Putting the CHEITA Global Complexity Index to the test

1st Johan Bergström[1], 2nd Anne Kealley[2], 3d Leah Lang[3], 4th Lori MacMullen[4], 5th Michele Mennielli[5], 6th Paul Sherlock[6], 7th Peter Tinson[7], 8th, Markus von der Heyde[8]

[1] Umeå Universitet, Sweden, johan.bergstrom@umu.se
[2] CAUDIT, Australia, anne.kealley@caudit.edu.au
[3] EDUCAUSE, USA, llang@educause.edu
[4] CUCCIO, Canada, lori.macmullen@cuccio.net
[5] CINECA, Italy, m.mennielli@cineca.it
[6] University of South Australia, Australia, paul.sherlock@unisa.edu.au
[7] USICA, UK, execsec@ucisa.ac.uk
[8] vdH-IT, Germany, zki@vdh-it.de

1.   Abstract

In 2015 The Coalition of Higher Education Information Technology Associations (CHEITA), a collaboration between higher education it associations across the globe, identified that in order to facilitate cross-border comparisons appropriate for the global higher education business it would be necessary to establish a way of comparing individual institutions. The CHEITA Benchmarking Working Group was created to explore the viability of and to identify a way to undertake benchmarking of IT in higher education on a global scale.

The working group decided, after a lengthy process, to use the model developed in Australia called Complexity Index. It is a methodology to identify and index institutional complexity. The original model was adjusted (leaving out number of campuses) to become The CHEITA Complexity Index. The index is calculated using 3 components:

Element	Minimum	Maximum
Number of students (EFTSL)	0	45,000
Number of staff (FTE)	0	18,000
Research income ($)	0	$750,000,000

This is then compared to the IT spend of a specific institution to provide a data point where the institution can be plotted. For a more detailed description of the Complexity index see the full paper published by CHEITA[1]

Benchmarking IT benefits institutions by giving the institution the possibility to compare with peer universities. By using the CHEITA Complexity Index, benchmarking IT can be extended internationally and enable comparison with institutions from other countries. This serves a purpose to provide more members of a peer group and in some cases, where an institution does not have any peers within its country, an actual peer group.

The concept of trans-national comparison using the Complexity index to create peer groups has not yet been put to the test. The CHEITA Benchmarking working group has the ambition to create a discussion between IT leaders from different parts of the world, seemingly of the same complexity. This discussion will shed light on both the validity of the Global Complexity Index as well as the value of benchmarking in general. This presentation will include a discussion on the process and concept behind both the Complexity Index as well as the discussion group. If available at the time of the EUNIS2016 congress, a presentation on key findings will also be presented.

2.   REFERENCES

1. Bergström, Johan, Eden Dahlstrom, Pekka Kähkipuro, Anne Kealley, Leah Lang, Lori MacMullen, Michele Mennielli, Paul Sherlock, and Peter Tinson. Benchmarking IT: A Global Approach. CHEITA, July 15, 2015. (http://www.cheita.org/wp-content/uploads/2015/08/CheitaBM.pdf)

3.   AUTHORS' BIOGRAPHIES

Johan Bergström, Msc Computer Science, is working as an International Business developer for ICT Services and System Development (ITS) - Umeå University. Johan was the congress organiser of the 20th annual EUNIS congress in 2014 and currently the manager of Eunis Research and Analysis Initiative.
https://www.linkedin.com/in/johanbergstrom

Anne Kealley, Dip. Teach, B Bus, Grad. Cert. O&G Engineering, is the CEO of the Council of Australian University Directors of Information Technology (CAUDIT). Anne is a member of the Organising Committee for the THETA 2017 conference, a proposal reviewer for the EDUCAUSE 2016 conference and a member of the Scientific Community of the EUNIS 2016 Congress.
https://au.linkedin.com/in/annekealley

 Leah Lang leads EDUCAUSE Analytics Services, a suite of data services, products, and tools that can be used to inform decision-making about IT in higher education. Leah has a B.S. in Statistics from Penn State and an M.S. in Survey Methodology from the University of Maryland.

Michele Mennielli, Michele Mennielli is working as an external Relations and International Affairs Manager for CINECA, Italy. His primary focus is on Research Informations systems. He is also a board member of both EUNIS and EuroCris, two pan-european organisations focusing on IT for Higher Education.
https://www.linkedin.com/in/michelemennielli

Putting the CHEITA Global Complexity Index to the test

Paul Sherlock is an Officer (Library & IT) at the University of South Australia (UniSA) where he is responsible for the strategic direction and operational management of the University's IT and Library services. Paul has previously been President of the Council of Australia University Directors of Information Technology (CAUDIT). During Paul's presidency CAUDIT was incorporated and international ties with South Africa were established. Paul led the development of the CAUDIT complexity index which is been adapted for use internationally by the CHEITA benchmarking working group.

https://au.linkedin.com/in/sherlockpaul

Dr. Markus von der Heyde received his PhD in Computer Sciences from the University of Bielefeld for his work at the Max Planck Institute for Biological Cybernetics Tübingen in 2000. His approach is to adopt biological principles into distributed computer applications in order to enhance stability and robustness.

Since 2004 he works within ZKI on topics as information security, service-management, strategy and governance. Until 2011 he was ICT director of Bauhaus-University in Weimar. Until today he also focuses on internationalization and supports ZKI, GI, EUNIS and EDUCAUSE and serves as program committee member as well as proposal reviewer for conferences and the scientific community. In cooperation with various partners he continues to conduct the German CIO studies. Today, he is management consultant specialized on IT topics in higher education. See further details on https://de.linkedin.com/in/mvdh42.

.

Peter Tinson is Executive Director of UCISA. Peter has worked for UCISA since 2005. His responsibilities include representing the UK Higher Education IT community in discussions with Government departments and other bodies on the development and implementation of legislation and policy.

Lori MacMullen is the Executive Director of the Canadian University Council of Chief Information Officers (CUCCIO). Representing 57 Canadian Universities CUCCIO serves as the national voice for IT-related issues in Canadian universities and provides a forum for members to share ideas, best practices and advance collaboration across the sector.

Ms. MacMullen holds a Business Administration degree from the University of New Brunswick. In addition to her formal education, Ms. MacMullen has also attended the Program for Public Executives at Queen's University and has participated in a number of international, national and provincial committees aimed at advancing IT related issues in both the public and academic sectors.