Group work results

Group 2: participants from Norway, Finland, Lithuania, Italy
Indicators

- **Technical**
  - Basic measures: e.g. Workstations
  - Also: Level of virtualization in workstations,

- **Financial**
  - Mandatory
  - Dangerous to measure the costs only

- **Indicators for measuring the outcomes**
  - Efficiency of learning and research: amount of e-learning, number of published data sets

- **Hot topics for universities**
  - E.g. digital exams are hot right now
  - How much a LMS is improving efficiency
  - Improving visibility to license costs
  - HR: salary levels against the private sector, turnover figure
Why are we doing this

• Main goal: to make universities more efficient and effective
• Knowing your own data, especially in the distributed part of IT
• Selling the selected IT approach to the rector (e.g. what is the right cost level, what are the right services)
• Understanding what others are doing: finding the differences
• Partnership opportunities: what tools others are using
• Related questions:
  • How do you convince universities to show their data to others
  • What tangible improvements have been implemented through benchmarking
The process

• The process needs to be fast enough to accommodate emerging new needs (recent example: digital exams)
• The result: continuous process: new indicators coming in every year, old ones being dropped out
• Requirements fall into three categories
  • There is a need for core data (exchangeable across countries and stable over time)
  • There is a need for a customized part for every country
  • There is a need for an agile approach
• Several layers for co-operations
  • Central tool to be used by all for automating the basic work (e.g. kTI)
  • Each country to implement its own additional elements (with/without the tool)
  • European level: EUNIS on a voluntary basis
    • Chance to meet on a yearly basis
    • Possibility to transform the work into a European project