

Confidentiality of benchmarking information

Bencheit workshop in Paris,
December 4, 2013

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Agenda

- Background
- Examples
- Group work
- Discussion and conclusions

Background

- There is a need to protect critical IT related information to avoid
 - the misuse of information by vendors (risk of financial loss)
 - time-consuming discussions on the use of IT resources
 - disclosure of critical plans too early, etc.
- There are different rules in different benchmarking initiatives this, such as
 - "full confidentiality" (e.g. consulting companies conducting benchmarks may keep the ownership of the data and the details to themselves, only disclosing average data for comparison purposes to participants)
 - "open among participants" (e.g. all data of all participants are available to all other participants, but not any outsiders)

Example: Bencheit

Disclaimer

This IT Benchmarking survey is intended for **non-profit educational institutions** on a per invitation/agreement only basis. Any data or analysis collected and created from participants is **used solely for the purposes of measuring and benchmarking IT functions of various higher education institutes and for identifying best practices**. All data shall be handled as confidential. Raw data may be used for **further academic research** by specific permission of the EUNIS Bencheit Steering Committee and only in such a way that an individual participating institutions' exact and detailed financial or technical data cannot be identified.

This survey questionnaire is **open to all European HEIs** willing to participate. HEIs participating are required to accept the condition of total openness: By giving its own information, the individual HEI gets all the information from all other HEIs and agrees that its information may and will be sent to all other participants. Information collected is intended only for internal use within the HEIs participating. Any **further publishing or commercial use** of the results is forbidden.

Example: EDUCAUSE 1/2

Core Data Service Appropriate Use Policy—for Participants

Appropriate use policies establish how the identified data must be protected by CDS participants, as well as how EDUCAUSE may use the data to communicate the state of IT and to enhance services to its diverse membership. All CDS Managers, Authors, and Reviewers are expected to read and comply with the **CDS Appropriate Use Policy (AUP)** for participants. A fundamental tenet of the participant AUP is that access to identified data is limited to survey participants. In addition, **advance approval from EDUCAUSE** is required for use of any CDS data, even aggregated data, in public presentations or publications.

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Copyright

Data contributed to the Core Data Service by a participating institution **remain the property of that institution. EDUCAUSE otherwise owns the copyright** to the contents of the Core Data Service database, survey, and website. To protect data confidentiality on behalf of contributors, users may only use the contents of the Core Data Service as set forth in this Core Data Service Appropriate Use Policy.

Example: EDUCAUSE 2/2

Terms and Conditions of Use

- I affirm that I have been **authorized by my institution** to use the Core Data Service, that I have accessed CDS via my unique credentials, and that I will not share these credentials.
- I will limit disclosure and use of data obtained from CDS to those in my institution with **formal responsibilities** related to the use of such data (e.g., executive, budget, and planning officers, IT oversight committees, and senior staff of cognizant IT organizations). This limitation applies to both institutionally identifiable and aggregated data.
- I will store and provide data access, as appropriate, in a secure manner.
- I will not share or make public any CDS data about other institutions beyond my institution unless I have received **prior approval from EDUCAUSE** to do so. I understand that permission from EDUCAUSE is required prior to my using any data—even in aggregated form—in professional publications, public documents, or presentations beyond my institution.
- If I am employed by a corporation but working on a campus through a consulting, outsource, or partnership arrangement, **I will not share any data with the corporation.**
- As an exception, for the purposes of **reaccreditation, peer review, or similar studies** being conducted on behalf of my institution, I am permitted to provide data from CDS to reviewers not affiliated with my institution, so long as a copy of this Policy accompanies the data provision and is understood to govern the use made of the data.

Group work results

1. Data visibility and the possibility to identify individual institutions in the data set
 - Approach #1: Data is visible to all participants
 - Approach #2: Perhaps a dual approach with full details within Bencheit and less details somewhere else
2. Data ownership and IPRs
 - Each institution owns its own data, EUNIS owns the rest?
3. Rules for sharing the data within the institution and with other organizations
 - The goal: open data at least at an aggregate level
4. How to deal with product vendors and service providers
 - There is a need to compare license costs across countries
 - What about working together with NRENs
5. What kind of organizations are allowed to participate
 - For-profit HEIs perhaps, other parts of the world perhaps
 - Consortia would be facilitating the process
6. Using the data for research purposes
 - Yes with clear rules for what can be published with/without permission (respecting the confidentiality of individual contributors)
7. The need for all participating groups/initiatives to change their internal rules.
8. What results should be public
 - Need to analyze the side effects
 - Open the data to the extent that is not causing harmful side effects (possible side effects could come from vendors, ministries, etc.)
 - Report is needed to avoid misunderstandings and for ensuring the perceived quality of the work
 - Aggregation at the national level not needed by HEIs