

Update on EDUCAUSE's Benchmarking Work

Maturity and Deployment Indices



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Overview

- ◉ Maturity and Deployment Indices
- ◉ EDUCAUSE self-assessment tools
- ◉ EDUCAUSE benchmarking tools
- ◉ CDS Reporting
- ◉ New EDUCAUSE Benchmarking Service

Maturity Indices

- ◉ Measure the capability to deliver IT services and applications in a given area
- ◉ Examine multiple dimensions
 - > Culture
 - > Process
 - > Expertise
 - > Investment
 - > Governance
 - > Not just technical dimensions

Deployment Indices

- Measure stages of deployment for specific technologies and services
- Aggregated to track progress in a domain

EDUCAUSE Self-Assessment Tools

- ◉ [Learning Spaces Rating System](#)
- ◉ [Information Security Program Assessment](#)
- ◉ ECAR Maturity Indices
 - > [E-learning](#)
 - > [Analytics](#)
 - > [Research computing](#)

ECAR Analytics Maturity Index

EDUCAUSE CENTER FOR ANALYSIS AND RESEARCH

EDUCAUSE

Analytics Maturity Index

Data/Reporting/Tools

1. Our data are of the right quality/are clean. *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

2. We have the right kinds of data. *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

ECAR Analytics Maturity Index

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EDUCAUSE

Analytics Maturity Index

Data/Reporting

1. Our data are of th

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disag

2. We have the right

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disag

Your Results

PRINT OUT, COPY, OR SAVE THIS PAGE SO THAT YOU CAN HAVE A COPY OF YOUR RESULTS



ECAR Analytics Maturity Index

EDUCAUSE CENTER FOR ANALYSIS AND RESEARCH

EDUCAUSE

Analytics Maturity Index

Data/Reporting

1. Our data are of th

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- Disagree
- Strongly Disag

2. We have the right

- Strongly Agree
- Agree
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- Disagree
- Strongly Disag

Your Results

PRINT OUT, COPY, OR SAVE THIS

INVESTME

Interpreting your score:



Getting to the next step:

Note the scores for each of the analytics factors. Which ones are relatively weaker? Want to advance analytics at your institution? Take the following steps.

Data/Reporting/Tools



- Work on collecting the right data to answer strategic questions.
- Improve data cleanliness, accessibility, and quality.
- Work on standardizing data to support comparisons inter- and intra-institutionally.
- Develop a course of action for obtaining and maintaining the right analytics tools for your institutional needs.
- Ensure reports are in the right format to inform decisions.
- Develop practices that make data collection and reporting repeatable.
- Develop practices that eliminate, phase out, or update data and reports that are no longer valuable.

Governance/Infrastructure



- Develop security policies and practices that safeguard data for analytics.
- Develop policies regarding access to institutional and individual data, including IRB policies.
- Develop and maintain the capacity to store, manage, and analyze large volumes of data. Plan for future expansion.
- Create policies that decrease or eliminate data protection or siloing by pockets of individuals.
- Build on the number of IT professionals at your institution who have the right training to support analytics.

EDUCAUSE Benchmarking Tools

◎ EDUCAUSE Core Data Service

- > IT financial, staffing, and services
- > Over 800 participating institutions
- > Access to identifiable data for custom peer grouping

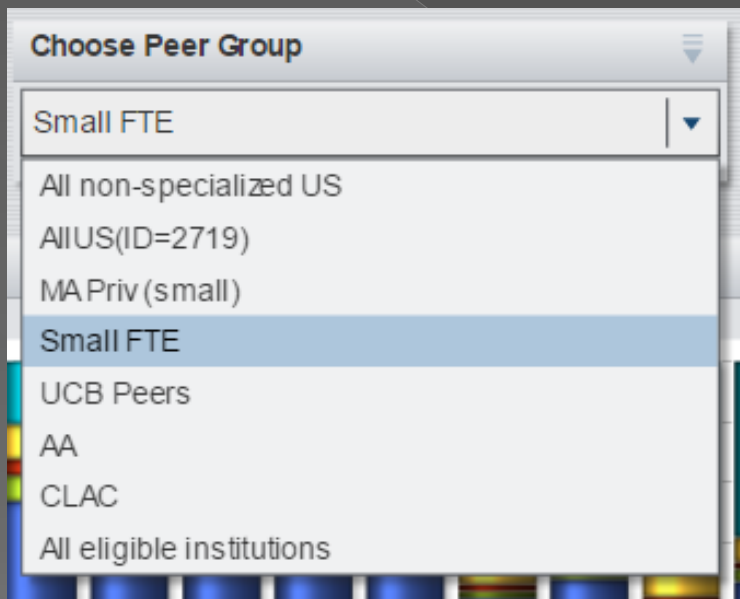
◎ Technology Research in the Academic Community

- > Student and faculty tech experiences and expectations
- > Access to institution's raw data and benchmarking reports (broad peer groups)

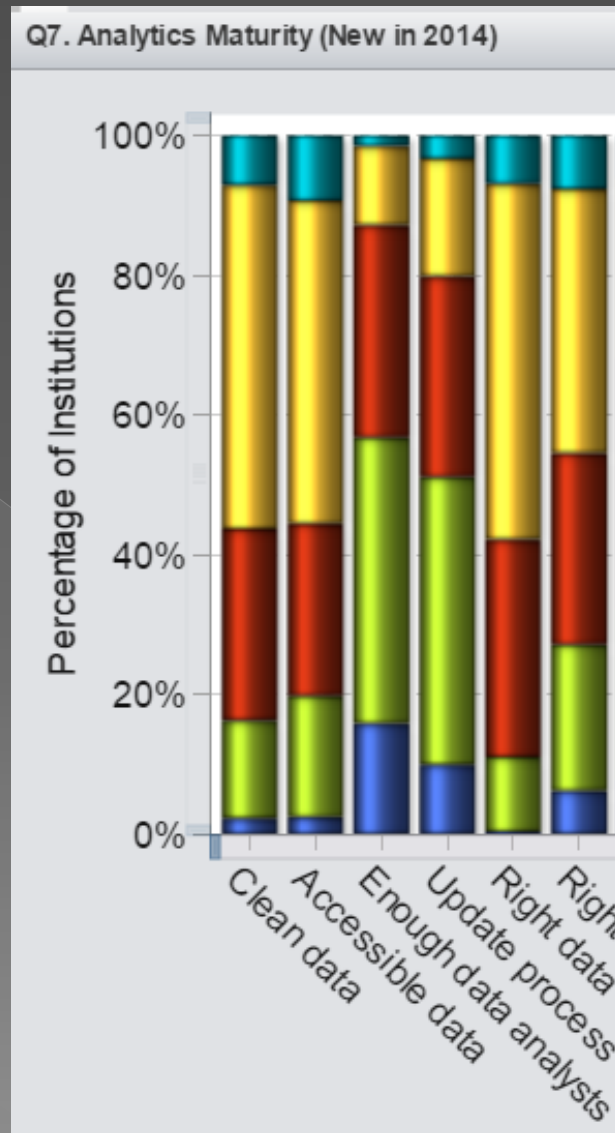
Library of Indices in CDS 2015

- ◉ E-learning
- ◉ Analytics
- ◉ Research computing
- ◉ Information security
- ◉ Student success technologies
- ◉ IT governance
- ◉ IT risk management
- ◉ Culture of innovation

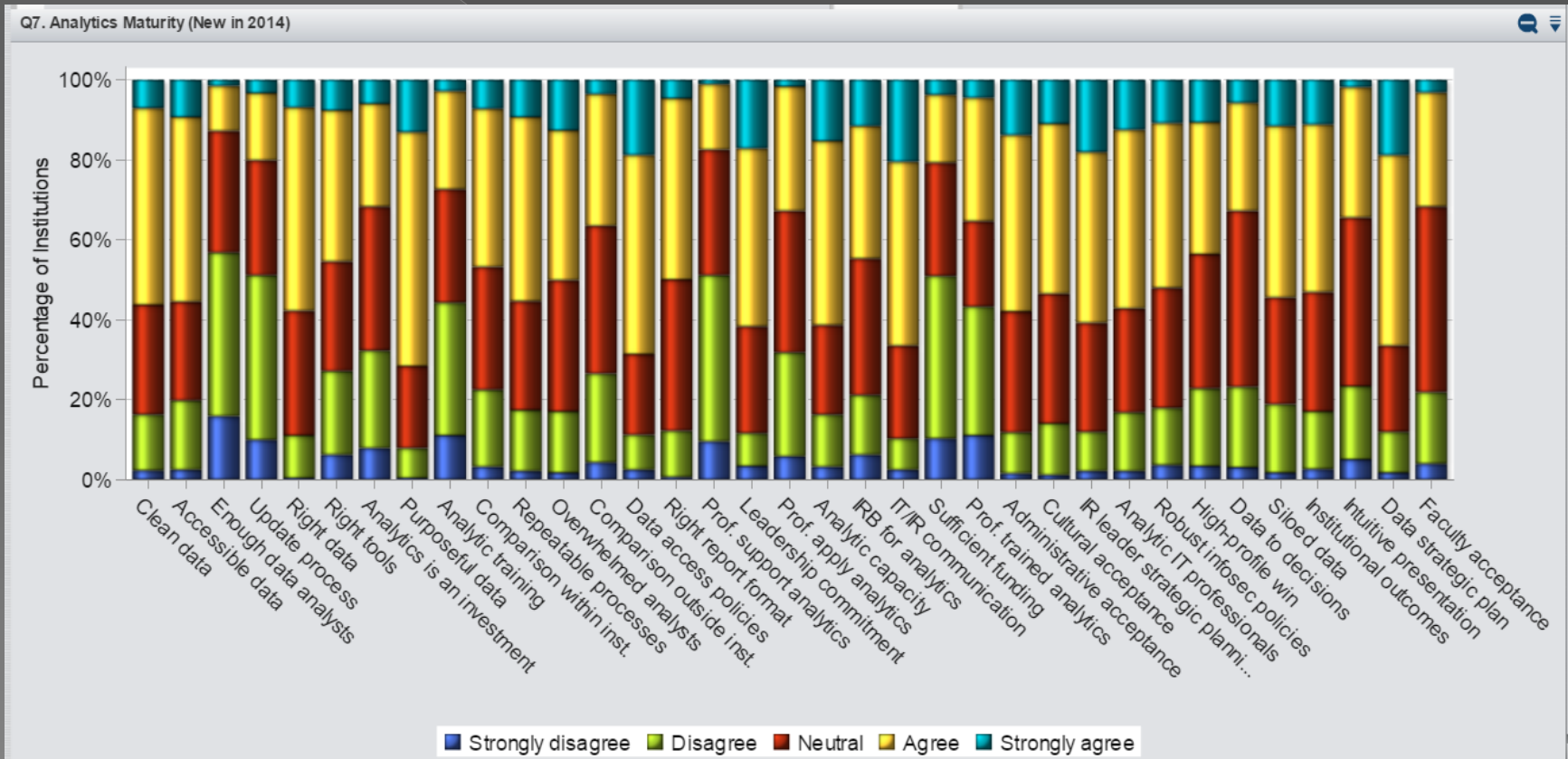
CDS Reporting: Benchmarking Index Items



*Global Complexity Index can help users build peer groups



CDS Reporting: Benchmarking Index Items



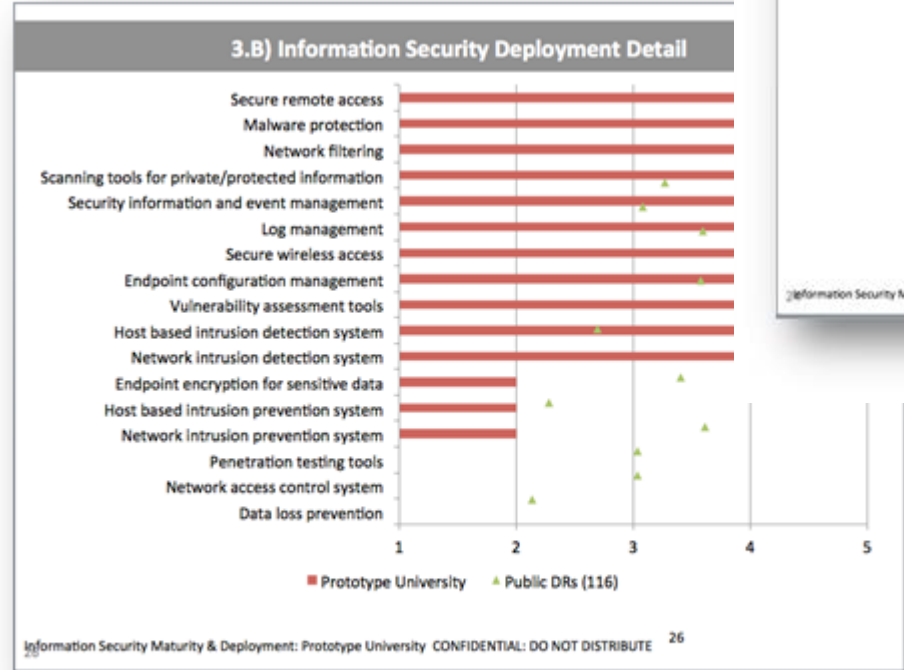
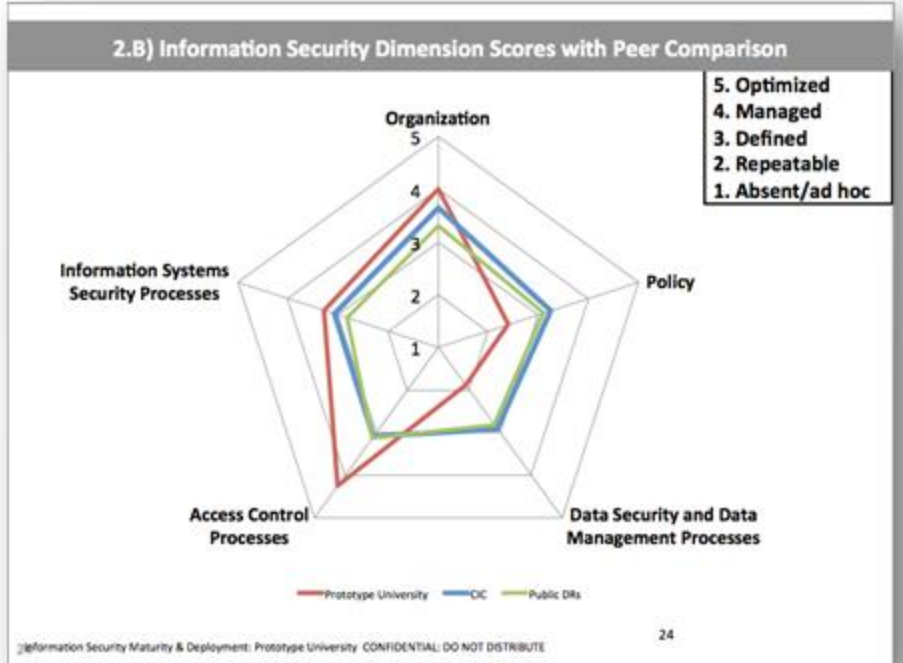
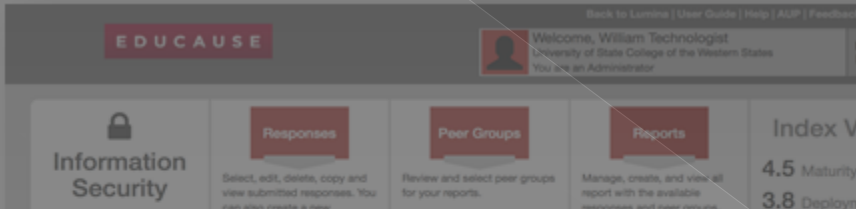
EDUCAUSE Benchmarking Service *BETA*

The screenshot shows the dashboard for the EDUCAUSE Benchmarking Service BETA. At the top, there is a navigation bar with the EDUCAUSE logo on the left and links for 'Back to Lumina', 'User Guide', 'Help', 'AUP', 'Feedback', and 'Logout' on the right. Below the navigation bar, a user profile section displays 'Welcome, William Technologist', 'University of State College of the Western States', and 'You are an Administrator'. To the right of the profile is a 'Lumina Project' button.

The main content area is organized into three rows, each representing a different benchmarking category: Information Security, Research, and E-Learning. Each row contains five columns: a category icon and name, a 'Responses' column, a 'Peer Groups' column, a 'Reports' column, and an 'Index Value' column. The 'Responses' and 'Peer Groups' columns contain brief instructions for each action. The 'Index Value' column displays two metrics: 'Maturity' and 'Deployment'.

Category	Responses	Peer Groups	Reports	Index Value
Information Security	Select, edit, delete, copy and view submitted responses. You can also create a new response.	Review and select peer groups for your reports.	Manage, create, and view all report with the available responses and peer groups.	4.5 Maturity 3.8 Deployment
Research	Select, edit, delete, copy and view submitted responses. You can also create a new response.	Review and select peer groups for your reports.	Manage, create, and view all report with the available responses and peer groups.	4.2 Maturity 4.0 Deployment
E-Learning	Select, edit, delete, copy and view submitted responses. You can also create a new response.	Review and select peer groups for your reports.	Manage, create, and view all report with the available responses and peer groups.	3.8 Maturity 3.9 Deployment

EDUCAUSE Benchmarking Service *BETA*

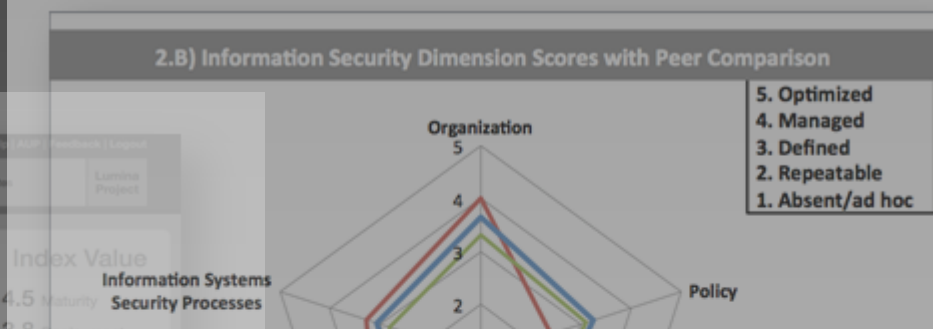


EDUCAUSE Benchmarking Service *BETA*

EDUCAUSE

Welcome, William Technologist
University of State College of the Western States
You are an Administrator

Information Security | Responses | Peer Groups | Reports



3.B) Information Security

Secure remote access
Malware protection
Network filtering
Scanning tools for private/protected information
Security information and event management
Log management
Secure wireless access
Endpoint configuration management
Vulnerability assessment tools
Host based intrusion detection system
Network intrusion detection system
Endpoint encryption for sensitive data
Host based intrusion prevention system
Network intrusion prevention system
Penetration testing tools
Network access control system
Data loss prevention

1

■ Prototype University

Information Security Maturity & Deployment: Prototype University CONFID

2.C) Information Security Maturity Item Detail with Peer Comparison and Recommendations

3. Data Security and Data Management Processes

Item [1 = Absent/Ad hoc, 5 = Optimized]	ProU	CIC	Pub DR	Recommendation
Overall Means	1.9	2.9	2.8	
3.5) We have procedures and technologies in place to protect sensitive data from unauthorized access and tampering.	4.0	3.4	3.1	Your institution has procedures and technologies in place to protect sensitive data from unauthorized access and tampering.
3.3) We classify data to indicate the appropriate levels of information security.	3.0	3.3	3.0	Data classification. Determine classification levels for institutional data based on the criticality and risk levels of the data. To take a risk-based approach to data protection, one must first distinguish the sensitivity between different resources. Add this information to the information asset inventory.
3.4) We have standards for isolating sensitive data to protect it from unauthorized access and tampering.	3.0	3.5	3.0	Data protection standards. Establish common, repeatable best practices for isolating sensitive data to protect it from unauthorized access and tampering.
3.1) We have a process for identifying and assessing reasonably foreseeable internal and external risks to the security, confidentiality, and/or integrity of records containing sensitive information.	2.0	3.1	2.9	Risk assessment. Develop or improve processes for identifying and assessing reasonably foreseeable internal and external risks to the security, confidentiality, integrity, or availability of records containing sensitive information. Risk assessment should identify, quantify, and prioritize risks against criteria for risk acceptance and objectives relevant to the organization. Consider all risk assessments including those that may be performed by third parties and internal audit.

■ Prototype University significantly above peers
 ■ Prototype University significantly below peers