

IT Governance for Albanian Universities (ITG4AU)

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Report on Best Practices – Almeria

University of Tirana, Albania

ITG4AU CONSORTIUM



AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
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1. General Explanation about the visit to UAL

The participants representing the University of Tirana (UT) are:

- Prof. Dr. Mynyr Koni (Rector of UT)
- Prof. Dr. Kozeta Sevrani (Project coordinator of UT)
- Dr. Gjergji Mulla (Vice Dean of Faculty of Economy - FE, UT)
- PhD Candidate Romina Muka (Lecturer at Department of Statistics and Applied Informatics, FE, UT)

The visit in Almeria was very useful and productive, since we reviewed and finalized the definition and validation of an Albanian IT Governance Framework and designed successfully an ITG Improvement Plan for UT, with the support of the European Partners.

Those plans were later discussed with our Rector, who strongly supported and understood the immediate necessity for implementing an IT Governance Framework in University of Tirana. The Rector appreciated the idea of the creation of such framework, since it is in the alignment with the policy of UT in term of governance.

The events that followed were visits to the campus of university of Almeria. The central library and the IT service building was of particular interest for the members of our university, since such infrastructures are not available at UT.

1.1. Aspects to imitate

Many aspects from ITG framework in UAL can be imitated in UT, such as:

- Emphasizing and promoting the importance of IT Governance in the Governance Team.
- Choosing a CIO, including him/her in the GT, and create an IT Strategic Committee by assigning the CIO as the leader of this group.
- Designing an IT strategy aligned with the strategy of the university. This includes designing a set of IT policies to guide decision makers.
- Establishing a methodology to select IT projects. The IT Portfolio is a suitable solution.

The IT infrastructure in UAL offers many services to the community. Some services to be mentioned for imitation are web mail system, organized alumni system, room booking system for students to study or for different meetings, library RFID management book system and the whole concept of the library management in general.

1.2. Aspects difficult to replicate

We need to work still on creating the ROLE of CIO in our university, because the structure is not flexible at all. This results also due to the lack of autonomy to change the structure, to recruit and in finance.



Another difficult aspect to replicate is to allocate a dedicated budget for the IT Governance Support.

2. Lessons Learnt during the visit and after your arrival

Lessons learnt during the visit and after our arrival are:

- The importance of six principles of ITG that has to be included in the future framework in UT.
- The top managers' commitment to IT governance: Rector, administrators and deans have to be aware of the importance of ITG in the university.
- Assigning responsibilities to the right persons.
- Defining a Strategy Committee to design IT strategies and creating a Steering Committee to monitor the execution of IT projects.
- Creating an IT Portfolio for the IT projects in our institution.

3. Conclusion

After the workshop and the visit to UAL, we understood the principles of the standard ISO/IEC 38500:2008 and reviewed the university governance model. It is an interesting model of IT governance for our University.

After developing and designing an ITG Improvement Plan for UT and presented it to our Rector, he was convinced and supported its implementation in UT. Indeed, the framework that we want to develop for our university will allow us to control the IT Governance. In addition, the use of IT Portfolios will improve the IT-oriented spending and management following priorities of our university.

Anyhow, we expect to encounter some difficulties when implementing the ITG framework. These are mostly related to regulation issues in Albania, for example creating the role of the CIO or having a dedicated budget for the IT.