IT Governance for Albanian Universities (ITG4AU)

Report on Best Practices – Berlin

Polytechnic University of Tirana

ITG4AU CONSORTIUM

AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	19 Dec 2018	Evis Trandafili	Initial Version
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1. General Explanation about the visit to SRH

This section summaries "The best practices visit and the management meeting" at the SRH Hochschule in Berlin, Germany hold from 12th to 16th November 2018.

The Polytechnic University of Tirana was represented by four participants as listed below:

- Professor Andrea Maliqari- Rector of Polytechnic University of Tirana
- Associate Professor Akli Fundo-Vice Rector of Polytechnic University of Tirana
- Associate Professor Elinda Kajo Meçe -Project coordinator of Polytechnic University of Tirana and Head of the Department of Computer Engineering, Faculty of Information Technology.
- Dr. Evis Trandafili: lecturer at the Department of Computer Engineering, Faculty of Information Technology

The representing team from the Polytechnic University of Tirana was selected to help decision makers understand the importance of IT governance and identify the need to apply the principles of IT governance in their institution.

The first activity performed during this visit was the evaluation of the IT governance situation of the Albanian Universities as a reference for measuring the maturity level for each Albanian university.

The second activity featured the best practices of the SRH Hochschule and was presented by Mr. Vladimir Stantchev and covered a broad range of topics regarding the university like teaching, research, training and national and international collaboration with other universities and industry.

The third activity was comprised by different exercises which were proposed to better understand the IT governance status of the Albanian partners and to identify the first steps needed towards the implementation of IT governance framework in each Albanian university.

Based on above activities, the participants identified the ideas that can be adapted and the difficulties that can be encountered.

1.1. Aspects to imitate

- ITG infrastructure in SRH Berlin

  The ITG infrastructure in SRH Berlin offers different facilities for the students and the academic staff. We found that Moodle integrated with the administrative process is a great service to imitate in Polytechnic University of Tirana. Furthermore, even the Alumni system would be interesting to replicate in our faculty.

- ITG in education in SRH Berlin

ITG is included in the curricula of several study programs in SRH Berlin. We are looking forward to finding the possibility to include this subject in our professional master program in Computer Engineering.

1.2. Aspects difficult to replicate

The role of CIO is very important in ITG. In SRH Berlin this position was assigned to an ITG professor, who is responsible and has the right motivation and incentives for ITG. The participants appreciated the role of a CIO that will help to design strategies about IT, but in our university, the CIO does not have the right authority to govern IT. Another difficult aspect to imitate is the allocation of a dedicated budget for IT Governance Support.

2. Lessons Learnt during the visit and after our arrival

During the visit the team was introduced with the scientific and teaching environment of the SHR Hochschule of Berlin. From the IT governance point of view, we were also introduced a good-practice framework COBIT.

Considering the recommendations provided during the visit, as a future work, the team identified some important issues.

For the next few months, our team is going to focus on the following issues:

- Responsibility: Select an IT Governance framework and create an IT Governance committee and Strategy committee.
- Strategy: design an IT Strategy aligned with the business strategy and write and support IT Policies.
- Acquisition: design an approval circuit to prioritize the most important IT projects and monitor the execution of all IT projects.
- Performance: design a procedure that ensures that the GT receives the information needed to take decisions and analyses user expectations.
- Conformance: define a catalogue with all kinds of IT-related laws, internal rules and policies to guide the community of the university to implement IT on campus.
- Human behaviour: set up a procedure to measure the extent to which each IT project increases the workload of everyone.

Furthermore, the role of the CIO should be reviewed in order to be part of the Government Team, to be an ITG specialist able to manage efficiently the IT staff.

3. Conclusion

After the visit in Berlin we have a clear idea of the maturity level of our university based on the ITG Spanish maturity Model called ITG4U and the commitment of the participants to implement the ITG framework in their institutions.

We also identified the most important issues to take into consideration during the next months.