IT benchmarking in the UK

Anna Mathews

Universities and Colleges Information Systems Association (UCISA)

execsec@ucisa.ac.uk
twitter.com/anna_mathews
UCISA’s new survey

- **WHO** is responsible for the survey?
- **HOW** is it conducted/technique?
- **WHY** did UCISA introduce a new methodology?
- **WHEN** did the new survey begin and **HOW MANY** institutions take part?
- **WHAT** is the survey structure? (HESA, Tier 1, Tier 2)
UCISA’s new survey

- WHO is responsible for the survey?

- HOW is it conducted/technique?
WHY did UCISA introduce a new methodology?

- *Decline in numbers responding to survey*
- Increased need for KPIs
- *Benchsharing* concept
- Comparisons of **actual activities** rather than just a comparison of total institutional spend

[www.ucisa.ac.uk/bestpractice/surveys/statistics](http://www.ucisa.ac.uk/bestpractice/surveys/statistics)
Q 65  Are questions about IT included in your institution’s student satisfaction survey?
Benchsharking: KPIs as a change agent

- How similar/different are the results of my institution?
- What can I learn from another institution that will improve my IT department?
- What can I do with the same resources?
WHEN did the new survey begin and HOW MANY institutions take part?

The UCISA survey was begun in 1996/7, with a radical redesign implemented in Spring 2011 (collecting data for academic year 2009/2010)

VOLUNTARY

- 60/140 institutions in Year 1 of the new survey (data for 2009/10, collected in Spring 2011)
- 70 /140 institutions in Year 2 of the new survey (data for 2010/11, collected in Spring 2012)

(Previous survey: 40-50 institutions out of a possible 140 institutions)
WHAT is the survey structure?
(HESA, Tier 1, Tier 2)

- HESA
  After collection the survey is populated with FTE numbers of students and staff from the Higher Education Statistics Agency (HESA)
  www.hesa.ac.uk

- Tier 1
  - Context
  - Metrics
  - Questions 1 - 30

www.ucisa.ac.uk/bestpractice/surveys/statistics
Sample questions

Examples from Tier 1

- Q 6 Total number of student workstations available across the whole institution?
- Q 12 What was the overall capital spend on IT project in this academic year?
- Q 28 Does your institution have a specialist networking team?
  - If yes how many FTE staff are employed in the networking team?
  - follow on questions about responsibilities
  - follow on questions on expenditure (purchases, maintenance, training costs)
Questions

Examples from Tier 1

- Q 9 Do you have 24/7 student support for IT?
- Q 15 Does your institution calculate and use at seat costs?
- Q 22 What is the performance of the IT department measured against? (multiple choice)
- Q 23 Does the central IT department have a Service Level Agreement (SLA)?
- Q 24 Is the IT department’s power consumption measurable?
What’s new?

- Tier 2
  - Detailed questions on services
  - Questions 31-98

www.ucisa.ac.uk/bestpractice/surveys/statistics
Questions

Examples from Tier 2

- Q 31 Do you use eduroam?
- Q 38 Do you have a system for sending text messages to students?
- Q 40 Does your institution have VOIP?
- Q 49 How are management information systems linked to statutory returns?
  - fully linked reporting
  - we make manual returns on an ad hoc basis
  - other (please list)
Sample questions

Examples from Tier 2

Q 78 What is your institution’s policy on shutting down accounts and email for students when they graduate? (select all that apply)

- it is immediate
  - students retain accounts for a period after graduating
  - auto forward put in place
- email addresses are retained or modified for alumni
- other, please list
A final word…

Results

http://annamatthews.wordpress.com/2012/03/19/it-benchsharing-preliminary-results-from-ucisas-heits-survey/