

Information Technology Governance for Tunisian Universities (ITG4TU)

561614-EPP-1-2015-1-ES-EPPKA2-CBHE-JP



Co-funded by the
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of the European Union

INTERNAL ASSESSMENT ON FRAMEWORK DEPLOYMENT AT UNIVERSITY OF SFAX

ITG4TU CONSORTIUM



AMENDMENT HISTORY

| Version | Revision | Date | Author | Modification |
|----------------|-----------------|--------------|-------------------------|---------------------|
| 1 | 0 | 10 July 2018 | Ricardo Colomo-Palacios | Initial Version |
| 1 | 1 | 05 Oct 2018 | Beatriz Gómez Suárez | Sfax data |



CONTENTS

| | |
|---|----------|
| 1. Introduction | 1 |
| 2. Committee Identification | 1 |
| 3. Assessment | 1 |
| 3.1. ITG Group | 1 |
| 3.2. Model best practices | 2 |
| 3.3. Maturity Model | 3 |
| 3.4. Deployment Planning | 4 |
| 3.5. Future Plans and sustainability | 5 |
| 4. Conclusions on the deployment of the framework..... | 6 |



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Internal Assessment on Framework Deployment at University of
Sfax *Version 1.1*

TABLES

No table of figures entries found.



1. Introduction

The purpose of this document is to gather the opinion of Programme Countries experts working in the project with regards to the developments made under the umbrella of ITG4TU at University of Sfax.

This document reflects the assessment performed by the committee and can be considered as key to evaluate the overall impact of the project.

There are two kind of assessment forms for this project. The first one is devoted to assessing the technical side of the project, namely the impact of IT Governance aspects and the second one, taken from an EU Erasmus+ perspective. This document is reflecting the first viewpoint.

In what follows main aspects of this assessment are presented to be filled by programme countries committee.

2. Committee Identification

| | |
|--------------|--|
| Name: | Carlos Juiz García |
| Affiliation: | Universitat de les Illes Balears (UIB) |
| Name: | Antonio Fernández Martínez |
| Affiliation: | Universidad de Almería (UAL) |
| Name: | Ricardo Colomo Palacios |
| Affiliation: | Høgskolen i Østfold – Østfold University College |
| Name: | Vladimir Stantchev |
| Affiliation: | SRH Hochschule Berlin |
| Name: | Beatriz Gómez Suárez |
| Affiliation: | Universitat de les Illes Balears |

3. Assessment

3.1. ITG Group

| | |
|--|--|
| Is there a clear ITG structure in the institution? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> To some extent <input type="checkbox"/> No |
| Describe ITG Structure in the institution | Sfax University has created an ITG Committee focused specially on the Faculty of Economics and Management of Sfax. They have detailed the person/role involved in the team and why is this person included in the group. |



| | |
|---|--|
| Describe your main concerns about ITG structure | The Governance Team in Sfax does not cover the whole scope of the university, but it focuses on the Faculty of Economics and Management. Sfax partners emphasized the cultural and legal difficulties they have in terms of internal structures, appointment of new positions (like the CIO) and management of the IT budget. That is why they have focused just in the faculty instead of the whole university. Based on it, they have scheduled several actions in order to better spread the importance of the CIO role and its responsibilities, the design of an IT strategy plan and policies aligned with the university and a set of internal procedures and regulations regarding IT. |
|---|--|

How satisfied are you with ITG group in the project?

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

3.2. Model best practices

| | |
|---|---|
| Are adaptations to the ITG framework correctly presented and justified? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> To some extent <input type="checkbox"/> No |
| Describe your main comments model adaptations | USS has adapted the Spanish GTI4U framework to its needs and specific situation, considering the above-mentioned difficulties. They have highlighted several best practices even though it is a challenge for them to achieve these practices under their circumstances. They understand the importance of having a good IT governance, thus they have adapted the Spanish framework just to a faculty in order to set a minimum IT governance implementation and spread it to the whole university as a successful case, so they can improve the internal behaviour regarding ITG. |
| Is self-assessment correctly presented, documented and justified in the document? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> To some extent <input type="checkbox"/> No |
| Describe your main opinions about maturity self-assessment | USS documented their current situation detailing which actions are already in use, classified by each principle. They have also provided a spider net graph showing their lower level regarding ITG. |

How satisfied are you with aspects with regards to model best practices and adaptations in the project?



- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

3.3. Maturity Model

| | |
|--|---|
| Is current maturity level correctly presented and justified? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> To some extent <input type="checkbox"/> No |
| Describe your main comments on current maturity level assessment | USS has provided a table explaining their current maturity level regarding ITG. They have detailed which is their current level classified by principles and by each governance action (Evaluate, Direct and Monitor). It can be seen their lower ITG maturity level in general terms, being at level 0 in three principles and at level 1 in the other three. |
| Is maturity goal selection correctly presented, documented and justified in the document? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> To some extent <input type="checkbox"/> No |
| Describe your main opinions about maturity goal selection | Considering their situation and legal difficulties, USS has focused in improving four principles. They have detailed a list of actions in order to reach level 2 in <i>Responsibility</i> , <i>Strategy</i> and <i>Performance</i> , and level 1 in <i>Conformance</i> . This choice must be understood, not having chosen to improve the six principles, based on the difficulties previously mentioned. |
| Are actions towards the desired maturity goal correctly presented, documented and justified in the document? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> To some extent <input type="checkbox"/> No |
| Describe your main comments about | USS has analysed their possibilities in terms of resources, legal issues and engagement of stakeholders, and have provided a realistic plan with viable actions to be performed not only under the scope of this project but also beyond the life-time of this project. |

How satisfied are you with Maturity model assessment, goal and actions in the project?

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied



3.4. Deployment Planning

| | |
|--|---|
| Is there a clear planning presented in the document | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> To some extent <input type="checkbox"/> No |
| Describe Planning in the institution | <p>USS has provided a plan for the implementation of ITG in their faculty. The plan includes several sections: the first section presents a project charter detailing goals and outcomes, the scope, stakeholders, risks, and the team; the second section shows a Gantt diagram classifying each action by principle expressing its priority, responsible, deliverables and a chronogram; the third section explains the <i>Execution</i> identifying a list of actions by principle; the fourth section contains the mechanisms to <i>Monitor and control</i> the performance improvements resulting from applying the actions. They have classified several evidences and KPIs by action and principles. The fifth section contains a full <i>Risk Management</i> with its identification, analysis, impact, probability, and how to monitor control each of them. Finally, the sixth section indicates a brief list of actions to communicate the results obtained by this project.</p> |
| Describe your main concerns about planning | <p>Although the plan contains all the sections requested, due to their difficulties, some sections are little ambitious and very conservative. However, it is worth highlighting the efforts made to overcome these difficulties, being evident in various actions and activities.</p> |
| Are main actions for the principles selected correctly presented in the document? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> To some extent <input type="checkbox"/> No |
| Describe your main opinions about documentation of main actions for the principles | <p>USS has identified lists of actions classified by their four selected principles which they selected to improve. Actions are based on their special situation and available resources.</p> |
| Are KPIs for the main actions for the principles selected correctly presented in the document? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> To some extent <input type="checkbox"/> No |
| Describe your main opinions about KPIs of main actions for the principles | <p>Several KPIs have been classified by actions and linked to some evidences. The list is short, according to their situation, but it should be better to include some more KPIs, at least in the <i>Strategy</i> principle.</p> |
| Is Risk Management presented and explained in a good way (Including identification, analysis, monitoring, management and control)? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> To some extent <input type="checkbox"/> No |



| | |
|---|---|
| Describe your main opinions about Risk Management of main actions for the principles | A full <i>Risk Management</i> section has been included by USS team. They have identified them, regarding their situation, and have provided a classification showing the impact, the probability of appearance, and how to monitor and control each of them. |
| Is Communication and Project Marketing presented and explained in a good way (Including communication plan, target groups, communication needs and key messages)? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> To some extent <input type="checkbox"/> No |
| Describe your main opinions about Communication and Marketing of main actions for the principles | USS team has provided a brief list of actions to perform in order to communicate their results regarding this project. In general terms, they have focused in social events and in actions related to disseminate the results. Taking into account their initial situation regarding ITG, it is a good starting point to dedicate the efforts in disseminating and communicating the objectives achieved as a success story to be imitated. |

How satisfied are you with aspects with regards to planification in the project?

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

3.5. Future Plans and sustainability

| | |
|---|---|
| Is there a clear planning on next steps presented in the document | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> To some extent <input type="checkbox"/> No |
| Describe future plans and actions in the institution | USS team has provided, in a different document, a Sustainability plan including objectives, main stakeholders involved in IT governance, in general and in this project, in particular. A classification of actions based on each objective and with the involved stakeholders has been included too. |

How satisfied are you with aspects with regards to future plans in the project?

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied



4. Conclusions on the deployment of the framework

The University of Sfax team has provided several documents, throughout the duration of the project, showing their engagement in this project, in general terms, and their wish to improve their IT governance situation, particularly. Specifically, they have carefully studied their situation and elaborated a plan of actions based on it. That can be seen in the documents regarding the development of the project, the deployment of the actions until the end of the project, and the list of actions planned to be performed beyond the life-time of this project, to sustain both the project and their progress regarding IT governance.

USS emphasized their specific problems and risks related to legal and administrative issues from the beginning of this project, which has not meant an impediment in the realization of the activities. On the contrary, for them it has been a challenge to overcome them and a specific planning to defeat all these basic imposed difficulties. It is for all that brevity and conservatism are reflected in the selection of their actions. In fact, a report explaining their current situation regarding the planned activities and those scheduled beyond the project has been provided.

As a conclusion, the University of Sfax has made great efforts to match the minimum level required, showing all the time the engagement and involvement of their leaders and people occupying organizational decision positions. Under this scope, they have restricted the area of application to thereby show it as a case of success and evolution in terms of IT governance, to change the behavior of the entire organization.