processes that are IT-based?
-) The GT should promote the design of a procedure to analyse the satisfaction of various stakeholders with relation to the university's IT-based services in operation.
-) The GT should regularly analyses user requirements.
-) The GT should devote enough resources to maintain a high level of satisfaction in user groups related to the service with regard to performance of IT-based services.

III. Activities related to human behavior:

-) Everyone needed to complete the IT activity should take part.
-) Offer technical training and teach the people participating in IT projects how the services work.



Minutes

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Evidence 4 - Minutes

Subject: ISAMM Strategic Plan

Presents:

Pr. Sami Faiz	Director of ISAMM
Dr. Youssef BEN HALIMA	Director of scholarships and Internships and Vice-Director of ISAMM
Pr. Imed RIADH FARAH	Professor / Member of the ITG Committee
Dr. Yemna SAYEB	Assistant Professor/ Member of the ITG Committee
Dr. Mohamed FARAH	Assistant Professor / Member of the ITG Committee
Mohamed DAKHLI	IT Services

Following the meeting held on May 9, 2018 at 10:00, chaired by the Director of the Superior Institute of Multimedia Arts of Manouba in which were present the members of the strategic and steering committee of the IT Governance of the ISAMM of Manouba .

The steering committee has decided the following IT strategic plan:

SWOT ANALYSIS

<p>STRENGTHS</p> <p>The Institution delivers mainly IT curricula Many professors are experts in digitalization processes Many companies signed agreements with the institution</p>	<p>WEAKNESSES</p> <p>IT Strategic Plan not defined Immature governance model IT Infrastructure age and capacity Lack of metrics</p>
<p>OPPORTUNITIES</p> <p>Changing technology (Cloud, Mobile, Storage Needs, Network, Compute capability, Big data) Partnering Research Computing Institute</p>	<p>THREATS</p> <p>Conflicting and changing priorities Cyber-attacks increasing Regulatory changes and complexities Exponential growth in HPC environment</p>

Business objectives:

1. Digitalize all student, professor and administrator services
2. Accelerate the use of e-learning tools in the institution
3. Deliver the highest quality of services
4. Encourage partnerships in IT projects
5. Foster and stimulate innovation and entrepreneurship
6. Secure all IT accesses and sites
7. Elimination of redundant and duplicate services