

## **Abstract:**

# **Directing the IT Department at Tumaini University in Tanzania**

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What are the strengths, weaknesses, opportunities and threats from the point of view of a Finnish ICT Director at the University in a developing country. I'm looking at these issues from a practical view, mainly from my own experience.

Tumaini University - Iringa University College was established in 1994 and it's owned by the Lutheran church. In the year 2007, there were 2000 students. The collaboration with the University of Joensuu started in the year 2000. One fruit of that co-operation is the IT degree program which started in 2007.

During the years 2005-2007 I worked at Tumaini University as an ICT Director. The IT department had 8 employees: 3 IT teachers, 2 IT technicians, 2 helpdesk persons and an ICT Director. Total amount of faculty members at the university was 90.

Some of the strengths, weaknesses, opportunities or threats are based on cultural or environmental issues such as delivery problems, weather effects and problems with the electricity. Slow and very expensive Internet connection is a location or country based weakness. The commitment of the management and faculty is a strength which is partly country based when we are talking about IT issues. IT is a new and growing field in Tanzania which people are very interested in. Christian values together with the sense of community, which is a cultural strength, are strengths which are connecting people and creating the feeling of one family.

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