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 responsibles (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
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
    • Long 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