Information Technology Governance for Tunisian Universities
(ITG4TU)

INTERNAL ASSESSMENT ON FRAMEWORK DEPLOYMENT AT UNIVERSITY OF GABES

ITG4TU CONSORTIUM

AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	10 July 2018	Ricardo Colomo-Palacios	Initial Version
1	1	04 Oct 2018	Beatriz Gómez Suárez Belén Bermejo	Gabes data

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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 Gabes.

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

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Name:	Beatriz Gómez Suárez
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3. Assessment

3.1. ITG Group

Is there a clear ITG structure in the institution?	☐ Yes ☒ To some extent ☐ No
Describe ITG Structure in the institution	The ITG team was created. UGB also created an ITG Strategic Committee and an ITG Steering Committee. They also created the figure of the CIO in UGB.
Describe your main concerns about ITG structure	Although the structures are created, UGB is still promoting the importance of IT governance internally in

	the ITG team. Furthermore, there are several strategy actions to be done as direct the strategic plan of IT by the new ITG team, design a long-term program regarding IT in UGB, and design a set of IT policies aligned with their needs and specific situation.

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?	☒Yes ☐ To some extent ☐No
Describe your main comments model adaptations	UGB has provided a set of best practices extracted from the Spanish GTI4U framework, classified by the six principles, and adapted to their specific needs.
Is self-assessment correctly presented, documented and justified in the document?	☒Yes ☐ To some extent ☐No
Describe your main opinions about maturity self-assessment	UGB describe their current situation classifying, by the six principles, the existing best practices already in use in its institution. They also provide as an annex the detailed questionnaire, a table indicating the current percentage already achieved by each principle and a spider net graph to better show their current situation 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?	☒Yes ☐ To some extent

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	☐No
Describe your main comments on current maturity level assessment	UGB has provided a detailed table indicating their current level regarding several aspects, classified by the six principles and the three actions (Evaluate, Direct and Monitor). Concretely in their institution, the current level of ITG is very low, being three principles in the level 0 and the other three in the level 1.
Is maturity goal selection correctly presented, documented and justified in the document?	☐Yes ☒ To some extent ☐No
Describe your main opinions about maturity goal selection	UGB shows a desired maturity goal selection based on the improvement of 5 principles, leaving *Human Behaviour* principle without improvement. It should be better to at least try to increase one level of each principle.
Are actions towards the desired maturity goal correctly presented, documented and justified in the document?	☒Yes ☐ To some extent ☐No
Describe your main comments about	UGB has provided a table of actions to be planned to achieve their goal. It would have been nice to explain why they made that decision and selected those principles.

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	☒Yes ☐ To some extent ☐No
Describe Planning in the institution	UGB planning is divided in six steps: the first step *Initiating* aims to obtain the engagement of the leaders of the organization; the second step *Planning* explains in detail the relevant stakeholders, the purpose of the activities, the proposed start and end date, the deliverables, the benefits and the risks; the third step *Execution* shows a table indicating several actions divided by principles and with its starting and ending date; the fourth step *Monitoring* indicates by each action above mentioned, the evidences and the KPIs in

	order to demonstrate that the action has actually been done; the fifth step provides a strong detailed *Risk Management*; and finally the sixth step take into consideration several *Communication* actions in order to maintain the IT governance activities beyond the project.
Describe your main concerns about planning	As indicated above, the plan is really complete and strong in terms of activities related to the current situation of their institution, the viable activities to be done and how to measure them to be sure about the correctness and completeness.
Are main actions for the principles selected correctly presented in the document?	☒Yes ☐ To some extent ☐No
Describe your main opinions about documentation of main actions for the principles	UGB has selected several actions considering their resources and possibilities in performing correctly those activities. They also have proposed dates beyond the project to maintain the IT governance base in the future.
Are KPIs for the main actions for the principles selected correctly presented in the document?	☐Yes ☒ To some extent ☐No
Describe your main opinions about KPIs of main actions for the principles	The selected KPIs are more or less in line with the selected actions. More details would be appreciated in the *Strategy* and *Acquisition* principles.
Is Risk Management presented and explained in a good way (Including identification, analysis, monitoring, management and control)?	☒Yes ☐ To some extent ☐No
Describe your main opinions about Risk Management of main actions for the principles	A strong detailed risk management has been provided by the UGB team including identification of risks, analysis with its probability of appearance and impact for each risk, a classification of risks by its prioritization, how to monitor them and a contingency plan for each risk.
Is Communication and Project Marketing presented and explained in a good way (Including communication plan, target groups, communication needs and key messages)?	☐Yes ☒ To some extent ☐No
Describe your main opinions about Communication and Marketing of main actions for the principles	UGB provides several actions in terms of communicate their activities regarding ITG. They also included some ideas about channels of communication and stakeholders to be communicated, possible acquisition of materials and the use of social networks and media.

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	☒Yes ☐ To some extent ☐No
Describe future plans and actions in the institution	The sustainability plan has been provided in a different report. UGB has included there several objectives to guarantee the effort already done regarding IT governance, a list of stakeholders already involved in the activities and those engaged in the future and a detailed list of actions matching stakeholders and objectives.

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

In general terms, the University of Gabes team has provided several documents showing their implication in the project and the engagement of the leaders of their institution. Attached to each deliverable, they have included several evidences indicating the progress of their activities. It is worth noting the evolution of the University of Gabes institution regarding IT governance, in some cases from nothing to some controlled processes. However, it is true that in most of the principles they started from the lowest level, thus, maybe the improvements are still in its beginnings.

Regarding the IT governance framework in particular, the University of Gabes has presented the research about several ITG frameworks, the selection of the Spanish GTI4U framework and therefore, the adaptations to their specifically reality, a full, detailed and completed plan of actions based on their self-assessment and their desire to improve principle by principle, considering their resources, their involved stakeholders and a strong risk management.

From the point of view of this project, it can be seen a successful story because of the implication of the people occupying high positions in their institution whose participation have been constant along the life-time of the project.