Confidentiality of benchmarking information

Bencheit workshop in Paris,
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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.
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Example: EDUCAUSE 2/2

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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

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