

## Finding the holy grail of IT Benchmarking

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### 1. Abstract

There are a number of benchmarking initiatives throughout Europe. Together, these are covering a fairly large number of institutions. The goals of these initiatives are to get a full picture of the state of IT at an institution with a purpose of facilitating a comparison between institutions. At the BenchHEIT meeting in Barcelona an idea was put forward to find a number of common indicators from these benchmarking surveys. A goal of this work is to provide a possible overview of the situation of IT in Higher Education in Europe.

Ensuring good benchmarking with secured data points over region, countries or even continents is the holy grail of benchmarking. The BenchHEIT initiative in Europe is a good example of a well managed and ambitious endeavor to make this happen. However, this is within the scope of a specific survey, where the definition of each data point is discussed and decided (still there is always the risk of misunderstanding the intent of a specific collection point).

When it comes to analyze the different benchmarking initiatives from different regions, countries or continents it becomes more difficult. A group of representatives from three different benchmarking projects have engaged in trying to find this holy grail.

The project, called "Trans-national Benchmarking", is trying to find a path to this holy grail. Instead of comparing and encompassing all aspects of the benchmarking work the groups is working to define the common denominators between the 3.

The first step is for each one of us to go through these documents to try to find commonalities, starting with the Context indicators. A quick overview of these indicators show that you can pair them into three different areas.

*Finding The holy grail of benchmarking*

- Basic data or Context indicators about the institution. This is more or less mandatory to facilitate some kind of comparison.
- Indicators that we believe or look like they are comparable. These will then have to be defined more closely to ensure they are actually asking the same questions (and thus getting comparable answers).
- Indicators that we would like to have, based on the needs of the institutions (what indicators they are using to run their business and influence stakeholders).

This presentation will focus on describing this set of indicators that are comparable between different benchmarking projects. The project has identified the indicators and will move on to providing a pilot where these indicators will be put to test. This will also outline the constitution of the transnational benchmarking community.

The project is not yet finished but the results will be available before EUNIS2016.

## 2. AUTHORS' BIOGRAPHIES



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**Yvonne Kivi** is an IT specialist at the University of Helsinki and the project manager of BencHEIT. She holds a B.Sc degree from Arcada university of applied sciences. Yvonne is the key contact person to most of the institutions that participate in the Bencheit work.



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