COMMENTS ON IT BENCHMARKING

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PRO GRADU BY JANNE JUULT

- "Understanding the organisation's current and aspired organisational efficiency levels is easier when it is possible to compare operations to other organisations in the same field."

- "…there is a clear lack of qualitative research in the higher education IT benchmarking area, leading to non-reliable comparison to competing higher education institutions."

- "…national benchmarking is simply not enough when learning has become an international phenomenon."

A!
Aalto University
School of Business

Higher Education Information Technology Management Benchmarking in Europe

Master's Thesis
Janne Markus Juult
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Information and Service Management

Approved in the Department of Information and Service Economics _____
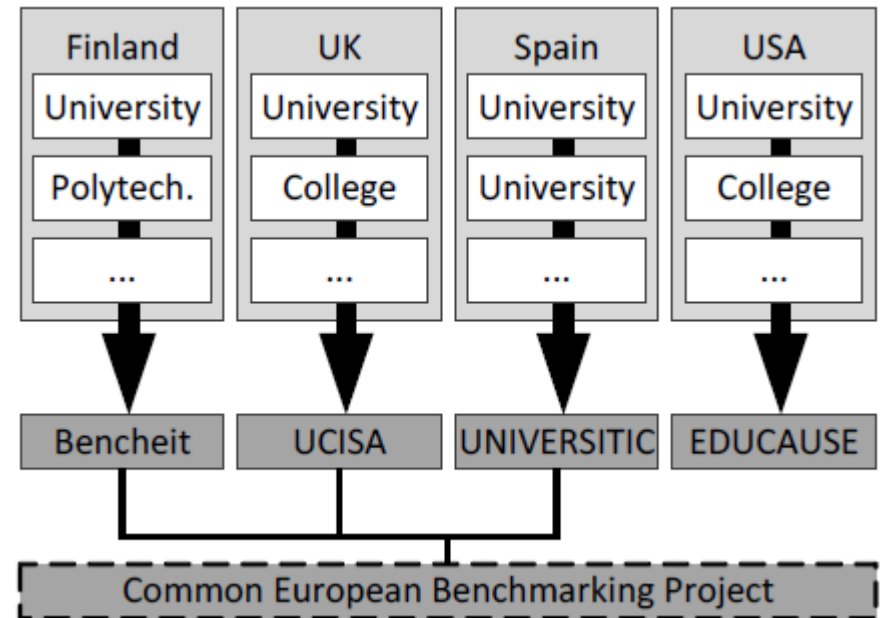and awarded the grade _____

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"Bencheit and UCISA are the most closely related projects based on their general organisation style. Yet, this does not indicate great similarity between the projects and definitely does not make them directly comparable. Complicating issues are the radically different cost indicator categories, different currency units, great differences in HEI sizes and budgets, and on top of all the structures of the national educational systems (merely tuitions fees). Bencheit might benefit from the two-tier structure adapted in UCISA, since certain HEIs are more actively pursuing the benchmarking work by using more resources in participation. While UNIVERSITIC with its best-practice approach does provide some detailed data, the structure of their projects makes direct data comparison to Bencheit and UCISA rather challenging and at times impossible."

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WHAT WOULD
I LIKE TO SEE ?

VERY BASIC INDICATORS

- Total amount of money used in all IT (central + decentral)
  - Percentage of money used for IT of the total budget
  - Money used for IT / number of staff FTE
  - Money used for IT / number of students FTE

- Total number of IT people (FTE)
  - What percentage of IT people are in central IT vs. decentral units
  - Number of IT people (FTE) / total number of staff (FTE)
  - Number of IT people (FTE) / total number of students (FTE)

Questions:
How expensive vs. others?
How centralised vs. others?
Size of IT staff?

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VERY BASIC INDICATORS

- Number of workstations ?
  - How many workstations per person (staff FTE) ?
  - Share of Win/Mac/Linux/others ?

- Penetration of tablets and phablets ?
  - How many iOS devices ?
  - How many Android devices ?
  - How many Win mobile / Win RT devices?

Questions:
Can we keep the number of workstations per person on a reasonable level ?
How much is the tablet outburst affecting our resources ?

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QUALITATIVE INDICATORS

- Centralised helpdesk ?
  - If centralised, then on what level ? (One per HEI / one per campus, faculty etc??)

- How centralised are the methods of buying workstations and servers ?
  - How many people have the right to buy e.g. workstations ?
  - Freedom to buy whatever vs. list of standard machines ?

- Number of data centers / server rooms per HEI ?

- Server outsourcing ? (All, most, some, none)

- Other outsourcing (e.g. programming & development) ?

Questions:
Is centralisation worth it ?
How standardised are your workstations?

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CLOUD OR NO CLOUD ?

- USE OF CLOUD E-MAIL & CALENDARING ?
  - FOR STUDENTS ONLY OR FOR STAFF AS WELL ?

- USE OF AZURE, AMAZON OR OTHER SIMILAR CLOUD SERVER PLATFORMS?
  - NOT USED / SOME USE / WIDESPREAD USE ?
  - EXPERIENCES ?

- USE OF CLOUD STORAGE SPACE ?
  - DROPBOX, BOX, ICLOUD ETC.
  - HOW MUCH USED ?
  - ARE HEI WIDE OFFERINGS IN PLACE ?

- COMMENTS ON CLOUD SECURITY ISSUES ?