

UNIVERSITIC:

A new version of the Spanish IT Survey

Antonio Fernández

UNIVERSITIC Research Coordinator and gti4u Team Director

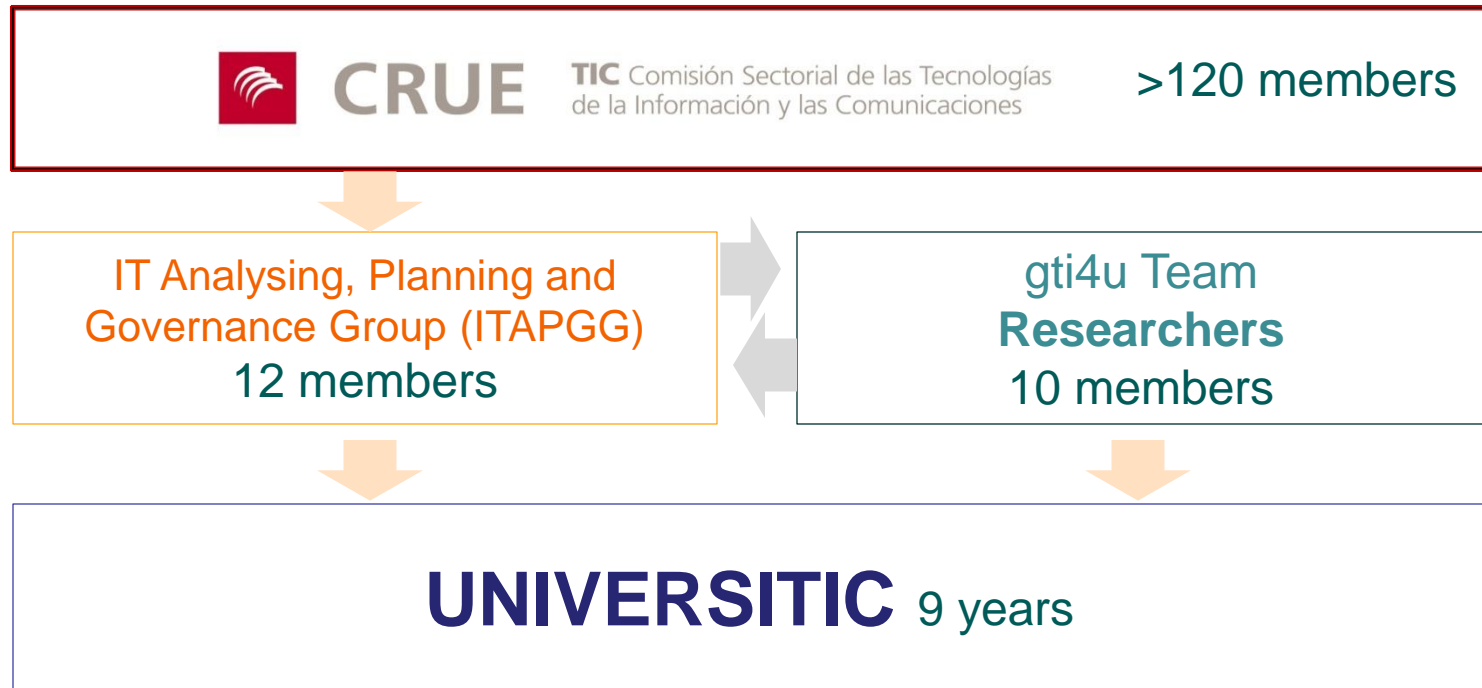
afm@ual.es - www.gti4u.es

Francisco Sampalo

gti4u Team member

paco.sampalo@si.upct.es - www.gti4u.es

How we are organized

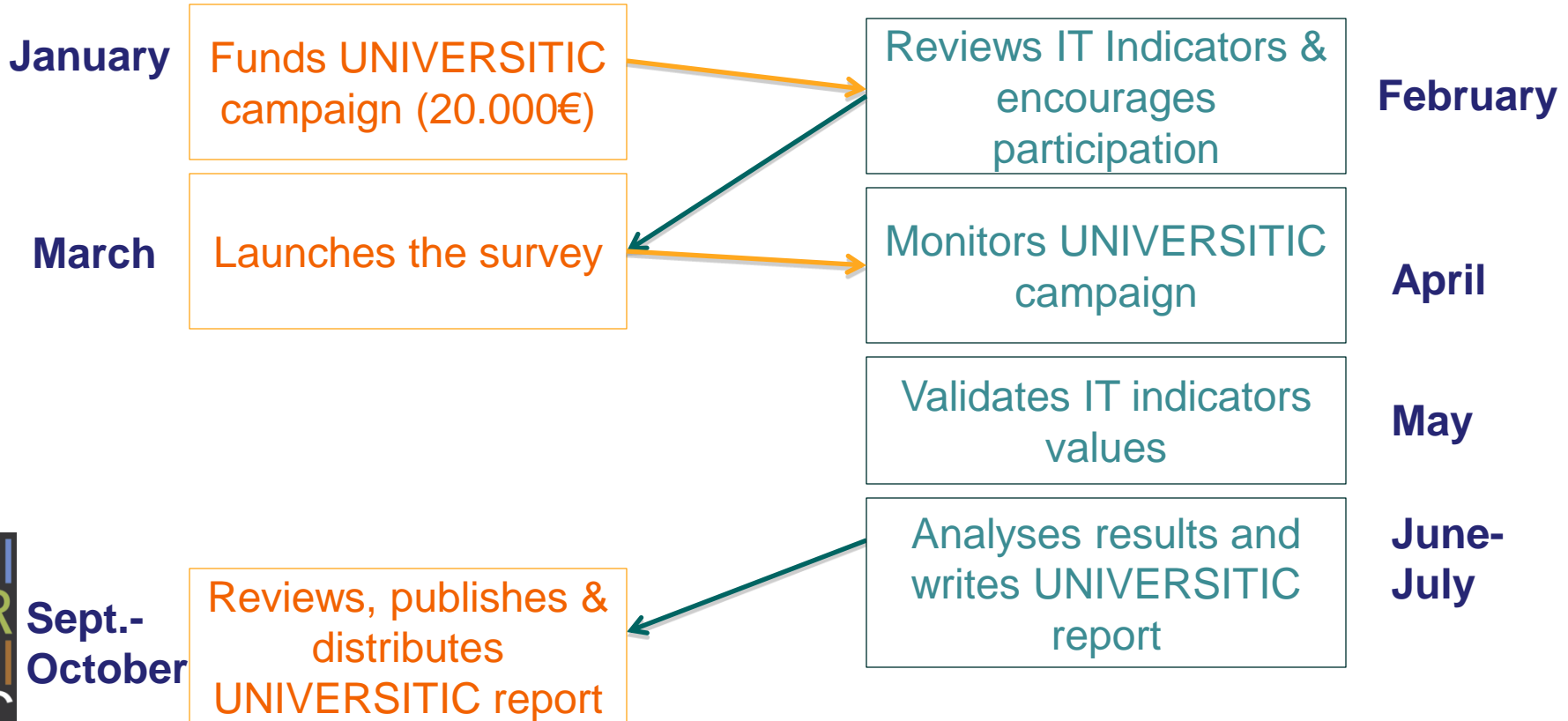


How we work

Every year... since 2006

IT Analysing, Planning and Governance Group (**CRUE**)

gti4u Team
Researchers



What is UNIVERSITIC?

It is the name of...

- **An Annual Survey**, which results are published in a report of the same name.
- **A Catalogue of IT indicators**, which include 3 different kind of indicators: description, management and governance.
- **A knowledgebase**, which includes values from 9 survey editions

UNIVERSITIC is a catalogue

Divided into 3 tiers...



IT Governance



IT Management



IT Description

An integral vision of IT in a HEI !!!

UNIVERSITIC is a catalogue

Each tier is divided into...

- **Axes/Principles**, extensive areas of interest for each tier

Each axis include several objectives

- **Objectives**, goals we want to achieve in each area

And each objective include a set of

- **Quantitative Variables/indicators**, values we collect or calculate to discover if the goal has been achieved. There are no qualitative variables

For example:

IT Description

Axis 1. Teaching and Learning

Objective 1.1. To provide support and introduce new technologies to support classroom teaching

Ref: NAULASB Number of classrooms with BASIC IT equipment (all work spaces are connected to Internet and there is a multimedia projector)

UNIVERSITIC is a catalogue

1. Teaching and Learning
2. Research
3. Management Processes
4. Information Management
5. IT Training and Culture

IT Description
Axes

UNIVERSITIC is a catalogue

1. IT Resources
2. IT Projects
3. IT Services
4. IT Management
5. IT Quality, Regulations and Standards
6. Collaborations



IT Management
Axes

UNIVERSITIC is a catalogue

1. Responsibility
2. Strategy
3. Acquisition
4. Performance
5. Conformance
6. Human Behaviour



IT Governance
Principles
(ISO 38500)

UNIVERSITIC is a catalogue

Principles: **6**
Objectives: **30**
Variables: **128**
Indicators: **-**



Axes: **7**
Objectives: **21**
Variables: **142**
Indicators: **26**



Axes: **5**
Objectives: **15**
Variables: **71**
Indicators: **26**



Variables – Introduced by HEIs

Indicators – Calculated automatically by the system

UNIVERSITIC is a survey... A new one this year!

- **Designed by and for IT Directors**
- **Includes cost and volume indicators but most of them are best practices indicators**

UNIVERSITIC a new survey this year!

- **In 2015 we decided to evolve our catalogue:**
 - First we looked at other ones (BenchelT, EDUCAUSE) trying to follow common views and allowing us to benchmark with other countries.
 - Main differences in accountability of IT in Spanish Univ. lead us to change our initial approach.
- **We put our focus on SERVICES and IT MANAGEMENT.**
- **A QUANTITATIVE and BEST PRACTICES approach.**

UNIVERSITIC a new survey this year!

- **Main novelty: IT Services Catalogue.**
 - A global list of IT services (122 in total).
 - Divided into 8 groups: Teaching support; Research sup; Management sup. and apps; help-desk; email and collaborative tools; web and contents publishing; communications; identity management.
 - For each service we evaluate: provide by Central IT Service; SLA; Cloud; Open Source developed)
- **Other new issues (new Objectives and/or indicators):**
 - Security management
 - Open Government
 - MOOCs
 - CRMs and institutional communication
 - Virtual Desktop infrastructure

UNIVERSITIC is a survey

Composed of two different projects...

IT Description and Management survey

IT Governace survey

UNIVERSITIC is a survey

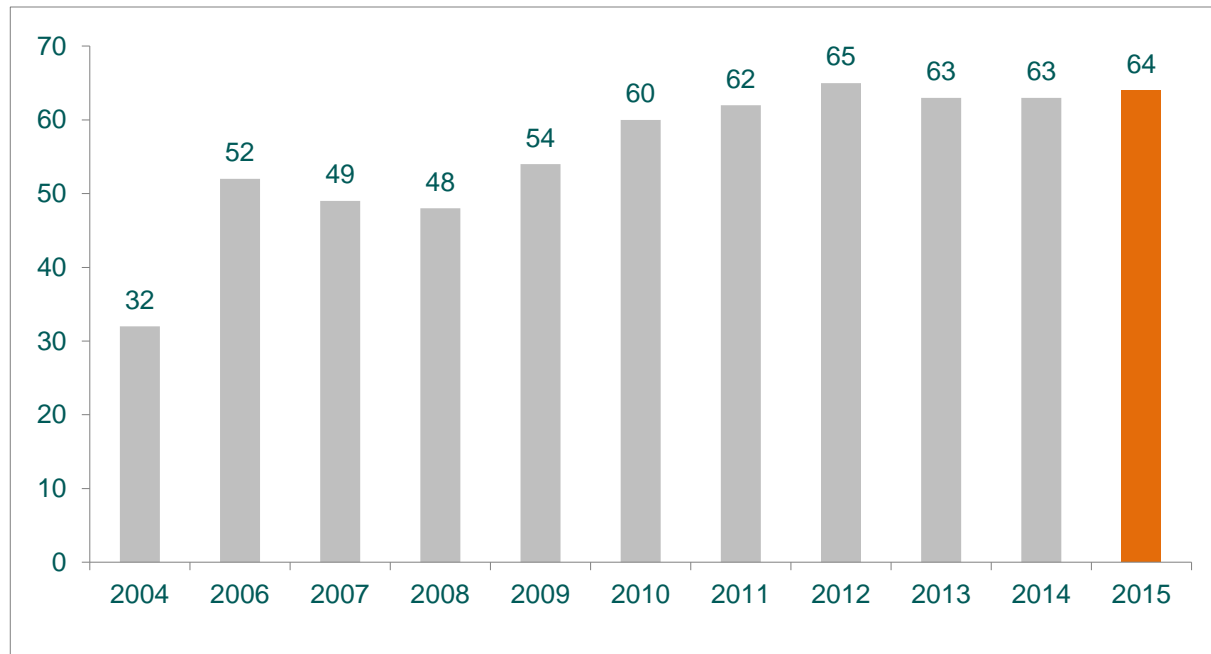
Composed of two different projects...

IT Description and Management survey

IT Governace survey

IT Description and Management survey

Participation...



In 2015, 87% of Spanish HEIs participated

IT Description and Management survey

- Funded with 20.000€ by CRUE-TIC (this sum comes from partners)
- For HEIs, participation is currently free of charge
- CRUE-TIC hires GTI4U Team to promote participation, supervise the campaign, validate the dates, analyse the data and write the UNIVERSITIC Report
- IT Area Director coordinates the data gathering needed for the survey in each university
- The IT Area Director distributes the survey to different departments, and each one introduces their values into kTI

IT Description and Management survey

- CRUE has established a Confidential Information Policy
HEIs can only publish anonymous information
- GTI4U Team elaborates the UNIVERSITIC Report that contains a detailed analysis of the aggregated results for all Spanish universities (distributed in a printed copy and pdf)
- Participants also receive an Excel file with all the collected values, which allows them to prepare their own reports and compare their situation with others HEIs (benchmarking)

IT Description and Management survey

Some results...

IT Description

**7 out of 10 classrooms
have Internet access
and a multimedia
projector**

**6% are fully IT equipped*
and 12% have no IT
equipment**

* Fully IT equipped – Internet access, multimedia projector, interactive whiteboard, & recording and diffusion of classes system

IT Description and Management survey

Some results...

IT Description

88% of students use the institutional WiFi once or more during an academic year

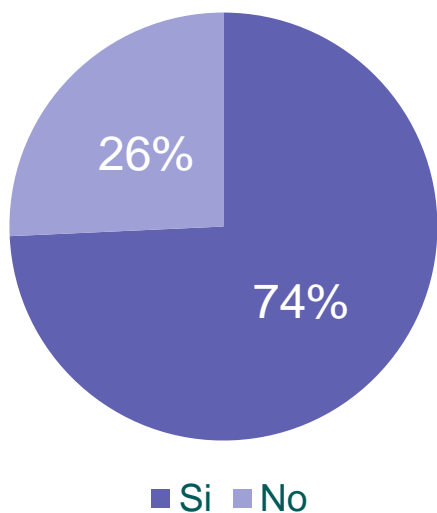
95% of students and 92% of teachers are members of the virtual teaching platform

IT Description and Management survey

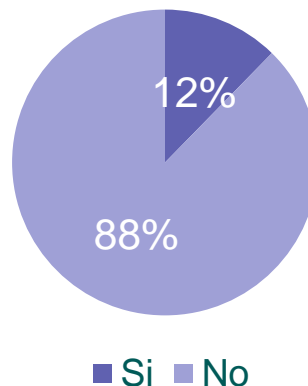
Some results...

IT Services (new)

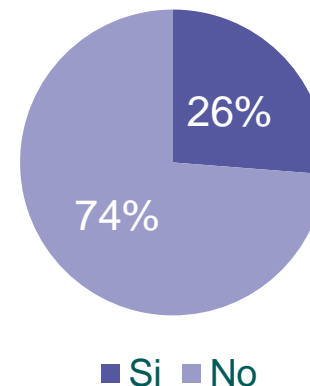
IT services provided by Central IT Service (mean)



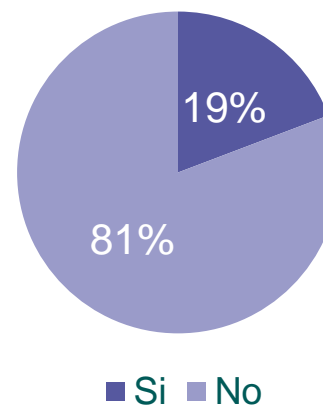
Cloud



SLAs



Open Source



IT Description and Management survey

Some results...

IT Services (new)

Services provided by Central IT Service:

Group	%	#
Help-desk	93%	6,5 out of 7
Networking and Telecommunications	85%	6 out of 7
Teaching and Academic IT support	85%	6 out of 7
Identity management	84%	4 out of 5
WEB and contents publishing	78%	8,5 out of 11
Administrative applications and support	73%	46 out of 64
Email and collaborative tools	69%	9 out of 13
Research computing	66%	2,5 out of 4

90% of Spanish Universities will provide 53 services out of 122 (45%) this year.

IT Description and Management survey

Benchmarking with EDUCAUSE

IT Services
(new)

EDUCAUSE Report “Information Technology in Higher Education – 2014”

Analogies:

- Most developed areas are “Networking and Telecommunications”, “help-desk “ and “ERP”.
- The offer in “Teaching and Academic IT support” is also quite similar, but a little bigger in Spanish Universities.
- IT support in researching activities is quite low in both cases, and the service portfolio is similar.
- IT Services that support research activities are highly decentralized. And the consolidation of this services is not a demand of the researchers.

IT Description and Management survey

Some results...

IT Management

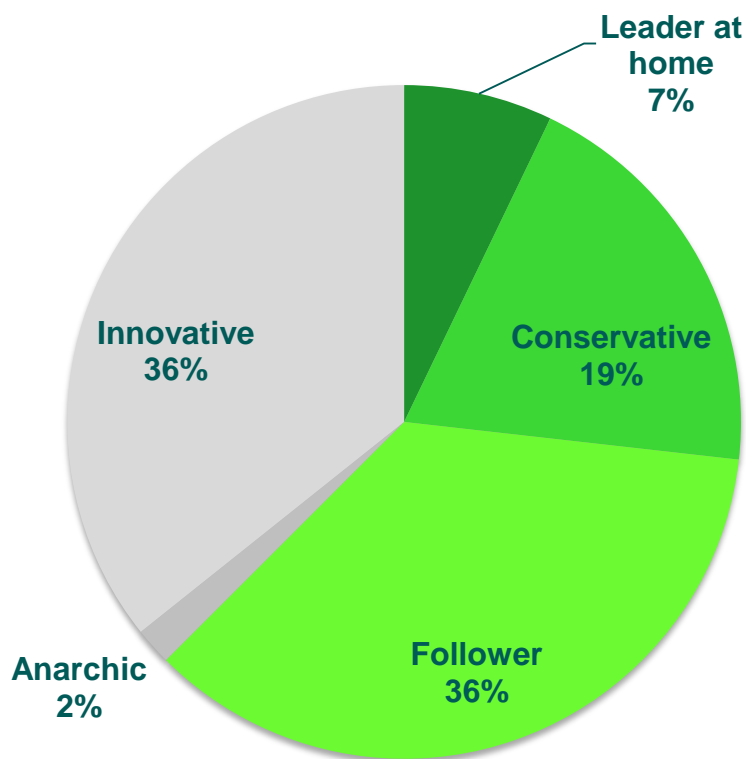
IT expenditure
dropped drastically
in 2010 but last two
year has been
“estabilizado”
(218 €/student)



IT Description and Management survey

Some results...

IT Management



1 out of 3 of the HEIs consider that IT are controlled with innovative style, 1 out of 5 with conservative style and most of them (4 out of 10) are followers

UNIVERSITIC is a survey

Composed of two different projects...

IT Description and Management survey

IT Governace survey

IT Governace survey

- IT Governance survey is included in an extensive project which main goal is to implant an IT Governance system in a HEI
- Funded with 20.000€ by each participating HEI
- CRUE-TIC promotes participation and supports the survey with an online course
- GTI4U Team designed an IT Governance reference model for universities, based on ISO 38500, called the GTI4U Model

IT Governace survey

Participation...

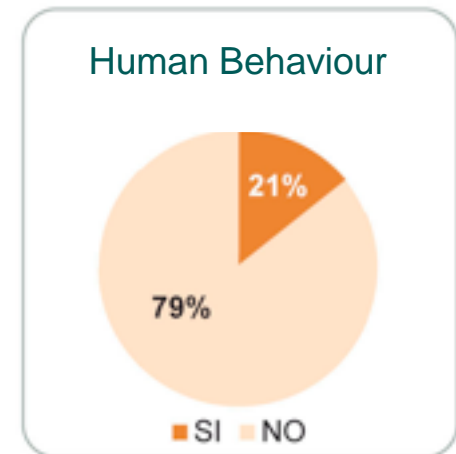
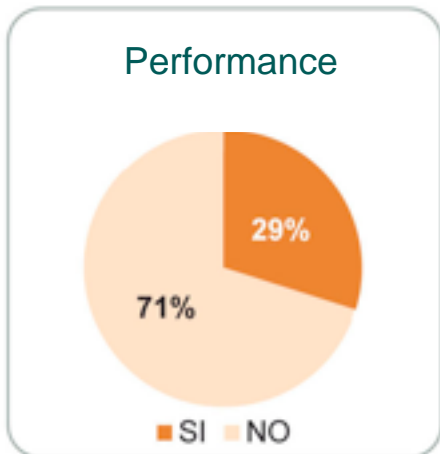
2011	3 HEIs
2012	5 HEIs
2013	2 HEIs

In total, **10 HEIs** have participated in this project
(15% of Spanish universities)

IT Description and Management survey

IT Governance Best Practices results...

IT Governance



IT Description and Management survey

Study Cases Results

IT Governance

	DEFENSIVE HEIs		OFFENSIVE HEIs			FRONT-RUNNERS AND OFFENSIVE HEIs		
	UA	UE	UC	UH	UD	UB	UF	UG
HEI's attitude related with IT	Defensives, Self-sufficient and Anarchic	Defensives, Self-sufficient and Similar to other HEIs	Defensives, Self-sufficient and Similar to other HEIs	Offensive, Cooperating and Innovative	Offensive, Cooperating and Innovative	Offensive, Front-Runner and Innovative	Offensive, Front-Runner and Innovative	Offensive, Front-Runner and Leader
Are IT strategy and university strategy aligned?	NOT ALIGNED	NOT ALIGNED	NOT ALIGNED	NOT ALIGNED	ALIGNED	ALIGNED	ALIGNED	ALIGNED
% IT Budget relative to Spanish HEI's average	FAR BELOW AVERAGE	EQUAL AVERAGE	BELOW AVERAGE	EQUAL AVERAGE	EQUAL AVERAGE	ABOVE AVERAGE	FAR ABOVE AVERAGE	FAR ABOVE AVERAGE
IT expenditure per student above Spanish HEI's average	FAR BELOW AVERAGE	FAR BELOW AVERAGE	FAR BELOW AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	EQUAL AVERAGE	FAR ABOVE AVERAGE
% Description Indicators above Spanish HEI's average	FAR BELOW AVERAGE	FAR BELOW AVERAGE	EQUAL AVERAGE	BELOW AVERAGE	EQUAL AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	FAR ABOVE AVERAGE
% Management Indicators above Spanish HEI's average	FAR BELOW AVERAGE	FAR BELOW AVERAGE	EQUAL AVERAGE	BELOW AVERAGE	FAR ABOVE AVERAGE	FAR ABOVE AVERAGE	ABOVE AVERAGE	FAR ABOVE AVERAGE
% ITG Good Practices above Case's average	FAR BELOW AVERAGE	FAR BELOW AVERAGE	BELOW AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	FAR ABOVE AVERAGE	FAR ABOVE AVERAGE
Initial ITG Maturity level relative to 8 Cases Average	BELOW AVERAGE	FAR BELOW AVERAGE	BELOW AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	FAR ABOVE AVERAGE	FAR ABOVE AVERAGE
	ONE YEAR AFTER							
Target ITG Maturity level relative to 8 Cases Average	BELOW AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	FAR ABOVE AVERAGE	FAR ABOVE AVERAGE	FAR ABOVE AVERAGE	FAR ABOVE AVERAGE
% Proposed Improvement Practices Implanted	VERY LOW IMPLANTATION	NOT AVAILABLE	VERY HIGH IMPLANTATION	HIGH IMPLANTATION	VERY HIGH IMPLANTATION	VERY HIGH IMPLANTATION	VERY HIGH IMPLANTATION	HIGH IMPLANTATION
IMPLANTATION ENABLERS	FEW	NOT AVAILABLE	MANY	FEW	MANY	MANY	MANY	MANY
IMPLANTATION INHIBITORS	MANY	NOT AVAILABLE	FEW	MANY	MANY	FEW	NONE	NONE
EMMA's Impact on IT Goals	LOW 1,8/5	NOT AVAILABLE	HIGH 3,8/5	HIGH 3,8/5	NOT AVAILABLE	HIGH 3,8/5	MEDIUM 3/5	NOT AVAILABLE
EMMA's Impact on Strategic Goals	LOW 1,8/5	NOT AVAILABLE	HIGH 3,8/5	MEDIUM 2,8/5	NOT AVAILABLE	HIGH 3,4/5	MEDIUM 2,3/5	NOT AVAILABLE
CIO's opinion	EMMA low impact due to little support by the Governing Body to the Improvement Plan	No Information available due to little support by the Governing Body to the Improvement Plan	Mutual support from the Board and CIO to the Improvement Plan has become it in a success	Initial support from the Board has led the implantation of many improvement actions, but the new Board has been a great inconvenience for the process continuity	Despite some structural inhibitors, both support from CIO and FB has promoted a high implementation of the improvement actions	ITG enhanced is due to the high Governance culture in this HEI, besides its IT planning and quality procedures	The strategic importance of IT for this university, has facilitated the improvement of its ITGS	High ITG culture and IT consideration has facilitated the maturity level improvement

This HEI has a HIGHER status than SUE's average or respect to 8 cases average

This HEI has a SIMILAR status than SUE's average or respect to 8 cases average

This HEI has an INFERIOR status than SUE's average or respect to 8 cases average

IT Description and Management survey

DEFENSIVE HEIs

IT Governance

- Attitude in relation to their IT was *defensive, self-sufficient and innovative*.
- Initial situation was *unfavourable*.
- Final situation one year later: *improvement objectives below average, few improvement actions implemented, few enabler elements and many inhibitors elements*.
- The improvement process *has failed and had no impact on IT and strategic objectives*.
- Conclusion: *Board of Directors didn't support the process*.

IT Description and Management survey

OFENSIVE HEIs

IT Governance

- *Different attitudes in relation to their IT and different initial situation (two unfavourable and two favourable)*
- *Final situation one year later: improvement objectives above average, high percentage of improvement actions implemented, many enabler elements and few inhibitors elements.*
- *The improvement process has been successful and impacts on IT and strategic objectives.*
- *Conclusion: Board were involved in the process.*

IT Description and Management survey

FRONT-RUNNERS and OFFENSIVE HEIs

IT Governance

- Attitudes in relation to their IT was *offensive, front-runners and innovative and have established cooperation processes. IT initial situation was favourable*
- Final situation one year later: *improvement objectives above average, high percentage of improvement actions implemented, many enabler elements and few or none inhibitors elements.*
- The improvement process *has been successful and impacts on IT and strategic objectives.*
- Conclusion: *Board support the process.*

Another Experience

LatinAmerica

- Second Edition of *UNIVERSITIC Latinamerica*
- 15 HEIs have participated in 2013 and 42 in 2014.
- We hope will participate more than 50 HEIs in 2015.

- Last year, only one IT Governance project was implemented (CONFACAUCA University – Colombia).

Proposals

A new European IT indicators Catalog...

- Which includes the main common IT indicators from each of our national surveys
- Each national system could keep their own surveys and feed the common system with the needed values
- Publish a final report with European results
- Distribute the data to every participant allowing to do your own analysis (after "sign" a Confidential Information Policy)

UNIVERSITIC:

A new version of the Spanish IT Survey

Thank you !!!