

IT Governance for Albanian Universities (ITG4AU)

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Report on Best Practices – Berlin

University “Aleksander Moisiu” Durrës (UAMD)

ITG4AU CONSORTIUM



AMENDMENT HISTORY

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1	0	20 Dec 2018	Dr. Senada Bushati Msc. Gerti Kallbaqi	Initial Version
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1. General Explanation about the visit to SRH

The visit to SRH Hochschule Berlin was very interesting. The purpose of the visit was to have a look on the best practices in SRH Hochschule Berlin in terms of IT governance. It was an opportunity for our team to create an idea about ITG Framework. Our colleagues of Berlin presented all the work performed in their university, to assure IT governance relatively close to the standards. The SRH is a private university, the contact person there was Mr. Vladimir Stantchev. He presented the SRH Hochschule Berlin: teaching, research, training and collaboration with industry and international cooperation. He introduced us to a group of international students who studied at this university. He also presented the current ITG situation in the SRH Hochschule Berlin. During this visit, we performed the following tasks:

- ✓ We discussed about Team Work Responses, about Responsibility, Strategy, Acquisition, Performance, Conformance and Human Behavior.
- ✓ Study of the Best Practices in Spain, in order to choose the ones that fit best in Albanian universities.
- ✓ “Transforming your university through digitalization” – Antonio Fernández, Universidad de Almería
- ✓ “IT Strategic Portfolio” – Carlos Juiz, Universitat de les Illes Balears

This document explains “The management meeting and best practices visit” to SRH Hochschule Berlin hold from 12th to 16th November 2018. Our team was represented by:

- ✓ Mrs. Kseanela Sotirofski (Rector of UAMD)
- ✓ Mr. Gerti Kallbaqi (Lecturer IT Department / Contact Person)
- ✓ Mrs. Senada Bushati (Head Computer Science Department/ Lecturer)
- ✓ Mr. Gerald Ceka (Administrator of UAMD).

1.1.Aspects to imitate

1.1.1. ITG courses:

We have the opportunity to integrate courses that provide ITG information, into the study programs offered by the faculty, (like Information Systems bachelor, Applied Computer Sciences master’s degree).

We can accomplish open lectures, where students, academic and administrative staff, can be part of.

1.1.2. ITG infrastructure in SRH Berlin

SRH Hochschule Berlin has an IT infrastructure that offers different services to the community like Alumni system, etc.



1.2.Aspects difficult to replicate

It is difficult to replicate this process, because:

- ✓ An Albanian university does not have a prior budget strategy for IT structures.
- ✓ An Albanian university (Public) does not have the full control of the budget, because it depends on board administration of the university, which can take budget decisions.

2. Lessons Learnt during the visit and after your arrival

In SRH institution we got information about the study programs they offer, how they organize the work, the teaching and learning structures etc. Prof. Vladimir presented the masters programs offered by the university, especially the master's program "International Management" which is among the top 10 accredited master's programs in Germany. Learning activities include Technological Foresight, Information systems and IT Governance. In terms of IT-governance, Prof. Vladimir referred to the good-practice framework COBIT. Prof. Carlos, from Spain, explained us through some examples (personal experience) that a bad or a good decision was taken one day depending on the condition, strategies and documentations offered to the manager. We have also discussed various issues. Some of them are: The main point that should be undertaken before speaking about ITG is fixing an ITG, team and a CIO. The main role of such a specialist is to propose and prioritize IT projects to be discussed with decision makers. CIO has to show the weak points and the problems of the university. He should also be able to propose solutions to these problems using IT projects. We also need to be able to adjust IT staff positions, according to prior structures and strategies. It is also important to settle an IT Governance team consisting by persons who have knowledge about the basic needs of the institution.

3. Conclusion

The visit was very useful to us. It was very beneficial to learn about the IT governance in the SRH Hochschule Berlin and how they choose an excellent professor to be the leader of IT Governance and to lead the school in their IT decisions. This meeting helped us to evaluate the current situation in our university, about ITG. It also helped us to determine which actions must be done in the next months in order to develop and implement the framework for ITG at Albanian universities. The plan to follow during the remaining period of this project is now clear enough for us. This visit allows us to see the importance of IT infrastructures in the teaching/learning and research process. Also, a problem encountered during these training days is that the structure of Albanian universities does not have a prior budget strategy for IT structures.