

Information Technology Governance for Tunisian Universities (ITG4TU)

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Co-funded by the
Erasmus+ Programme
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GOVERNANCE FRAMEWORK DEPLOYMENT TUNIS EL MANAR UNIVERSITY

ITG4TU CONSORTIUM



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Governance Framework Deployment TUNIS EL MANAR

University

Version 1.1

AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	10 Sept 2018	Samir MOALLA	Initial Version
1	1	15 Sept 2018	Abdelaziz ABDELLATIF	Typo mistakes



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1. Introduction

Following meetings with our European partners during the progress of the ITG4TU project, we will start improvement actions for the implementation of the Tunis el Manar University framework. This document details the deployment plan of the improvement actions.

2. Deployment Plan

2.1. Current situation of the execution plan

The following table present the difference between the planned date of the ITG actions and the status.

Principles	Actions	Start	End	Status
Responsibility	An IT Strategic Committee and an IT Steering Committee should be set up.	01/2018	02/2018	Realized
	It should be understood that IT governance is the responsibility of the GT	03/2018	12/2018	Ongoing
	The CIO should take part in preparing strategic plans.	03/2018	12/2018	Realized
	The GT should direct the strategic planning of IT.	03/2018	12/2018	Ongoing
	The GT should ensure that representatives of all IT users and managers participate in the IT Steering Committee	03/2018	12/2018	Ongoing
	The GT should decide which IT assets must be monitored centrally and which ones must be delegated	03/2018	12/2018	Ongoing
Strategy	The GT should plan IT acquisitions in a timely manner and include them in the next year's budget.	05/2018	12/2018	Ongoing
Acquisition	A single, centralized cost center should be set up to carry out the university's main IT investments.	05/2018	07/2018	
	The GT should design a procedure that allows IT to clearly and accurately measure the university's expenditure on IT (at least the centralized costs).	09/2018	12/2018	Ongoing
	The GT should design and publish a policy that provides guidance on different types of supplier relationships.	09/2018	12/2018	Ongoing



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	06/2019	07/2019	Ongoing
	The GT should design a policy that reflects the expected performance of university processes that are IT-based.	07/2018	10/2018	Ongoing
	An IT Strategic Plan should be designed that is aligned with the university's overall strategy or the IT strategy should be included in the overall strategy	09/2018	10/2018	Ongoing
	The GT should promote the design of a procedure to analyze the satisfaction of various stakeholders with relation to the university's IT-based services in operation.	10/2018	12/2018	Ongoing
	The GT should regularly analyze user requirements	06/2018	12/2018	Ongoing
	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	06/2018	12/2018	Ongoing
	Conformance	A reference catalogue should be compiled that contains the IT-related regulations and laws that affect the university, and this should be kept up to date.	10/2018	01/2019
The GT should officially assign the responsibility of being aware of IT-related legislation to a person or a group of people.		09/2018	10/2018	Ongoing
A reference catalogue should be created that contains the IT-related standards applicable or already applied in the university and this should be kept up to date.		12/2018	02/2019	Ongoing
The GT should regularly review the skills of those in charge of ensuring the compliance of IT regulations in the university.		11/2018	02/2019	Ongoing
The GT should officially assign to a person or group of people the responsibility of understanding IT-related standards		09/2018	10/2018	Ongoing

Table 1: Status of improvement actions



2.2. Monitoring and controlling of realized actions

The following table show the monitoring of the planned action with evidences of accomplishment of each action.

Table 2: Realized actions

Principles	Actions	Evidence	KPI
Responsibility	<ul style="list-style-type: none"> An IT Strategic Committee and an IT Steering Committee should be set up. It should be understood that IT governance is the responsibility of the GT The CIO should take part in preparing strategic plans. The GT should direct the strategic planning of IT. The GT should ensure that representatives of all IT users and managers participate in the IT Steering Committee The GT should decide which IT assets must be monitored centrally and which ones must be delegated 	<ul style="list-style-type: none"> List of members of the committee Nomination of CIO Meeting minutes for strategic plan preparation 	<ul style="list-style-type: none"> Number of meetings Number of representatives of users and managers that participate in the IT steering committee
Strategy	The GT should plan IT acquisitions in a timely manner and include them in the next year's budget.	<ul style="list-style-type: none"> IT acquisition plan 	
Acquisition	<ul style="list-style-type: none"> A single, centralized cost center should be set up to carry out the university's main IT investments. The GT should design a procedure that allows IT to clearly and accurately measure the university's expenditure on IT (at least the centralized costs). The GT should design and publish a policy that provides guidance on different types of supplier relationships. 	<ul style="list-style-type: none"> Centralized cost center document describing the calculation rules A catalogue of suppliers and suppliers' relationships 	



<p>Performance</p>	<ul style="list-style-type: none"> • The GT should know what human resources are available, what occupational roles there are always 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. • An IT Strategic Plan should be designed that is aligned with the university's overall strategy or the IT strategy should be included in the overall strategy • The GT should promote the design of a procedure to analyze the satisfaction of various stakeholders with relation to the university's IT-based services in operation. • The GT should regularly analyze 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 	<ul style="list-style-type: none"> • A catalogue of human resources • Policy for aligning University performance and IT • a comparison between the university's strategy and the IT strategy • Investigation • Report on users' requirements • Feedback from users 	<ul style="list-style-type: none"> • Number of IT indicators included in the catalogue
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<p>Conformance</p>	<ul style="list-style-type: none"> • A reference catalogue should be compiled that contains the IT-related regulations and laws that affect the university, and this should be kept up to date. • The GT should officially assign the responsibility of being aware of IT-related legislation to a person or a group of people. • A reference catalogue should be created that contains the IT-related standards applicable or already applied in the university and this should be kept up to date. • The GT should regularly review the skills of those in charge of ensuring the compliance of IT regulations in the university. • The GT should officially assign to a person or group of people the responsibility of understanding IT-related standards 	<ul style="list-style-type: none"> • Catalogue of laws and regulations • ITG standards catalogue 	<ul style="list-style-type: none"> • Number of consultations of the reference guide of IT related laws • Number of consultations of the reference guide of IT related standards.
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3. Conclusion

The ITG framework was deployed at the Tunis El Manar University. The Steering and Strategic Committee was created with specific roles. The ITG Committee assigned the CIO role to the Computer Engineer of the UTM.