

IT Governance for Albanian Universities (ITG4AU)

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Report on Best practices visit to Almeria

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ITG4AU CONSORTIUM



AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	10 Oct 2019	Senada Bushati	Initial Version
1	1	11 Oct 2019	Fatjona Bushi	Minor changes



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1. General explanation about the visit

Our visit to the University of Almeria was very interesting. It enabled us to understand better the IT Governance. We have worked with Maturity Model and try to understand the UAMD situation. Antonio, the coordinator of the project for Almeria University makes us a tour visit to the IT communication center and the University Library. Also we have the opportunity to meet the Vice Rector for International Cooperation and discuss the possibilities of developing further collaborations with representatives of Projects Office.

2. Attendees

The workgroup of attendees from University of Durres is composed as below:

- Mrs. Senada Bushati, as Coordinator of the project from University of Durres
- Mrs. Kseanela Sotirofski (Rector of UAMD)
- Mrs. Fatjona Bushi (Computer Science Department/ Lecturer)
- Mr. Gerald Ceka (Administrator of UAMD).
- Mr. Krisel Tola (Computer Science Department/ Lecturer)

3. Lessons learnt during the visit and after your arrival

3.1. Aspects to imitate

From the Best practices visit in Almeria we have learnt about several issues. We tried to complete the maturity model and constitutes a starting point in the implementation of ITG in our institution. Various aspects belonging to that include:

- ✓ We should define the IT governance importance and an IT strategy.
- ✓ Establishing a formal procedure to assign responsibilities.
- ✓ Disseminate ITG materials at the university, training students, lecturers or third parties.
- ✓ Create the role of the CIO.
- ✓ 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 project.

3.2. Aspects difficult to replicate

Compared to the Best practices at Almeria University, we can discuss about several difficulties, like:

- It is difficult to create or contract such a dedicated staff (new people) for ITG in our institution due regulations issues. A solution could be assigning these responsibilities to



an existing position. So that could fit with the CIO features or different offices like “Internal Audit”, who can take these new responsibilities. A training phase is necessary before choosing the CIO and other staff dedicated to ITG.

- Also, it is difficult to have a specific budget dedicated to ITG.

4. Conclusion

In practice, the strategic plan for IT should satisfy the current and ongoing needs for UAMD. It is very important to see how the ITG framework developed in the university works and how it is aligned with the ITG objectives. We should define responsibilities of the persons involved in this project. We will try to increase the model one level higher. This has its benefits. But we must be careful because we have some restrictions with the Law of Higher Education.