

Information Technology Governance for Tunisian Universities (ITG4TU)

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Report on Best Practices – Halden

University of Tunis El Manar

ITG4TU CONSORTIUM



AMENDMENT HISTORY

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1	1		Abdelaziz ABDELLATIF	Improvements
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1. General explanation about the visit to Halden

From 7th to 11th May, the ITG4TU consortium, mostly with the internal team formation, visited the Høgskolen i Østfold - Østfold University College (OUC) on the score of study Best Practices on IT Governance. The aim of the visit is to know firsthand a real case study about a governance framework implantation based on ISO 38500 standard.

Participants from University of Tunis El Manar University, and other universities (University of Gabes, University of Sfax and University of Manouba), 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.

The visit of Halden was also very interesting because it was an opportunity for the invited team to finalize the draft of the Tunisian framework that was based on the Spanish ITG framework. Furthermore, the attendants from Tunis El Manar University took advantage of the visit to work on the framework to be applied in their university and the current status of their IT governance. EU partners review their document already sent and gave some improvement recommendations. They could also prepare some deliverables related to dissemination activities and to sustain it in the future. Different activities and exercises were proposed by the animators to better understanding the status of the project and what are the first steps needed towards its completion.

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

- Samir MOALLA: PhD in computer science and Coordinator of the Tunis El Manar University for the ITG4TU Project.
- Abdelaziz ABDELLATIF: PhD in computer science - computer science Department - Faculty of Science of Tunis and Member of the Tunis El Manar University for the ITG4TU Project.
- Nouredine AMDOUNI: Dean of the faculty of the Sciences of Tunis, Professor at the faculty of the Sciences of Tunis



2. IT Governance

Jørgen Grønland – as a CIO, gave some key numbers and services, he explained the IT Governance in Higher education institutions in Norway and especially in at Østfold University College.

1. IT operations at Østfold University College – some key numbers and services

The Østfold University College contains 7000 students, 550 employees and 2 campuses in the cities of Halden and Fredrikstad

The IT organisation is composed of ICT-department supporting the 2 campuses headed by the CIO it contains three axes : the first one is IT operations with 24 employees and 4 apprentices responsible of IT operations and Helpdesk, the second is The Archive with only 3 employees and the third one is Marketing and communications with 5 employees responsible for Marketing in general, and studies particularly and Web and social medias.

The IT Operation - Key expertise and core services concerns: Client operation, Network, Servers, Information security, Storage and backup, Printing, Support/HelpDesk, Audio/video setups for lecture halls and classrooms and Communications and email.

IT infrastructure contains 500 laptops, 90 % are running windows, 100 workstations (classrooms and public areas, 100% running Windows), 25 physical servers (Running 100 virtual machine, 50 windows, 50 linux)

The capacity of Storage is about 50 TB and the Backup is done on 40 TB Disc and 60 TB on Tapes, the Replication, off-site is about 60 TB Disc.

The budget of IT is about 3.5 million euros, 50 % for salaries, 25 % for investments and near 25 % for running operations.

In the university Many core services hosted and operated inhouse like Storage, Backup, Email But more and more cloud for Office 365, LMS and Digital exams and assessments.

Students demand more personalized services and fewer platforms. They want «everything in one place» e.g.: Students want their time schedules to Be personalized and to Contain all information about upcoming lectures and tutorials, name of the lecturer, the topic to be taught, relevant literature and so on.

Employees demand Services on higher level, «not enough with the basics» they ask for Support and training in digital tools and techniques for use in teaching and lecturing (Advanced use of Office 365, flipped classroom, advanced collaboration etc, Screencasting, Recording and streaming of lectures etc), for Lab-support and finally for Tools and support for Processing of sensitive personal data.



2. IT Governance in HEIs in Norway

The Main Actor for IT Governance in Norway is Ministry of Education and Research with 21 state universities and university colleges and it is the Main funder - about 90% of total budget (64 of 70 million euros) for Østfold University College.

There is 2 important departments at the Ministry of Education and Research :

- The UNIT - Facilitating joint services for administrative tasks, education, and research for HEIs.
- Uninett - runs and develops Norway's research and education network : Delivering secure, high capacity networking to all Norwegian universities and univeristy colleges for 25 years

Figure 1 shows how the Network is setup in Norway and the quality of connexion between universities.

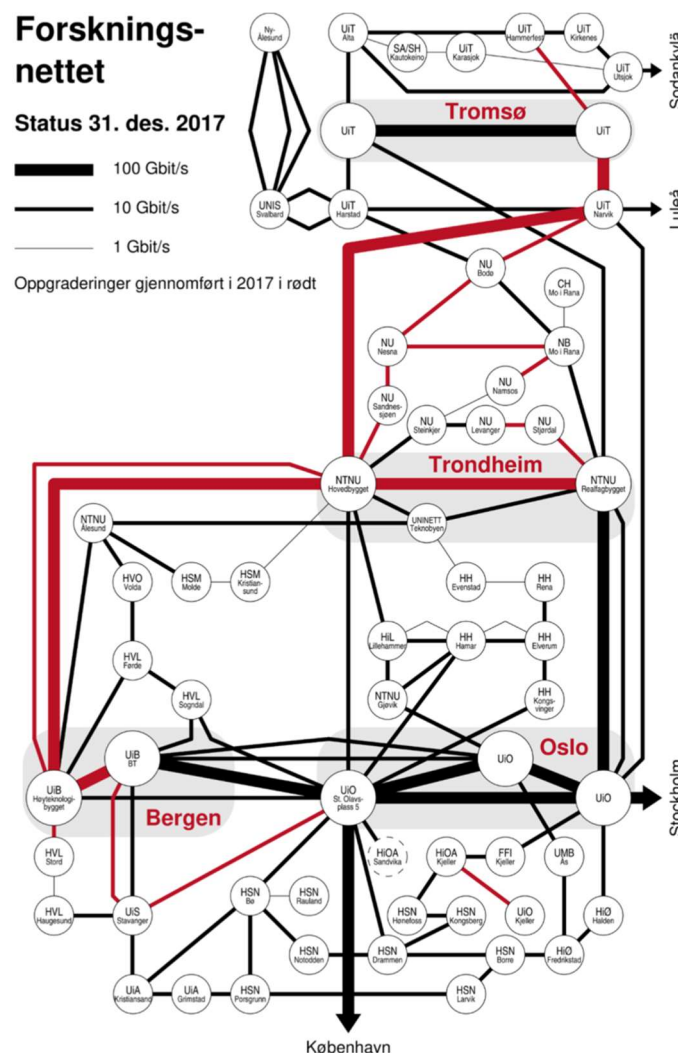


Figure 1 : Network Connection in Norway



The Ministry gives strategic guidelines, most current – «Digitalisation strategy for the higher education sector 2017-2021». The most relevant strategic objectives are :

- «Digitalisation is a tool for making fundamental changes to the processes, content, and forms of work that can put the sector in a better position to achieve the goals of education and research: high quality and relevance, and access to education for all»
- «The sector has effective infrastructure solutions and has developed a number of joint services for administrative tasks, education, and research. Nevertheless, there is significant potential for further efficiencies and improvement in quality by exploiting existing and new ICT solutions»

The Ministry has strong emphasis on digitalization and the use of ICT to operate more efficient and deliver higher quality services and access to education for all

3. IT Governance at Østfold University College

IT supports the main strategy and operations of the University College

The CIO's responsibility to plan and conduct the guidelines and other requirements issued by the Ministry and to report to the CEO. There is a frequent coordination meetings between Rector and chief officers and Rector is the head of the steering groups for larger projects, such as the digitalization of campus project.

For budgeting and priorities, we note that from October to December, the budget and the main activities are processed for upcoming year. Rector and chief officers coordinates, prioritize and plans based on the The strategy of the University College, the Needs and wants from faculties and the Guidelines and demands from authorities. And Finally The University College board concludes.

For the upcoming two years the university plan for More standardisation, both on hardware and software, Establish and conduct yearly user feedback surveys, Move more services to the cloud, Expand partnerships and collaboration with other HEIs in Norway, Expand collaboration with the research and studies administrations, Establish higher level services for students and employees. This will enable the university to Respond to the Ministry's guidelines, have the capacity to understand, respond and deliver on new user demands and Keep evolving and keep IT operations relevant and inhouse.

3. Lessons learnt during the visit and after our arrival

We can retain from our visit to the Høgskolen i Østfold – Østfold University College (OUC) the following points:

- The deans realize the importance of IT governance in our institution.



- The relation between strategy, responsibility and acquisition convinced the deans of the positive effect of instaurating a strategy committee to design strategies about IT.
- Understanding the strategic role of the Government team.

4. Conclusion

The Ministry of higher education in Norway give guidelines for universities to follow, the universities decides of the budget and the facilities to achieve those guidelines. They have a CIO and they plan the strategies of the university together. All the IT team and infrastructure are implemented to ensure the success of the IT governance in Norwegian universities.