



Group work results

Group 2: participants from Norway, Finland, Lithuania, Italy

Indicators

- Technical
 - Basic measures: e.g. Workstations
 - Also: Level of virtualization in workstations,
- Financial
 - Mandatory
 - Dangerous to measure the costs only
- Indicators for measuring the outcomes
 - Efficiency of learning and research: amount of e-learning, number of published data sets
- Hot topics for universities
 - E.g. digital exams are hot right now
 - How much a LMS is improving efficiency
 - Improving visibility to license costs
 - HR: salary levels against the private sector, turnover figure

Why are we doing this

- Main goal: to make universities more efficient and effective
- Knowing your own data, especially in the distributed part of IT
- Selling the selected IT approach to the rector (e.g. what is the right cost level, what are the right services)
- Understanding what others are doing: finding the differences
- Partnership opportunities: what tools others are using
- Related questions:
 - How do you convince universities to show their data to others
 - What tangible improvements have been implemented through benchmarking

The process

- The process needs to be fast enough to accommodate emerging new needs (recent example: digital exams)
- The result: continuous process: new indicators coming in every year, old ones being dropped out
- Requirements fall into three categories
 - There is a need for core data (exchangeable across countries and stable over time)
 - There is a need for a customized part for every country
 - There is a need for an agile approach
- Several layers for co-operations
 - Central tool to be used by all for automating the basic work (e.g. kTI)
 - Each country to implement its own additional elements (with/without the tool)
 - European level: EUNIS on a voluntary basis
 - Chance to meet on a yearly basis
 - Possibility to transform the work into a European project