



Aalto-yliopisto

# Group work results

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# Topics

- Common European project
- Next steps: cross-survey participation
- Communication
- Funding
- Marketing: promotion of the survey
- How to come up with a common list of indicators?
- How to find indicators that link IT with business
  - Some work already done in Spain
- How to begin – step-by-step instructions
- Which frameworks already exist?
- Number of countries represented should be higher
- What tools to use in the joint work
- Definition of IT is needed (is a coffee machine IT?)
- Who is the client (IT, CIO, Rector, Ministry of Education, ...)
- How to maintain flexibility and keep the data still comparable (different needs with different people and in different countries)

# Themes

- Fundamental questions
  - Which frameworks already exist?
  - Definition of IT is needed (is a coffee machine IT?)
  - Who is the client (IT, CIO, Rector, Ministry of Education, ...)
  - How to maintain flexibility and keep the data still comparable (different needs with different people and in different countries)
- Common European project
  - Marketing: promotion of the survey
  - Funding
  - Communication
  - Number of countries represented should be higher
- How to proceed
  - How to begin – step-by-step instructions
  - Next steps: cross-survey participation
  - How to come up with a common list of indicators?
  - How to find indicators that link IT with business (Some work already done in Spain)
  - What tools to use in the joint work

# Fundamental questions

- Which frameworks already exist?
  - EDUCAUSE, UCISA, UNIVERSITIC, Bencheit, Gartner
  - CobIT, GTI4U, ISOs
- Definition of IT is needed (is a coffee machine IT?)
  - Included: Phones, Fridge?, HPC, IT policies, IT strategy, funding, risks
  - Grey area: “developing scientific SW”
  - Excluded: Coffee machines
  - Conclusion: flexibility is needed (and a clear set of definitions)
  - Stepwise approach
- Who is the client
  - All: IT, CIO, Rector, Ministry of Education, ...
  - Different indicators and reports depending on the client’s needs
  - Combine this with the communication
- How to maintain flexibility and keep the data still comparable (different needs with different people and in different countries)
  - Layered approach (like UCISA)

# Common European project

- Funding
  - EU funding possible
  - Horizon 2020
  - Ministries of Education might be the right channel
- Marketing: promotion of the survey
  - Lobbying needed: ideas
  - Presenting the approach to other forums, e.g. Rectors, business responsables (need to translate results into non-IT language)
  - How to make the results relevant to outsiders (non-academia)
  - Number of countries represented should be higher
  - Ambassadors
- Communication
  - High-level communication pack
  - See next steps

# How to proceed

- Activate the task force
    - Split the work into teams of 5
      - Team for common Indicators
        - Also: IT-business-alignment team
      - Team for tools
      - Team for lobbying & marketing
      - Coordination team
  - Next steps
    - Define work for each team
    - Execute in 6 months to see results
    - Meeting in Riga to show results
    - Cross-activity participation
      - Use the results of the student
      - Task for the “Common Indicators team”
  - Separate task: Beginner’s guide and mentoring
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# Next steps

- Email discussion to define the responsibilities for the core team
- Video conference for the core team
- Marketing person is needed!

# Notes from team 1 comments

- Next steps
  - Phase 1
    - Mapping the data
  - Phase 2
    - Longer term plan with a European study
    - Smaller team: on from each initiatives + Andreas
    - Benchmarking workshop in Riga
    - Another workshop
- Other topics
  - Core + country specific
  - What is missing:
    - technical uptime etc.
    - Use of frameworks (e.g. ITIL)
    - Quality measurement framework
    - Service catalogs / service categorization
  - Distributed IT vs. centralized IT
    - Political issues
    - Sharing best practices in collecting data
  - Blank space: customer satisfaction
  - Soft topic: IT is focused on university administration
  - Soft topic: renewing IT vs. running IT
  - Germany: providing services to non-university clients